

Annual Report 2003

EXECUTIVE SUMMARY

Since the establishment of the Office of Ombudsman Punjab in September 1996, this is the 7th Report on the performance of this Institution. The report for the year 2003 is the 4th in succession of my incumbency in this Office. Section 28 of the Punjab Office of The Ombudsman Act, 1997 envisages submission to the Governor, Annual Report on the working of the Institution, within 3 months of the conclusion of each Calendar year. This provides an account of the working of the Office regarding disposal of complaints received, grievances redressed, difficulties faced and actions taken to get the policy matrix made more people friendly for better functional capability of the agencies to make them responsive to the public needs.

2. The 1973 Constitution of the Islamic Republic of Pakistan on the one hand grants and protects fundamental rights of the citizens and on the other hand has laid down Principles Of Policy binding Organizations/Authority of the State to act in accordance with it. In spite of these clear provisions in the Articles of the Constitution, instances of depriving people of their valuable rights because of administrative excesses have been reported in the complaints. There is compendia of laws dealing with acts violative of fundamental rights. In cases constituting mal-administration, the Institution of the Provincial Ombudsman plays its role for redressing grievances of the aggrieved citizens. In this way, it is an Institution of importance as protector of rights of the people and administrative accountability.

3. JURISDICTION

i) Preamble to the Punjab Office of the Provincial Ombudsman Act, 1997, provides the functional jurisdiction to the Ombudsman in the following areas of public importance:

- Protection of the rights of the people.
- Ensuring adherence to the rule of law.

- Diagnosing, redressing and rectifying any injustice done to a person through mal-administration.
- Suppressing corrupt practices.

ii) These matters of public importance have been kept in mind by the Legislature to provide a forum where citizens can come up with their grievances seeking redressal in an effective, inexpensive and efficient manner. All the Govt. agencies are bound under the Constitution and the law to ensure protection of guaranteed fundamental rights of the citizens by taking proactively integrated policy measures and taking admissible remedial actions where needed. This requires that every policy of Govt. should be within and according to the parameters of Public Policy enunciated in the Constitution.

iii) A number of times, issue of jurisdiction of Provincial Ombudsman has been raised specifically in service matters. It needs to be made amply clear that wherever any act of maladministration is committed by way of omission or commission, the Ombudsman is empowered under the law to invoke his jurisdiction irrespective of the fact whether it pertains to the service matter. Hundreds of complaints originated from inordinate delays in granting move over, promotions, deciding inquiry matters, granting pensionary benefits, transfers in violation of policy, discrimination and recruitment against established norms etc. Section 9 of the Act *ibid* deals specifically with the jurisdiction, functions and powers of the Ombudsman. This has been further clarified in law case “PLD 2001 Karachi 304 of Sindh High Court in Civil Petition No.D-504 of 1998 Civil Aviation versus Wafaqi Mohtasib” (Ombudsman and others), wherein Hon’ble Division Bench has held that it is a well settled law that even an order without jurisdiction may not necessarily be set-aside if the dictates of substantial justice required otherwise.

4. **MAL-ADMINISTRATION**

Sub-Section (2) of Section 2 of the Punjab Office of The Ombudsman Act, 1997, defines and includes mal-administration as follows:

- i) a decision, process, recommendation, act or omission or commission; which-
 - a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona-fide 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, favoritism, nepotism and administrative excesses; and
- ii) neglect, in-attention, delay, incompetence, inefficiency and inaptitude in the Administration or discharge of duties and responsibilities.

5. **INEXPENSIVE AND SPEEDY DISPOSAL OF COMPLAINTS**

Sub-Section 4 of Section 3 of the Act *ibid* provides that the Ombudsman shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the executive and all executive authorities throughout the Province shall act in aid of the Ombudsman for the furtherance of justice and redressal of grievances. While performing functions as Ombudsman, judicial norms are strictly adhered to. Aggrieved persons have to make sizeable expenditure in engaging counsels for filing their cases before the competent forum except the Ombudsman Institution. In lot many cases, aggrieved persons failed to file their petitions for want of required finances. In this back drop, the Institution of the Provincial Ombudsman provides inexpensive forum for dispensation of justice to the aggrieved against administrative excesses because no fee is

levied and appearance of counsel is also not necessary. Speedy disposal of complaints otherwise, saves lot of money of complainants by minimising their travelling to participate in the investigation of the cases. This has enhanced public trust in the Institution of the Ombudsman as their friend and Advocate of their cause.

6. **DELAY IN FILING DEPARTMENTAL COMMENTS.**

From the complaints received it has been observed that in quite a large number of cases, cause of action arose because of administrative delay or inaction on the part of the agency to decide the matter pertaining to the complainant. In disposal of complaints there are three players i.e. the complainant, the agency and the Ombudsman. Complainant is interested to get the due relief at the earliest. The spirit of the Act *ibid* envisages that the Ombudsman shall dispose of the complaints after due process in accordance with the law at the earliest. The agencies though bound under the law, to act in aid of the Ombudsman, have been found many a times reluctant to file their replies causing unnecessary delays. In many cases notices to agencies had to be repeated even more than 10 times for filing their parawise comments/replies. Majority of the agencies however, extended their cooperation for early disposal of complaints.

7. **IMPLEMENTATION OF DIRECTIONS.**

Implementation of recommendations/directions of the Ombudsman is mandatory as required under section 11 of the Act *ibid*. In some cases the agencies were found reluctant to implement the orders. Before invoking powers under Section 12 and 16 of the Act *ibid*, show-cause notices were however, issued to the concerned officers/officials, whereupon, the stone was set rolling for redressal of the grievances of the complainants. Yet in some other cases some of the administrative secretaries were summoned whereafter, implementation could be ensured. The Institution is cognizant of the fact that summoning higher authorities does have an opportunity cost on their time which could otherwise be used for the betterment of the people.

8. **COMPLAINTS RECEIVED.**

- i) Means of receipt of complaints in this office are:-
 - a) By post;
 - b) In person;
 - c) Through fax;
 - d) By transfer from Federal Ombudsman;
- ii) During the calendar year 2003, **9392** complaints were received. Statistical analysis at page **41** would indicate that Police Department remained top scorer with **1074** complaints against it. Education Department, DCO's and LG&RD Departments remained respectively on second, third and fourth position in terms of number of complaints received against them. District Governments have attained third position in the list of departments against whom complaints have been received. This is an indicator of need for improving the system of District Governments.
- iii) Statistical and graphical analysis of complaints received has been given in the report. Against 8,586 complaints received during the last calendar year, this year **9392** complaints were received indicating an increase of **806** complaints which comes to 9.39 percent. Out of these, **4571** complaints pertain to delay, **988** to corrupt practices and **1167** to administrative excesses which come to 68, 15 and 17 percent of total maintainable complaints respectively. Complaints found non-maintainable remained **2666**. Higher percentage of complaints because of delay in taking the required action speaks of inefficiency, neglect and inaptitude on the part of the concerned functionaries of the relevant agencies. The concerned administrative secretaries are expected to rise to the occasion to take a serious note thereof for improving performance of their departments to ensure good governance in the larger public interest. A sizeable percentage of complaints pertaining to corrupt practices necessitates

eradicating the evil of corruption. Administrative excesses is another area of concern where repository of authority misused their powers inflicting sufferings on the people. The establishment of District Governments pins hope in the public functionaries that they will be more efficient and responsive to the benefit of the people by eliminating causes of grievances through their improved synchronized management of public affairs. The silver lining, however, appears still at a far distance.

9. **SUO MOTO COGNIZANCE.**

In addition to the complaints received through routine mechanism, in **10** cases suo moto cognizance was taken. This speaks of proactive approach of the Institution in redressing grievances of people who had little access to the other forums. This has further enhanced confidence of people in public institutions caring for their betterment and looking after their rights.

10. **DISPOSAL OF COMPLAINTS.**

During the year under report **13,192** complaints were processed (3,800 carried forward from last year and **9392** received during year under report). Out of these **9509** complaints were disposed of which comes to **72** percent, inspite of the fact that posts of three Directors remained vacant for about one month and of one Advisor for 5 months. The Investigating Officers worked diligently in systemized time phased manner to process these complaints. On the average, **1015** complaints were processed by each Investigation Officer which is a task requiring candles to be burnt from both ends. However, Institution appreciates the cooperation extended by the agencies, their representatives and other functionaries in quick disposal of complaints in face of all odds.

11. **REPRESENTATIVE CASES.**

To apprise the readers with the nature of complaints received and disposed of by this Office, summaries of representative cases have been added in the Annual Report.

12. **OPENING OF REGIONAL OFFICE.**

The growing confidence of the public in the Institution reflected by increasing number of complaints, required the Institution to be more functional and responsive to the call of the poor. Poor financial conditions of the aggrieved, many a times prove stumbling block for them to take up their matter with the relevant forum. Therefore, opening of a Regional Office at Multan was initiated to dispense justice at their door steps. Sufficient progress has been made and it is expected that it will become functional during first quarter of the year 2004 providing easy access to the needy persons.

13. **IMPROVEMENT OF LOGISTICS AND OFFICE EQUIPMENT**

In spite of the performance of the Institution depicted in the statistical analysis, it is still felt that potentials of this organization have not been optimally exploited. In order to make it more effective and efficient its logistics have been improved by replacing vintage vehicles with 9 new cars. Seven vehicles are still to be replaced because of their poor and unreliable conditions. Office equipment has been gradually improved and government has provided funds for purchase of 13 computers with LAN facility. This will get connected all the Investigating Officers and other functionaries with the integrated system providing systemized monitoring for efficient disposal of complaints. This is expected to be implemented and made operational in the first quarter of the year 2004. Officers and supporting staff have been imparted training through Management and Professional Development Department of Govt. of the Punjab. Enhanced capacity coupled with office aids is expected to further improve output of the Institution.

14. **CIRCULATION OF REPORT 2002.**

Report for the year 2002 has been circulated in wider sphere of interest covering Federal and all the four Provincial Governments. Report was laid before the Provincial Assembly on 22-10-2003 for perusal by the Legislators with the expectation to have guiding feed back from them. Copies of reports were also distributed to the information media for their critiques. As against 450 copies circulated last year, 1300 copies of the Report 2002 were circulated.

15. **ROLE OF PRINT MEDIA**

Print media is easily accessible source of information for the public and provides guiding feed back to the public organizations. During the year under report, national and local media gave due coverage to the performance of the Institution. The analysis contained in the editorials provided encouragement and feed back to the Institution to further improve its working. Some of the press cuttings are included in this Report.

16. **COMMENTS OF THE COMPLAINANTS.**

The complainants sent their views and comments through letters. Besides appreciating efforts of the Institution, they have also critically analyzed and given suggestions. These are given due consideration for further improving the performance in the coming days.

17. **ACKNOWLEDGEMENTS.**

Although the Report for the year 2002 was circulated widely but acknowledgements received do not commensurate with its number. May be, recipients did not find time to read it or spare some time to honour us with their valuable views which were expected. We appreciate the efforts and concern of those who acknowledged

the receipt of the report and sent us their valuable views/comments, some of which are included in this Report.

18. **IMPLEMENTATION OF RECOMMENDATIONS 2002**

Recommendations made by the Institution initiated amendments/changes in Rules/Policies of the Government in some cases. From these improvements in the policies, quite a large number of people have benefitted. These are:-

- a) Widow of a deceased Govt. employee has been included in the list of those who can seek employment under Rule 17(A) of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974. This notification is placed at Appendix-B.
- b) Financial powers of the DCO & EDOs (Lahore) have been enhanced through a notification, placed at Appendix-C. Similar delegation of financial powers to DCOs and EDOs of the remaining Districts will help to resolve financial matters at the District level. It is felt that there are still more areas of functioning where delegation of powers to the District Govt. Officers is needed.
- c) Departmental Selection and Promotion Committees at the district level have been notified by the Government (Appendix-D). This will facilitate disposal of cases of the employees at the district level creating conducive working environment necessary for adequate delivery of services.
- d) There were 290 posts lying vacant in the Special Education Sector of the Government. For want of required staff, education and training of special children were adversely affected. On the intervention and recommendation of this Institution, Government has allowed to fill these posts after observing laid down procedure.
- e) While recruiting Educators on contract basis, disabled persons were ignored by not reserving 2% of the available vacancies for them. A number of deserving persons were deprived of their right granted under

the relevant Laws. On the intervention and recommendations of this Institution, Education Department has reserved 2% of the posts of the Educators for disabled persons and these are expected to be filled after observing laid down procedure (Appendix-E).

19. **RECOMMENDATIONS.**

The report contains recommendations under two heads i.e. general — applicable to all the departments and Department specific — relevant to the concerned department. The Administrative Secretaries are expected to go through these minutely and take appropriate actions to implement these recommendations in the larger public interest.

20. **IMPLEMENTATION REPORTS**

Ombudsman Punjab's Annual Report 2002 was circulated well in time to all the Provincial Administrative Secretaries. It contained recommendations in Chapter III of this report; 15 recommendations were of general in nature applicable to all the Departments requiring policy decisions by the concerned administrators and specific recommendations pertaining to 26 different Departments/Agencies of the government. Section 11 of the Punjab Office of the Ombudsman Act, 1997 provides that concerned Agency should submit report to the Ombudsman regarding action taken by them for implementation of the recommendations. The Administrative Secretaries were also reminded to furnish implementation reports but no report was received which is violation of the provisions contained in the referred Section of the Act. In this regard the Chief Minister's directive No.DS.I/CMS/03/OT-4/12543, dated 30-07-2003 is also on record. Perforce chapter titled Implementation Reports has to be excluded from this report. Taking lenient view action as envisaged in Sub-section 5 of Section 11 and Section 12 of the Act *ibid* was not initiated but at the same time it is urged that all the Administrative

Secretaries should take it seriously and furnish the implementation report without further delay. The Chief Secretary is required to take up this matter in the Administrative Secretaries' meeting to impress upon them for compliance which may otherwise entail initiation of action under the law.

RECOMMENDATIONS

Under Sub-Section 3 of Section 9 of the Punjab Office of the Ombudsman

Act 1997 (Act X of 1997)

I. GENERAL

II. DEPARTMENTS

1. Accountant General, Punjab
2. Agriculture Department
3. Anti-Corruption Establishment
4. Punjab Government Servants Benevolent Fund
5. Boards of Intermediate & Secondary Education
6. Board of Technical Education
7. Board of Revenue
8. Communication & Works Department
9. Cooperatives Department
10. District Government
11. Education Department
12. Finance Department
13. Food Department
14. Forest Department
15. Health Department
16. H & PP Department
17. Irrigation and Power Department
18. Lahore Development Authority
19. Local Government & Rural Development Department
20. Police Department
21. Prisons Department
22. Punjab Small Industries Corporation
23. Social Welfare, Women Development & Bait-ul-Maal
Department
24. Universities
25. Zakat & Ushr Department

GENERAL

Analysis of issues and grievances contained in the complaints indicated that some were of general nature requiring improvements in policies/rules whereas others were specific to the Departments. Keeping cause of good governance and speedy redressal of grievances in view, general and departmental specific recommendations are made. The Provincial Government and its Departments are expected to give effect to these by taking appropriate decisions and actions as deemed fit.

1. PENSION SANCTIONING AUTHORITY FOR LOCAL COUNCIL EMPLOYEES

With the establishment of District Governments, employees of the Local Councils have become employees of the District Governments, TMA, or Union Council as the case may be with new nomenclatures. Scores of complaints have been received indicating that pensionary benefits to the retiring employees of the former local councils are not being sanctioned because no pension sanctioning authority in their respect has been notified. Similarly, issue regarding contribution towards pension by respective employers has also not so far been decided. As a consequence, hundreds of employees serving in the Local Councils and its Institutions now under the District Government are suffering financial squeeze. Local Government & Finance Department should undertake collaborated exercise to resolve these issues at the earliest in the interest of success of the new system.

2. OPPORTUNITY FOR PROMOTION OF GOVERNMENT EMPLOYEES

Section-8 (1) of the Punjab Civil Servants Act 1974 provides that a Civil Servant possessing such minimum qualifications as may be prescribed shall be eligible for promotion to a (higher) post for the time reserved under the Rules for Departmental promotion in the service or cadre to which he belongs. Under the Punjab Local

Government Ordinance, 2001, in the first schedule part-C, different Departments have been grouped together and 11 groups of offices have been created at the District level. These groups of offices at the District level are headed by the EDOs including DCO. Posts of DCOs & EDOs are borne on the cadre of the S&GAD and in this scenario, opportunities for promotion in the hierarchy of a Department have decreased because any officer eligible can be appointed as EDO e.g. an officer from C&W Department, Housing & Physical Planning Department, Public Health Engineering Department and Engineering Wing of Local Government Department can be appointed as EDO (Works & Services). Prior to this, each of this Department had their own District/Divisional Heads of the rank of Superintending Engineer/Executive Engineer. Now all these Departments having one EDO, would mean decrease in promotion opportunities for the officer otherwise becoming eligible. This may also be the case with other groups of offices in the District. It is proving counter productive for want of appropriate incentives in growth in career. The concerned Departments should give appropriate concentration to this aspect to alleviate hardships of the officers by providing career growth opportunities to them for which one possible option is revival of promotion against higher grades instead of higher posts which was dis-continued through an amendment in the year 1984 in the Punjab civil Servants Act 1974.

3. AMENDMENT IN THE RECRUITMENT RULES

After devolution, the employees in BS.1-15 belonging to various departments at the District and Tehsil level have been grouped together and brought under the administrative control of the District Government. In the wake of this change in the hierarchy, deletion of the said posts from the strength of those Departments and addition to the general cadre of the District Governments has become necessary. All the more, Appointing Authorities in respect of these posts will have to be pin pointed in the respective recruitment rules for recruitment and promotion of the said employees. The Local Government Department, the Regulations Wing of the S&GAD and Finance Department should join hands and make necessary amendments in the existing recruitment rules to avoid future complication.

4. ANOMALIES COMMITTEE

Since the establishment of the District Governments, functional anomalies at the District, Tehsil and U.C. level in different areas of performance are growing up e.g. missing administrative links between District, Tehsil and U.C. administration, lack of coordinational role at the Tehsil level, budgets are being independently and separately provided to the District, Tehsil and U.C. but only DCO has been declared as Principal Accounting Officer etc. Similarly, there are other areas of concern in establishment matters. All these require detailed scrutiny and amendments in the relevant rules to mitigate problems of employees and to further the cause of District Government for efficient delivery of services in canter manner to the populace. We are of the view that a high powered forum at the Provincial level may be established under the chairmanship of ACS to resolve inter-departmental and intra-departmental anomalies to enhance efficiency of the District Governments.

5. GRANT-IN-AID OUT OF BENEVOLENT FUND

Applications for grant-in-aid out of the Benevolent Fund are submitted to the District Boards and Provincial Board by the employees through their respective Departments. In scores of complaints it has been highlighted that grant-in-aid was denied for late submission of applications or non receipt of applications by the concerned Board. Investigations revealed that the applications had been timely submitted to the Controlling Officers of the Departments in the District but the departmental officials failed to forward these applications timely to the concerned Board. Failure on the part of Controlling Officer adversely affected the employees inspite of no lapse on their part. This is against the spirit of law that any one should not suffer for want of any lapse on their part. There is need to improve procedures for granting aid out of Benevolent Fund by reckoning date of submission of application to the concerned Department by the applicant taking it by the Board concerned as the relevant date.

The concerned departmental heads who failed to submit/forward their applications to the concerned Board should be bound to avoid such delays and in case any-one suffers for want of in-action on their part, the concerned officials should be proceeded against under The Punjab Removal from Service (Special Powers) Ordinance 2000, being in-efficient.

In some cases it has been observed that applications for grant-in-aid were rejected on flimsy grounds e.g. incomplete documentation. In this way widows and orphans suffer because of lack of knowledge. The B.F. Boards should afford opportunity to the applicants to meet with the deficiency in their applications.

6. SIMPLIFICATION OF PROCEDURES

Rules, Regulations and Procedures are prescribed to facilitate disposal of Government business and delivery of services to the public/employees of the Government. In a number of complaints, it has been highlighted that because of procedural bottlenecks and travelling of papers from one table to the other, a lot of time and effort is wasted in redressing the need of the person. Incidentally, procedure involved in re-imburement of medical charges comprises 5 – 7 steps to be completed at different desks and at different stages. Many a times, the genuine patient suffers because of cumbersome procedure involved. In some cases, patients suffering from heart problems, blood pressure, diabetes and other such diseases are continuously required to take the prescribed medicines but the patient has to each time go through the same procedure for re-imburement of expenditures incurred on restoration.

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

that O&M Wing of the S&GAD should analyze all the procedural matters and simplify those in the larger interest of the public.

7. PAYMENTS OF COMPENSATION OF ACQUIRED LAND

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

8. ATTITUDE

From most of the complaints it has been observed that the same rules, regulations governing the functioning of the departments are interpreted differently by the officers/officials entailing different out-comes which ultimately affects public. Efficiency of departments is also affected because of approach towards issues of the concerned dealing staff. There are institutions available for training and development of human resource dealing with the public affairs. Attitudinal and ethical issue needs to be made a part of such trainings to re-orient thought process of the officers/officials by changing attitudes positively skewed towards redressing/ efficient delivery of services to the people.

9. QUALITY OF WORKS EXECUTED

In a number of complaints it has been reflected that quality of works executed by the nation building departments generally remained poor. Resultantly, infrastructure is in the state of continuous repair. This not only causes loss to the exchequer but also to the public who make use of that infra structure. May be it is because of

improper planning, designing, in-adequate specifications or lack of proper supervision/inspection. In order to avoid such continuous loss, one possible option can be that minimum period be prescribed for each project during which no repair work should be executed and it should be reflected in the PC-1 in clear terms. In case, urgent repairs become unavoidable, the concerned officers/officials who executed the project should be proceeded against under The Punjab Removal from Service (Special Powers) Ordinance, 2002, for being in-efficient and loss to the exchequer be also recovered from them.

10. ENVIRONMENTAL DEGRADATION

The over all environment in which we are living is getting degraded because of many factors. These include in-adequate and poor quality of civic amenities being provided by the local & municipal authorities. Solid and hospital wastes are not being disposed of properly. Sullage water and industrial effluents are being discharged into fresh water channels i.e. canals & rivers. People down stream, where sweet water is not available, drink polluted water e.g. Bahawalpur Division. This polluted water contains lot of disease causing compounds, dangerous germs and oxides of nitrogen, sulphur and carbon. Noise pollution is also common and is on the increase. All these pollutants are hazardous and causing many diseases which could be avoided. Because of poor health, not only precious resources are spent but man hours are also lost. Considerable damage has already occurred to the bio-diversity because of negligence and in-action of the concerned agencies. The Government should immediately take appropriate measures to address issues for averting loss to the environment leading to sustainable growth.

11. MISSING LINKS IN DISTRICT GOVERNMENT

While processing different complaints it has been found that District Governments, TMAs and Union Councils are functioning independently of each other and of the Provincial Governments. Funds/budget are released to all these three tiers directly and independently. The authority of the Provincial Government on the District Governments has diluted. In many cases it was observed that response from the District Governments to the Government was necessarily delayed, inadequate and improper.

Resultantly, the desired delivery of services to the people has not been achieved as designed. There is need to re-visit the system and re-activate vertical/ hierarchal linkages between the tiers of the District Government set up and with the Provincial Government.

12. CRISIS MANAGEMENT IN DISTRICTS

Management of crisis is one of the important portfolios of the functionaries in the District Government set up. Reported incidents of Sialkot Jail and in a village of Bahawalnagar District reflected that situations were improperly handled causing loss of precious lives and property. Different complaints indicate that there is no institutionalized crisis management system within the set-up of the District Governments. Occurrence of similar incidents in future can not be ruled out. It would be appropriate to create crisis management system in the District Governments with adequate powers and responsibilities. It may not be out of place to mention that public safety commissions provided in the Local Government Ordinance have not been established and made functional in the interest of efficient working of the District Governments. It is appropriate that organizational arrangements provided in the Ordinance be established and made functional at the earliest.

13. NOTIONAL PROMOTION

Services & General Administration Department Government of the Punjab vide No. SOR-II(S&GAD)2-59/78 dated 19.4.2003 has circulated policy for proforma promotion. Grant of notional promotion to retired civil servants has been stopped. A number of complaints have been received wherein the retired civil servants have sought intervention on the ground that before retirement they could not be promoted because of no fault of them but on account of procedural bottlenecks. In some cases, a civil servant was cleared for promotion by the relevant Board/Committee subject to production of ACRs/completion of record. In many cases, the initiating officer did not submit the ACRs yet in other cases the civil servant made his best efforts to get the record completed but in the meanwhile he retired. In spite of the fact that juniors were promoted, seniors could not enjoy financial and status gains through promotion for no fault of their. They suffer

perpetual financial loss. The Government should reconsider the notified policy and make room for granting due financial benefits to the retired civil servants who could not be promoted of no wrong on their part.

14. ALLOTMENT OF OFFICIAL RESIDENCE

In para-26 of the allotment policy of the S&GAD notified on 10.10.2002, it has been laid down that on retirement or death of a gazetted Government Servant, his or her residence can be transferred in the name of his or her spouse serving in the equivalent to or higher basic pay scale than required for the allotment of the said residence. It has been observed that in a number of cases where neither the retired/deceased Government servant nor his or her spouse or any one of his or her dependent family members owned a house and they were also not in a position to get a residence on rent. Therefore, to avoid hardship to such families, the Government should reconsider the policy and allot an alternate official residence according to entitlement of the spouse of the retired/deceased Government Servant.

15. INTER-DEPARTMENTAL DISPUTE RESOLUTION

Instances have been reported through different complaints where people have suffered because of delays resulting from non resolution of disputes between two or more than two departments. Market Committees charge fee from the growers when they sell their produce in the markets through Arhties. When they sell wheat directly at the procurement centres of the Food Department, Food Department deducts market fee from the growers but do not remit to the Agriculture Department On the other hand, growers claim that because they did not use services of market committees while selling their wheat directly to the Food Department, this fee should not be charged from them.

Director General Mineral Department grants prospective license for mining in forest areas. There are pending disputes between the lessees, Forest Department, Mines & Minerals Department peeling growth in mining sector. Securities to contractors on account of works carried out by them in connection with plantation

along the canals are not being paid because of disputes between Irrigation and Forest Department

Forest & Fisheries Department grants fishing rights on lease basis in rivers and canals. In border areas, Rangers do not allow the rightful lessees to catch fish inspite of the fact that department had granted them lease after recovering the auction amounts.

These are a few examples indicating impediments in the smooth working of departments because of non resolution of inter-departmental disputes. The Government should constitute a dispute resolution committee at appropriate level to look into matters involving more than one Department and resolve the issue in the larger interest of the public.

16. DISPARITY IN OPPORTUNITIES

Complaints filed reflect that there is a clear divide in quality and quantity of services being delivered by the public sector institutions in urban and rural areas. educational, health and sanitation facilities are the three major issues indicated by the complainants. In schools and colleges of rural areas, adequate arrangements for teaching science subjects are not available. A good proportion of students fail to study subjects according to their aptitude & choice. Similarly, rural Health Centers and basic health centers do not provide medical services of the required level for want of necessary staff and equipment. Disparity in services being provided creates feeling of deprivation and helplessness in majority of the population of the Province. Government should address the issue by taking appropriate measures.

DEPARTMENTS

1. ACCOUNTANT GENERAL PUNJAB.

Under the Law and Rules, Accountant General is responsible to monitor and maintain expenditure accounts according to the approved budgeted amounts. Every expenditure has to be pre-audited for which elaborate management, establishment has been provided. In spite of this, a number of expenditures violative of Rule/Regulations are reported through complaints. A few reflected in representations are:-

i) **OVER-DRAWL OF G.P. FUND**

Pre-requisite for sanctioning drawl of G.P. Fund by a civil servant is a certificate from the A.G. Office/concerned DAO regarding accumulated balance in his G.P. Fund account. On the basis of this certificate the authority sanctions drawl of G.P. Fund in favour of the civil servant. In many cases, it has been reported that amounts withdrawn by the civil servants were more than actual G.P. Fund amounts. While recovering these amounts, the concerned offices of A.G. establishment impose penal interests etc. leading to mal-administration but no action is initiated against the officer/official who issued wrong certificate. Appropriate measures be taken to mitigate such mal-practices and where required, punitive action be initiated against the defaulting officials/officers.

ii) **MISSING CREDITS OF G.P. FUND**

Rule 1.8 and 1.40 of the Punjab General Provident Fund Rules, 1978, require that each subscriber shall be informed every year before the expiry of the third month of every financial year about the state of his G.P. Fund account. A few lucky ones receive such intimation while majority remains un-informed. At the time of retirement, disputes crop up because of missing G.P. Fund credits which not only cause sufferings to the retired subscribers but also open doors of corruption. A.G. should take appropriate steps for implementation of the provisions of the Rules in letter and spirit.

iii) **FRAUDULENT DRAWL OF G.P. FUND**

Scores of complaints have been received, where people have alleged that staff of the District Accounts Offices in connivance with the officials of the concerned departments withdrew G.P. Fund from G.P. Fund accounts of different Government civil servants through forged documents. Legitimate subscribers were deprived of their life long savings and last source of their sustenance. Although, elaborate procedures are there but such incidents are not un-common. Regular annual audit of G.P. Fund accounts should be made a routine practice and procedures be improved to stop recurrence of such illegal/fraudulent drawls.

2. **AGRICULTURE DEPARTMENT**

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

i) **ON-FARM-WATER MANAGEMENT**

Because of changes in climatic patterns, scarcity of water for irrigating land is felt every year. This has adversely affected not only area under crops but also per hectore yields. A sizeable proportion of water is wasted because of kacha water channels. Un-even feilds is another impediment in enhancing yield per hector. Different schemes were being implemented under the on-farm-water management scheme i.e. construction of pacca water courses and precision land levelling etc. Sphere of activities under both of these projects have considerably been reduced. The Government should consider giving these wider scope by extending these facilities throughout Punjab, if not possible under projects then as routine function of the Departments.

ii) **USE OF PESTICIDES**

Pesticides, insecticides and herbicides are widely used to control different diseases of crops. Complaints indicate that most of the medicines available are in-effective for want of quality or meet the requirements in the field. This not only becomes an extra burden on the growers but also causes damage instead of any benefit. Concrete steps are required to be taken in a systematic way ensuring quality and appropriateness of medicines being made available in the market.

iii) **EXTENSION SERVICES**

Modern farming is best knowledge. Growers are generally not well informed about the modern techniques of farming. The concerned field staff of the Extension Wing of the Department needs to be geared up for efficient delivery of their services to the farming community.

iv) **AVAILABILITY OF FARM IN-PUTS**

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

v) **CROP REPORTING**

There is an established system for collecting data and compiling statistics to develop estimated production of different crops. Planning to meet human and industrial needs largely depend on it. It is a sorry state of affair

that every year official estimates fail in view of the actual on accounts. Government and the public have to face difficult situations and many a times adversely affecting the economic growth. The Department should take required steps to ensure reliability and error free crop data collection and compilation.

3. ANTI-CORRUPTION ESTABLISHMENT

a) DELAYS IN INVESTIGATIONS

Scores of complaints have been received indicating that investigation by the Anti-corruption Establishment was not completed even after years. Resultantly, Government employees suffered to gain promotion/financial benefits being under enquiry.

On the other hand, departments suffer because the culprits evaded punitive action because of delay. It is in the public interest that all cases pending investigation with the Anti-corruption Establishment be finalized at the earliest for the purpose. A time schedule may be prescribed to complete investigation and submission of challans.

b) RETURN OF ORIGINAL RECORD

To investigate cases of corruption on complaints or otherwise, ACE forums take over original record from the concerned offices. There are a large number of reported incidents where original record remained with them for years. The departments and the employees suffered both on different accounts before different forums. It is imperative that some arrangements may be made in such a way that functioning of the departments does not suffer. Possible option is that either the investigators may take over attested copies of the record required or attested copies of the record taken over be provided to the concerned department. However, in any case, the original record should not be kept beyond a certain specified time limit which should be prescribed by the S&GAD.

4. PROVINCIAL BENEVOLENT FUND BOARD

FAREWELL GRANT

Gazetted Government servants have been allowed farewell grant equivalent to one month's salary at the time of their retirement by virtue of Notification No. SOP-IV (S&GAD) 2001 (WF) Part-I, dated 07.06.2002. This facility has not been extended to the non-gazetted employees. Clearly it is a case of discrimination. Same facility be extended to non-gazetted employees as well.

5. BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

In different complaints received, following issues/problems have been taken up by the aggrieved persons.

- a) Non-receipt of Roll No. Slips by the candidates because of delay rendered by the concerned officials, resulting in non-participation in the examinations.
- b) Un-necessary delay in receipt of result cards and certificates by the candidates after the results have been declared, adversely affecting their chances to re-appear in the forth-coming examinations and their admissions in the next higher classes.
- c) Non-observance of uniform standard in evaluation of answer sheets causing disparity in the marks obtained by the candidates. This has bearing on their admissions in higher classes especially in professional colleges and employment opportunities.
- d) In some cases, examination centers were set up at locations inconvenient to the students involving travelling.
- e) Orphans and disabled candidates have come up with a plea that they may be exempted from fee for re-checking their answer sheets where applied for.

Education Department should give due consideration to these issues and resolve by taking appropriate measures in the larger interest of students.

6. BOARD OF TECHNICAL EDUCATION

Board of Technical Education has amended rules reducing chances to appear in the examinations from 8 to 6 and then to 4. This had been made applicable with retrospective effect. Students who got admission in technical institutions with number of chances keeping in their mind have been adversely affected. Even by amendment in laws/rules, no positive results are achieved. TEVTA should take cognizance of the situation and resolve the issue in letter and spirit.

7. BOARD OF REVENUE

Aggrieved persons have highlighted following issues in their complaints pertaining to the Board of Revenue.

- a) Appeals in revenue matters are not decided timely by the concerned appellate authorities. Litigants have to face ordeals of travelling, bearing un-necessary expenditures and wasting their productive man working hours.
- b) Copies of revenue record specially Fard Malkiat are not issued timely when required by the Patwaries. This leads to mal-practices and mal-administration.
- c) Mutations of agricultural lands are permissible on oral evidence. Many instances have been reported where Patwaries and concerned Revenue Officers have mis-used this facility by transferring land of one person to the other through deceit/forgery. Some times, more fertile lands have been exchanged with barren/un -cultivable lands. Such transactions not only affect negatively the concerned land owners but also deprives the Government of the duty received through registration of transfer deeds.
- d) Other issues highlighted in complaints are delay in demarcation of land, correction of revenue record, grant of proprietary rights of land under various schemes of the Government and removal of encroachments from common established village right of ways etc. Board of Revenue should consider all these and other related issues and take policy decisions where required to solve problems of land owners and save them from unnecessary hassles.

8. COMMUNICATION & WORKS DEPARTMENT

Road communication net-work in the Province remains in constant state of repair indicating poor quality of work and lack of adequate supervision. New major road arteries are undertaken without a comprehensive plan. Roads play pivotal role in economic and social development, facilitating transfer of men and material from one place to the other. Need is felt for comprehensive master plan of road net-work for the Province for providing new links, extending old links and expanding/improving existing roads. Execution of such planned road links can be prioritized according to needs and availability of resources.

9. COOPERATIVES DEPARTMENT:

Cooperative are meant for economic betterment and social uplift of its member and the society at large. The complaints against this Department mostly pertained to undue discretion of departmental authorities and delay in the registration process, investment of funds, fixation of liability of the members in regard to loans/damages, settlement of overdue loans, profit distribution and supersession of Managing Committees/Boards of Directors of the Cooperative Organizations.

To overcome the difficulties being faced in this behalf, the following remedial measures may improve the situation:-

- a) Cooperative Societies are registered at the discretion of the Registrar under the Cooperative Societies Act, 1925, and the rules framed there under. Unfortunately, no time limit has been fixed in the said enactment/rules within which the Registrar has to accept or reject the application for registration of a society. The curtail undue discretion of the Registrar in this process, it is necessary that suitable amendment is made in Section 10 and Rule 3 *ibid* requiring the Registrar to finalize the registration process of a Society within a period not exceeding three months.
- b) Cooperative Organizations are required to seek prior permission of the Registrar in deciding terms and conditions of their business. These Societies are in thousands and in variety of fields. Each Society also has to seek approval of the Registrar for investment of their funds. Keeping in view the number of Cooperative Societies, it is not possible for the Registrar to accord timely approval. On the other hand, the Management Committees of the Societies should have free hand to decide about the investment of their funds. However, parameters/limitations can be prescribed in the rules to safeguard the interest of the members of the society.
- c) Maximum Credit Limit (MCL) of a Cooperative Society with unlimited/limited liability is sanctioned by the Registrar in spite of the fact that as per standing order of the Department, a formula for working out MCL has been prescribed. It has been observed that in most of the cases delay occurred in the process of sanction of MCL of a Society in the office of Registrar due to rush of work or other considerations. To streamline the system and to avoid delay, it is recommended that the MCL should be fixed by the Financing Bank of the Society according to the said standing order under intimation to the Registrar.

Rule 48 of the Cooperative Societies Rules, 1927, authorizes the Registrar to supersede Managing Committee/Executive Committee/Board of Directors of a Cooperative Society for an indefinite period and in lieu thereof appoint an Administrator. It has been observed that besides lapse of a considerable period, no cogent effort was made for the revival of duly elected Managing Committees/Executive Committees/Boards of Directors of a number of Societies and the departmental Administrators continued to hold the reigns of the Society. This is not at all a healthy practice. A time limit must be fixed through suitable amendment in the relevant provisions of the Act/Rules within which the Registrar should be duty bound to restore the management of the Society to a duly elected Managing Committee/Executive Committee/Board of Directors.

10. DISTRICT GOVERNMENTS

Issues highlighted in the complaints pertaining to the District Governments are as follows:-

- a) Policy for allotment of 'Ahatas' is not being followed in true letter and spirit.
- b) Payments to contractors for the work executed by them are delayed unnecessarily leading to mal-practices and impeding timely completion of works.
- c) Development schemes are not being planned and executed on the need basis. Many a times, deserving areas are ignored and neglected which is a clear case of discrimination.
- d) Routine and regular inspections of functioning of Patwaries and Kanoongoes is not being made in contravention of provisions of the Land Revenue Act. This provides opportunity to lower revenue staff to play foul with the land owners/growers.
- e) Official accommodations at the disposal of District Administration are being allotted to officers/officials without observing the laid down policy. Many deserving officials remain deprived, whereas un-deserving or less deserving get benefit.
- f) Lower staff in education & health sectors, especially teachers and paramedics are frequently transferred on non cogent reasons. This leads to un-necessary complications for the individuals and in some cases also to litigation.

- g) A general impression raised is that implementation arm of the Government in the field is weakened because District Administration is not adequately empowered to carry out the Government policies. As a result, desired efficiency and performance of the District Governments is still not visible.
- h) The Provincial Government and the District Governments should take appropriate policy decisions to streamline working in the field, making it more transparent and equitable for all.

11. EDUCATION DEPARTMENT

Educational Institutions produce trained man power for economic growth, social development, good governance and delivery of qualitative services. Without education, better performance in any-one system is not possible. Disparity between private and public sector institutions is expanding. Problems reflected in different complaints are:-

- a) In-adequate and improper facilities in the public sectors, schools/colleges e.g. lack of equipped laboratories, properly qualified teaching staff, play grounds, libraries and teaching aids.
- b) Continuous absenteeism, non-punctuality and lack of discipline.
- c) Teaching of English has been made compulsory at primary level but english teachers have not been provided in all primary schools.
- d) Un-necessary delay in granting due promotions and financial benefits to teachers and other staff.
- e) Un-necessary delay and improper grant of scholarships to deserving students.
- f) Educational institutions especially in the private sector are extorting money from the students without giving equivalent standard education and facilities.
- g) Lack of basic facilities in Education Institutions e.g. drinking water, latrines, boundary walls, required number of rooms, tats/benches and ceiling fans etc.
- h) Lack of timely up-grading pedagogical schools & teachers, lack of transparent policy for intra -District and inter-District transfer of staff.

It is hoped that if these issues are redressed through policy decisions and institutionalized advancement, the education sector will come up to meet the required needs for improving literacy rate and quality of education.

12. FINANCE DEPARTMENT

Excessive delay in rendering advices in financial/service matters sought by different departments is adversely affecting the timely disposal of matters relating to the employees and public-at-large.

The Department in order to ensure timely issuance of requisite advices should devise a workable monitoring system for checking the disposal of these cases on monthly basis.

13. FOOD DEPARTMENT

Cane growers have suffered on many accounts e.g. delay in payment of price of cane supplied to the sugar mills, non-settlement/recovery of sugar-cane cess and improper maintenance of farm-to-market roads etc. Loaded trollies/trucks have to wait unnecessarily long time outside sugar mills to unload. Reportedly, delay in unloading reduces weight of cane through natural evaporation to the detriment of the growers. The Food Department should evolve measures binding the sugar mills to get the cane unloaded within a prescribed time once it has reached within their procurement area. Another area concerned is delayed start of crushing season resulting in decrease in area for sowing wheat crop. There is need to enforce strictly crushing season according to its schedule.

14. FOREST DEPARTMENT

Vast tracts of land are available along railway tracks, canals and roads. After properly determining soil quality for suitability of plants, these can be used to expand areas under forests. This will improve environmental conditions, environmental degradation and make available timber/wood at reasonable prices for consumption. Reportedly, shisham and keekar trees are suffering from diseases. Necessary research needs to be undertaken to unlot the riddle and prescribe remedial measures to safeguard against preventable damages to the national wealth.

15. HEALTH DEPARTMENT

Good national health is necessary for providing able and sustainable work force for economic growth. Delivery of health services through public sector hospitals/centres is inadequate quantitatively and qualitatively. Some of the grievances highlighted in complaints pertain to:-

- i) Non-availability of medicines in dispensaries, health centres and hospitals.
- ii) Non-availability of life saving drugs and articles of urgent use in the Emergencies of Hospitals/Centres.
- iii) Most of the diagnostic and other equipment remain out of order forcing patients to consult private laboratories charging exorbitantly high prices.
- iv) Mal-practices in medico-legal cases.
- v) Hepatitis B & C has gradually become epidemic because of various factors including improper use of same syringes, role of quacks, dentists barbers and improper sterilization of hospital equipments.
- vi) Improper disposal of hospital waste has become one of the causes for spreading infectious diseases.
- vii) Instances have been reported where patients died because of inaction or delay in timely attending the patients by the Doctors and Nurses.
- viii) Inadequate accountability of doctors found negligent in discharge of their duties.
- ix) Quality of medicines being procured and supplied to the hospitals/health centres in not being properly monitored resulting in unchecked supply of substandard medicines to the patients.
- x) Even in the market, different qualities of same medicine are freely available under different names, commonly known as No.1, 2 and 3.
- xi) Over-all sanitation conditions in hospitals and Rural Health Centres are not to the standards of health providing institutions.
- xii) The Health Department should urgently look into the issues and take necessary steps in the larger interest of the population.

16. H & PP DEPARTMENT

Provincial Housing Authority has already completed master-planning of around 300 cities/towns in the Province. Presently, cities and towns are expanding in unplanned manner bringing great pressure on existing infra-structure for civic amenities. There is strictly felt need to guide expansion of cities according to the master plan. For the purpose, required steps be taken in coordination with the other relevant agencies.

Quality of potable water being supplied through water-supply schemes is questionable. In many cases it has been reported to be unfit for human consumption because of presence of micro-organism entering into the distribution system through different sources of pollution. This is not a less potent health hazard because in many cases, it has been found to be carrier of water pollution diseases. The Department should conduct qualitative survey of potable water throughout the Province and take necessary steps to make it reliably disease free.

17. IRRIGATION AND POWER DEPARTMENT

System for irrigating agricultural lands is the life line for the agricultural sector of the Province. A sizeable quantity of life giving water gets wasted because of improper maintenance of distribution system. Complaints received have shown concern of growers in the following areas pertaining to the Department:-

- a) Arbitrary and improper assessment of Abiana to benefit the liked at the cost of others.
- b) Irrational and improper Warabandi, violation of pre-determined Warabandi and short supply of water to the tail enders than their due share.
- c) Theft of canal water in connivance with the lower irrigation staff.
- d) Non-maintenance of proper record pertaining to “Tawan” imposed upon the growers. In majority of the cases departmental representatives failed to produce the relevant record under different pretexts.

It is desirable that Department should take necessary steps to redress the grievances of the growers in satisfactory manner by taking adequate and transparent actions.

18. LAHORE DEVELOPMENT AUTHORITY

This is the biggest Urban Development Authority in the Province. Scores of complaints received indicate lot of problems faced by allottees of plots/residences and its housing schemes. Some of the issues highlighted in complaints are:-

- a) Multiple allotment of the same plot has led to protracted litigation between the parties and the LDA. This also provides opportunities for malpractices. One possible option to check this, is complete computerization of the record pertaining to land acquisition, sale of plots and exemptions.
- b) Reportedly, hundreds of files pertaining to allotment of plots are missing from the record which has created acute problems for the rightful allottees.
- c) Civic amenities being provided in the housing colonies are not being properly maintained.
- d) Many local councils levy taxes without undergoing legal formalities and approval of the competent authorities.
- e) Quality of eatables being marketed is not satisfactory. Adulterated and unsuitable for health food items are available every-where.
- f) Sanitation conditions in and around vegetable, fruit and food markets are deplorable. After a little rain, these look like a filth depot.

All these issues being concern of every individual need to be redressed promptly and effectively.

19. LOCAL GOVERNMENT & RURAL DEVELOPMENT DEPARTMENT

With the establishment of District Governments, importance of LG & RD Department has further increased. It is providing guidance and policy decisions to the District Governments for delivery of services to the citizens. In a number of complaints received, issues highlighted though pertain to district governments and functioning of the Local Councils yet come under the purview of LG & RD Department. Some of these are:-

- a) There are numerous pending claims of contractors on account of works carried out by them under the auspicious of local bodies. These are not being cleared due to one or the other reason mainly being suspicious about actual execution of the work. This can be resolved by 100% audit and physical inspection of the disputed works.
- b) Deteriorating conditions of civic amenities in cities and towns i.e. disposal of solid waste and sullage water are posing serious threat to the health of the citizens.

- c) Functionaries have made issuance of birth and death certificates cumbersome with ulterior motives.
- d) Encroachments have become a common phenomena creating problems for smooth traffic flow for pedestrians.
- e) Many local councils levy taxes without completing legal formalities and approval of the competent authority.
- f) Quality of eatables being marketed is not satisfactory. Adulterated and unsuitable for health food items are available every-where.
- g) Sanitation conditions in and around vegetable, fruit and food markets are deplorable. After a little rain these look like a filth depot.

All these issues being concern of every individual need to be addressed promptly and effectively.

20. POLICE DEPARTMENT

Reliably satisfactory law and order conditions of a society are pre-requisite for its economic and social development. With the implementation of Police Order, dated 14.8.2002, maintenance of law and order has become unshared responsibility of Police set-up. People are rightly expecting improvement in over-all law and order situation entailing security of their life and property. In the table of complaints received, Police stands at No. 1 in terms of complaints received against it. Some of the grievances complained against are:-

- a) Rampant corruption, abuse of powers, illegal detention, physical torture and improper investigation of offences.
- b) Deteriorating law and order situation creating sense of insecurity amongst the citizens.
- c) Unnecessary delays in submitting challans to the courts of competent jurisdiction, defeating justice to be done to the offenders of the law.
- d) Delays/denial to lodge FIRs on different pretexts.
- e) Lack of coordination between the various wings of the Police set-up i.e. investigation, watch and ward and traffic police. This is adversely affecting the over-all performance of this law and order maintaining organ of the Government.

It is imperative that Home Secretary and I.G. Police should take well considered steps to institutionalize the system for improving the working of this arm of the Government and redress public complaints rebuilding trust of the people in the organization.

21. PRISONS DEPARTMENT

Complaints received against this Department, by and large, indicated:-

- i) Corruption on the part of jail staff.
- ii) Mal-treatment with the prisoners.
- iii) Supply of substandard food to the prisoners.
- iv) Over-crowding in almost all the jails.
- v) Inadequate provision of basic admissible amenities to the prisoners.
- vi) Hostile behavior of the jail staff towards the prisoners and their visitors.
- vii) Non-consideration of genuine demands of the prisoners, which created law and order situation in some of the jails.
- viii) Mal-treatment with juvenile and female offenders.

To create congenial atmosphere in the jails, the Department may take following steps:-

- a) A post of Psychologist may be created in each jail for reformation of the prisoners to become useful and law abiding citizens.
- b) Covered area of the existing jails be increased and new jails be established to minimize the over-crowding of prisoners and under-trials.
- c) The role of the Social Welfare Department in the jails be made target-oriented for reintegration of the prisoners in the society as useful citizens.
- d) To minimize corruption, regular monthly inspections of jails by the District Judges be ensured.
- e) Separate jails for female and juvenile offenders be established and separate independent staff should be recruited for these jails.
- f) Free legal assistance be arranged for the poor prisoners through NGOs.

22. PUNJAB SMALL INDUSTRIES CORPORATION

A number of complaints against the Corporation received related to illegal and unjust duty charged @ 1% at the time of redemption of property of the debtors, whereas under a Notification of the Revenue Department, Government of Punjab, dated 13.8.1991 it stood reduced from 1% to ½% and subsequently vide Notification dated 23.6.2003 from ½% to .25%. Managing Director, Punjab Small Industries Corporation should ensure that the requisite duty is charged as per admissible rates.

23. SOCIAL WELFARE, WOMEN DEVELOPMENT AND BAIT-UL-MAL DEPARTMENT

- a) A number of complaints under treatment approached this office for monetary assistance to purchase medicines etc. The Medical Social Welfare Wing of the Department is doing useful work for such patients in the government hospitals but their projection seems to be very poor. For the information and guidance of poor patients, the Department should arrange display of guide lines at conspicuous places in the hospitals so that the poor patients may be able to approach the Medical Social Officers accordingly.
- b) As per existing Bait-ul-Mal Rules, a needy person can avail financial grant out of the Bait-ul-Mal Fund only once. A number of needy persons approached the Ombudsman with a request to waive off this restriction and allow second grant to the needy in deserving and hardship cases.

Secretary, Social Welfare, Women Development and Bait-ul-Mal Department may take this issue with the Bait-ul-Mal Council for favourable consideration.

24. UNIVERSITIES

The complaints received against the Universities mainly related to inordinate delay in issuance of degrees and result cards to the candidates. Some students also came up with the complaints that their admission fee under the Self-Financing Scheme was not being refunded. Still others had complaints regarding admission process.

In order to streamline the system and minimize complaints from students, the University Authorities are advised that:-

- i) the Examination wing be made more efficient to ensure dispatch of timely information to the candidates.
- ii) the degrees and result cards be issued within the minimum possible time after announcement of results.
- iii) the process of admission be made transparent and confidence inspiring.
- iv) Rules and Regulations regarding admission under various schemes be widely circulated for information of the students/candidates.
- v) Secrecy Branches should be made more effective and efficient.

25. ZAKAT & USHR DEPARTMENT

The complaints against the Department mostly related to irregularities committed in disbursement of zakat.

To ensure equitable disbursement of zakat amongst deserving persons, the Department should increase the number of Zakat & Ushr Committees and only well-educated and honest persons should be appointed as Chairmen of these Committees. The services of senior retired, willing and honest officers residing in the area can be utilized, for the purpose.

RECEIPT & DISPOSAL OF COMPLAINTS

- **TOTAL RECEIPTS AND DISPOSAL FROM 1996 to 2003.**
- **DEPARTMENT-WISE RECEIPT OF COMPLAINTS DURING 2003.**
- **DISTRICT-WISE DETAIL OF COMPLAINTS RECEIVED DURING 2003.**
- **DISPOSAL OF COMPLAINTS DURING 2003.**
- **DETAIL OF NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2003.**
- **NATURE OF MAINTAINABLE COMPLAINTS RECEIVED DURING 2003.**
- **DISPOSAL OF COMPLAINTS AFTER HEARING DURING 2003.**
- **MONTH WISE RECEIPT AND DISPOSAL OF COMPLAINTS DURING 2003.**
- **DISPOSAL OF COMPLAINTS PERTAINING TO MALADMINISTRATION IN SERVICE MATTERS DURING 2003.**
- **DEPARTMENT WISE REPRESENTATIONS DECIDED BY THE GOVERNOR DURING 2003.**

TOTAL RECEIPT AND DISPOSAL FROM THE YEAR 1996 to 2003

	1996-1997	1998	1999	2000	2001	2002	2003
Brought Forward	-	10049	6018	4001	5465	5651	3800
Receipt	17801	11501	11696	8909	8385	8586	9392
Total Processed	17801	21550	17714	12910	13850	14237	13192
Disposal	7752	15532	13713	7445	8199	10437	9509
Pending	10049	6018	4001	5465	5651	3800	3683

Total Number of complaints
received:

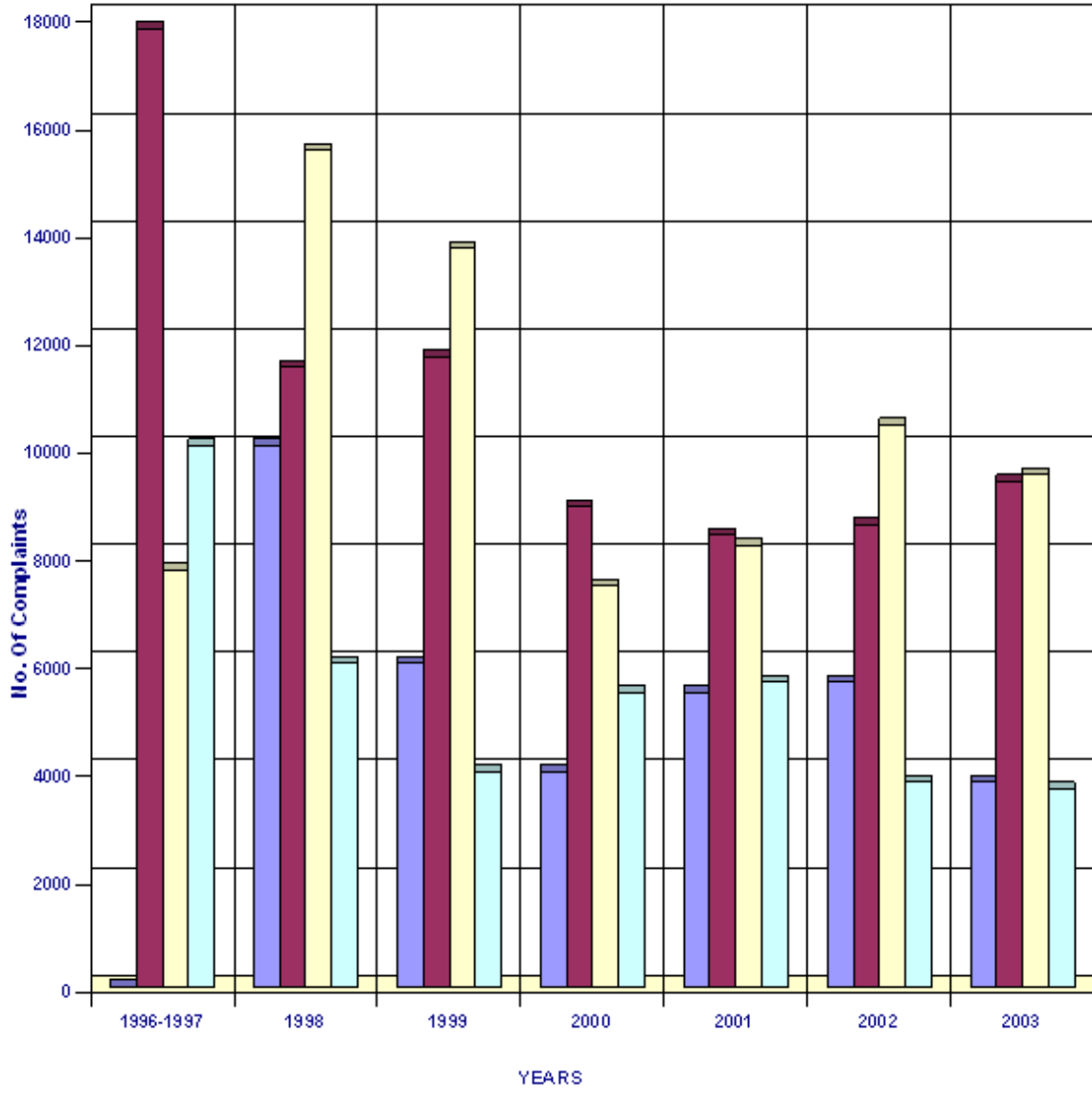
76270

Total Number of complaints
disposed of:

72587

Pending:

3683

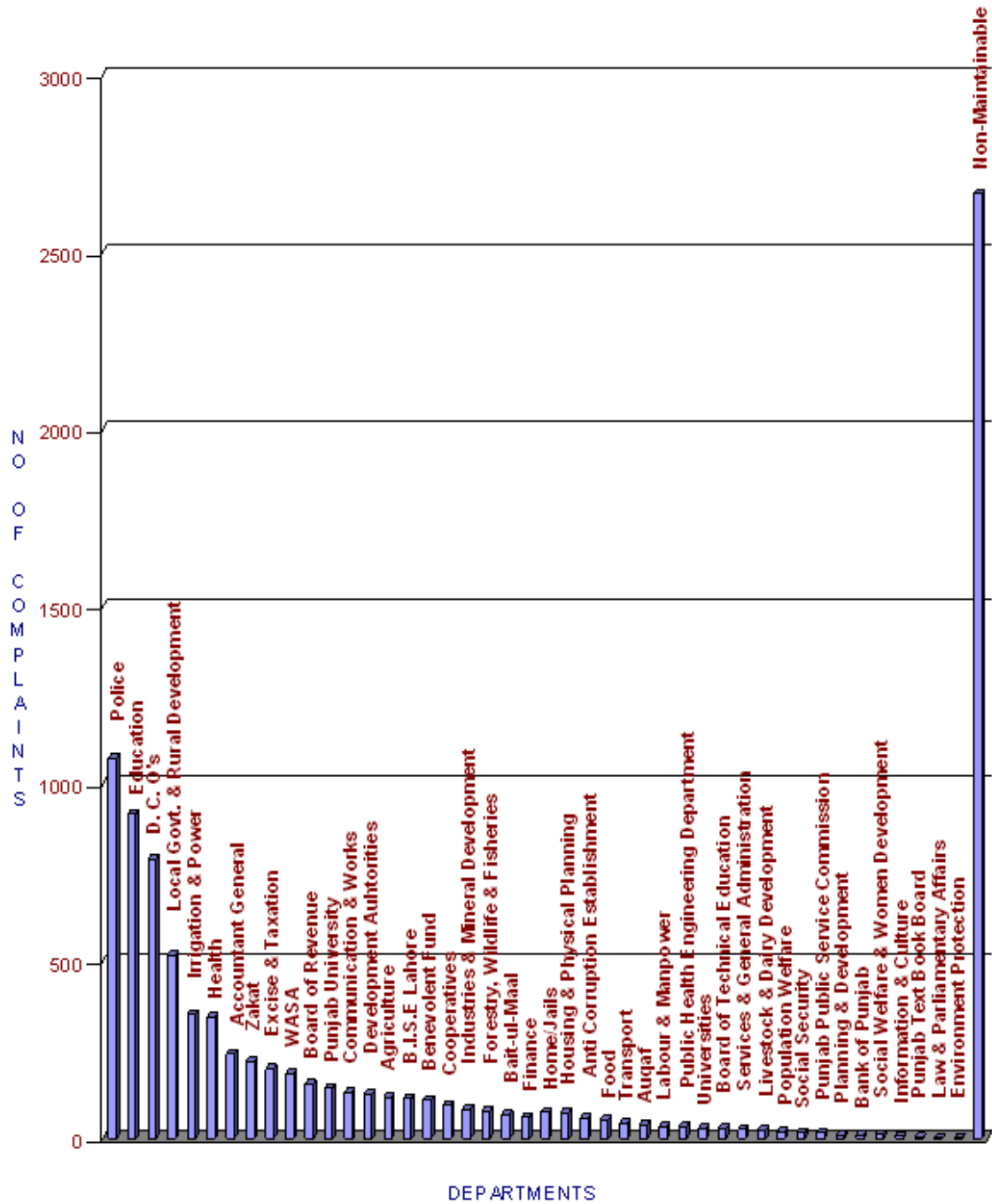


■ Brought Forward
 ■ Receipt
 ■ Disposal
 ■ Pending

DEPARTMENT WISE RECEIPT COMPLAINTS DURING 2003

Sr. No.	DEPARTMENT	COMPLAINTS	%age
1	Police	1074	11.44%
2	Education	916	9.75%
3	D. C. O's	789	8.40%
4	Local Govt. & Rural Development	518	5.52%
5	Irrigation & Power	351	3.74%
6	Health	343	3.65%
7	Accountant General	239	2.54%
8	Zakat	218	2.32%
9	Excise & Taxation	197	2.10%
10	WASA	183	1.95%
11	Board of Revenue	154	1.64%
12	Punjab University	143	1.52%
13	Communication & Works	131	1.39%
14	Lahore Development Authority	125	1.33%
15	Agriculture	117	1.25%
16	B.I.S.E Lahore	114	1.21%
17	Benevolent Fund	110	1.17%
18	Cooperatives	93	0.99%
19	Industries & Mineral Development	83	0.88%
20	Forestry, Wildlife & Fisheries	78	0.83%
21	Bait-ul-Maal	68	0.72%
22	Finance	61	0.65%
23	Home/Jails	76	0.81%
24	Housing & Physical Planning	74	0.79%
25	Anti Corruption Establishment	57	0.61%
26	Food	53	0.56%
27	Transport	44	0.47%
28	Auqaf	40	0.43%
29	Labour & Manpower	34	0.36%
30	Public Health Engineering Department	33	0.35%
31	Universities	31	0.33%
32	Board of Technical Education	29	0.31%
33	Services & General Administration	27	0.29%
34	Livestock & Dairy Development	23	0.24%

35	Population Welfare	20	0.21%
36	Social Security	17	0.18%
37	Punjab Public Service Commission	16	0.17%
38	Planning & Development	10	0.11%
39	Bank of Punjab	11	0.12%
40	Social Welfare & Women Development	12	0.13%
41	Information & Culture	7	0.07%
42	Punjab Text Book Board	3	0.03%
43	Law & Parliamentary Affairs	2	0.02%
44	Environment Protection	2	0.02%
45	Non-Maintainable	2666	28.39%
Total		9392	100.00%

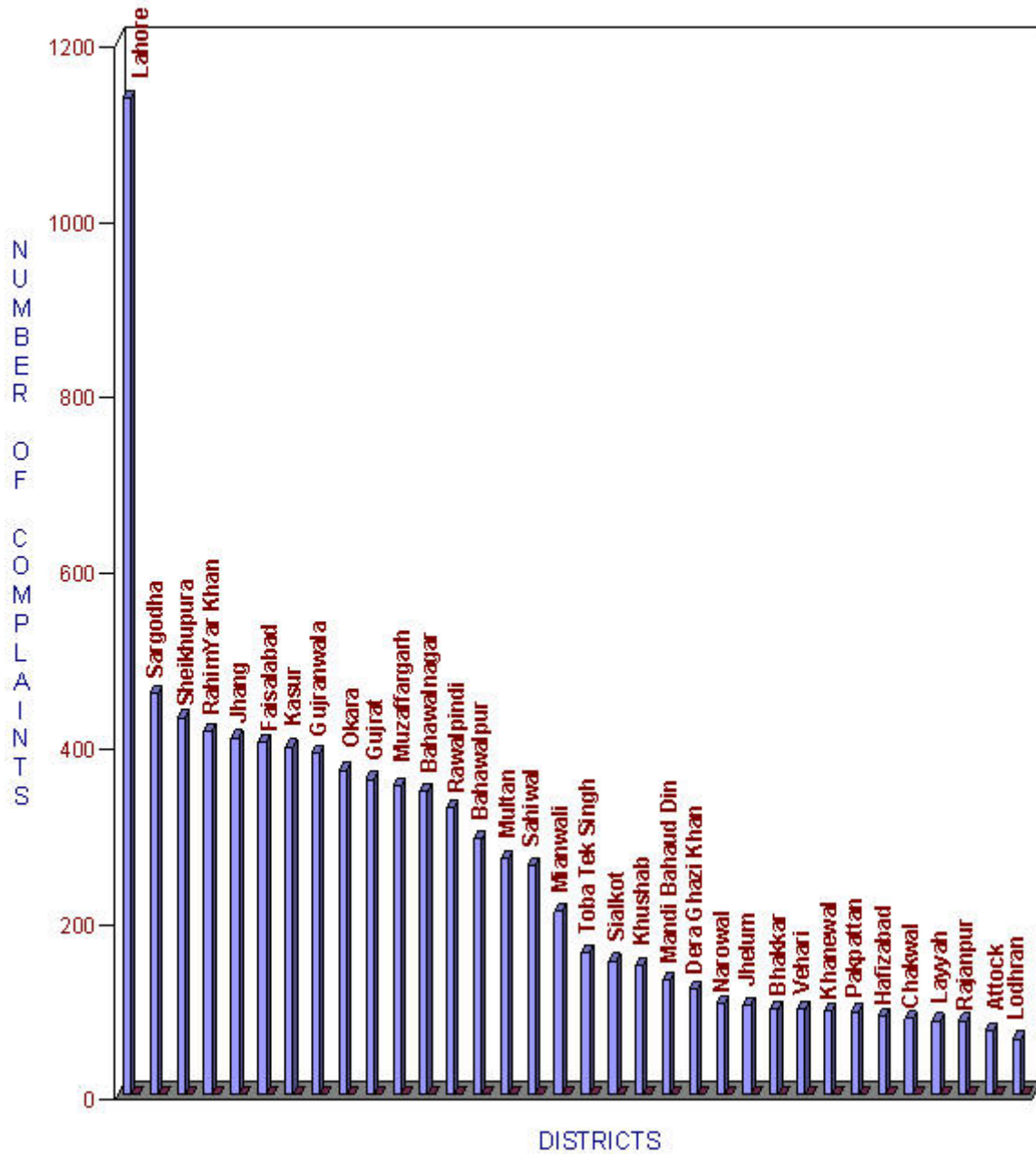


DISTRICT-WISE DETAIL OF COMPLAINTS RECEIVED DURING 2003

SR. NO.	DISTRICTS	COMPLAINTS	%age
1	Lahore	1418	15.40%
2	Sargodha	427	4.64%
3	Sheikhupura	401	4.36%
4	RahimYar Khan	476	5.17%
5	Jhang	418	4.54%
6	Faisalabad	480	5.21%
7	Kasur	377	4.10%
8	Gujranwala	333	3.62%
9	Okara	278	3.02%
10	Gujrat	216	2.35%
11	Muzaffargarh	204	2.22%
12	Bahawalnagar	159	1.73%
13	Rawalpindi	294	3.19%
14	Bahawalpur	322	3.50%
15	Multan	341	3.70%
16	Sahiwal	263	2.86%
17	Mianwali	242	2.63%
18	Toba Tek Singh	217	2.36%
19	Sialkot	233	2.53%
20	Khushab	152	1.65%
21	Mandi Bahaud Din	187	2.03%
22	Dera Ghazi Khan	237	2.57%
23	Narowal	128	1.39%
24	Jhelum	129	1.40%
25	Bhakkar	160	1.74%
26	Vehari	177	1.92%
27	Khanewal	244	2.65%
28	Pakpattan	179	1.94%
29	Hafizabad	112	1.22%
30	Chakwal	88	0.96%
31	Layyah	93	1.01%
32	Rajanpur	132	1.43%

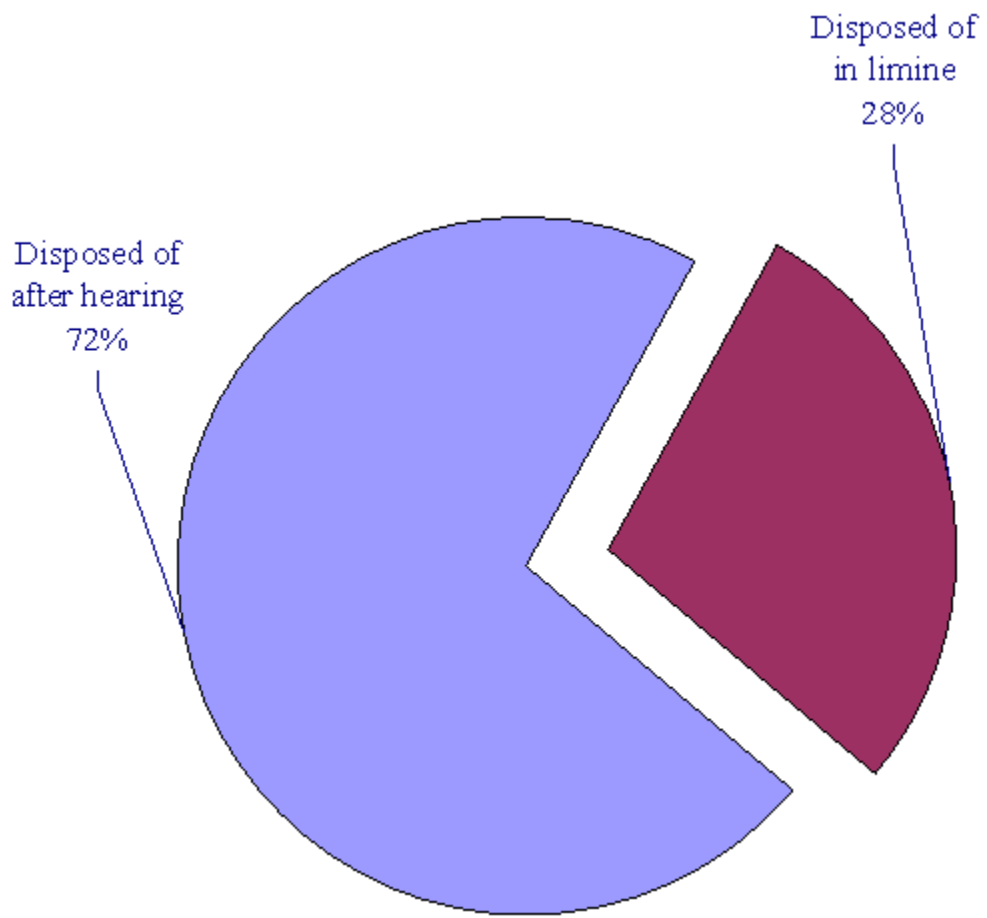
33	Attock	36	0.39%
34	Lodhran	52	0.56%
Grand Total:		9205	100.00%

Complaints where district has not been mentioned 187



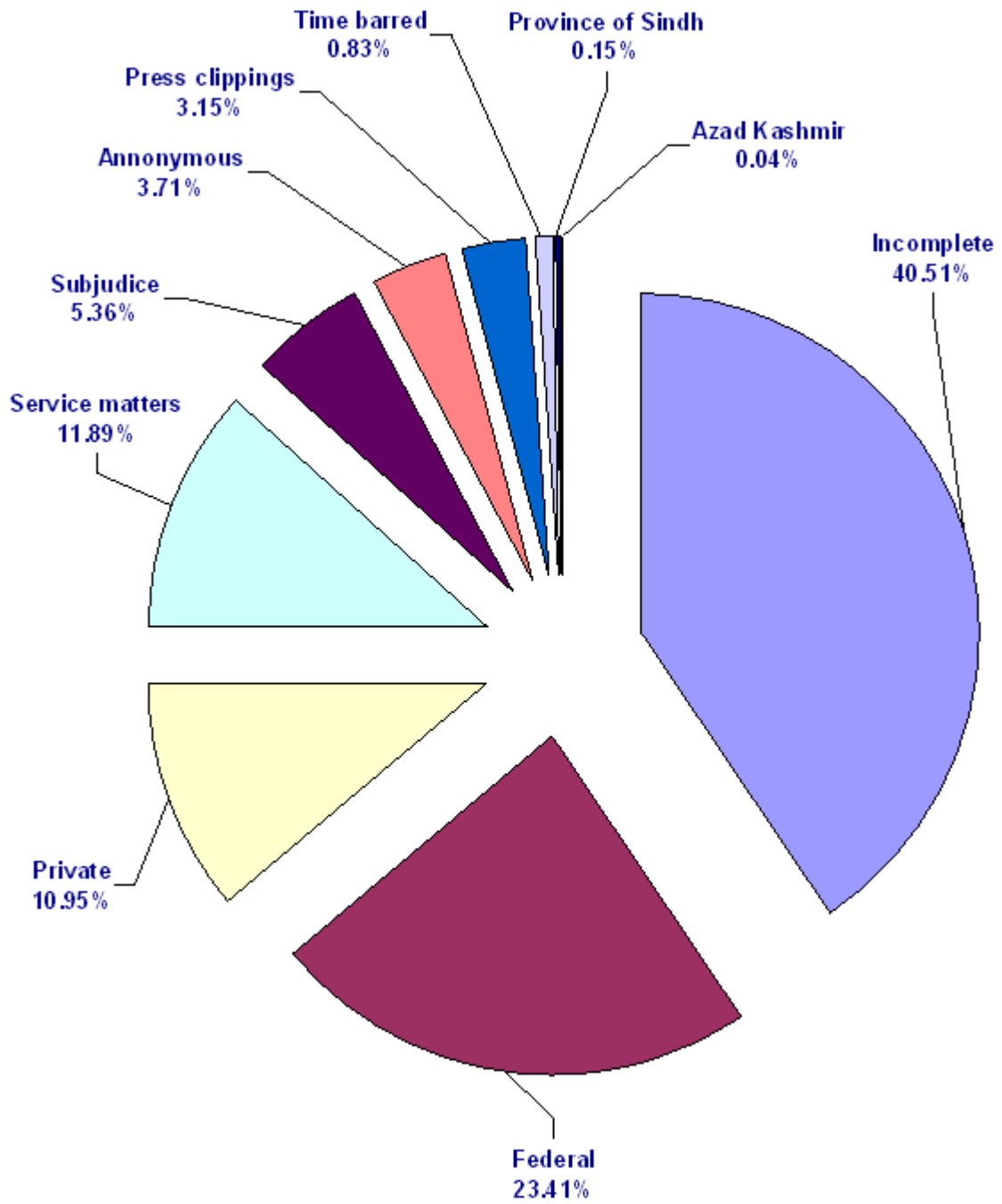
DISPOSAL OF COMPLAINTS DURING 2003

DESCRIPTION	NO OF COMPLAINTS	PERCENTAGE
Disposed of after hearing	6843	72%
Disposed of in limini	2666	28%
Total Disposal	9509	100%
Complaints Brought Forward to the year 2003		3800
Complaints Received during the year 2003		9392
Total Complaints processed during the year 2003		13192
Total Disposal of complaints during the year 2003		9509
Pending		3683



**DETAIL OF NON-MAINTAINABLE COMPLAINTS
RECEIVED
DURING 2003**

CATEGORY	COMPLAINTS	PERCENTAGE
Incomplete	1080	40.51%
Federal	624	23.41%
Private	292	10.95%
Service matters	317	11.89%
Subjudice	143	5.36%
Anonymous	99	3.71%
Press clippings	84	3.15%
Time barred	22	0.83%
Province of Sindh	4	0.15%
Province of Balochistan	1	0.04%
Total:	2666	100.00%



NATURE OF MALADMINISTRATION IN COMPLAINTS RECEIVED DURING 2003

Sr. No.	Nature of Mal-administration	No. of Complaints	Percentage
1	In-attention, delay ,neglect, inefficiency and ineptitude.	4571	68%
2	Corrupt Practices.	988	15%
3	Administrative excesses, discrimination, favoritism, arbitrary, unjust and biased decisions.	1167	17%

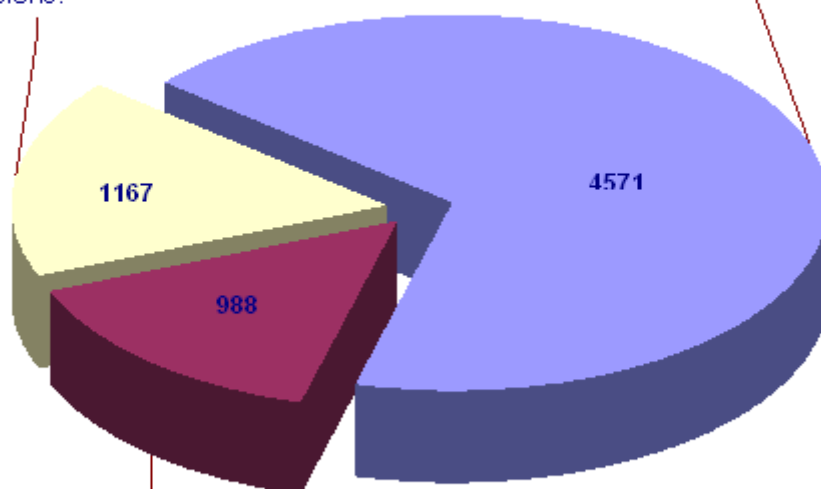
Total:	6726	100%
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Total Maintainable complaints	6726
Total Non-Maintainable complaints	2666

Grand Total:	9392
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17%
Administrative
excesses,
discrimination,
favouritism,
arbitrary, unjust
and biased
decisions.

68%
In-attention, delay,
neglect,
inefficiency and
ineptitude.



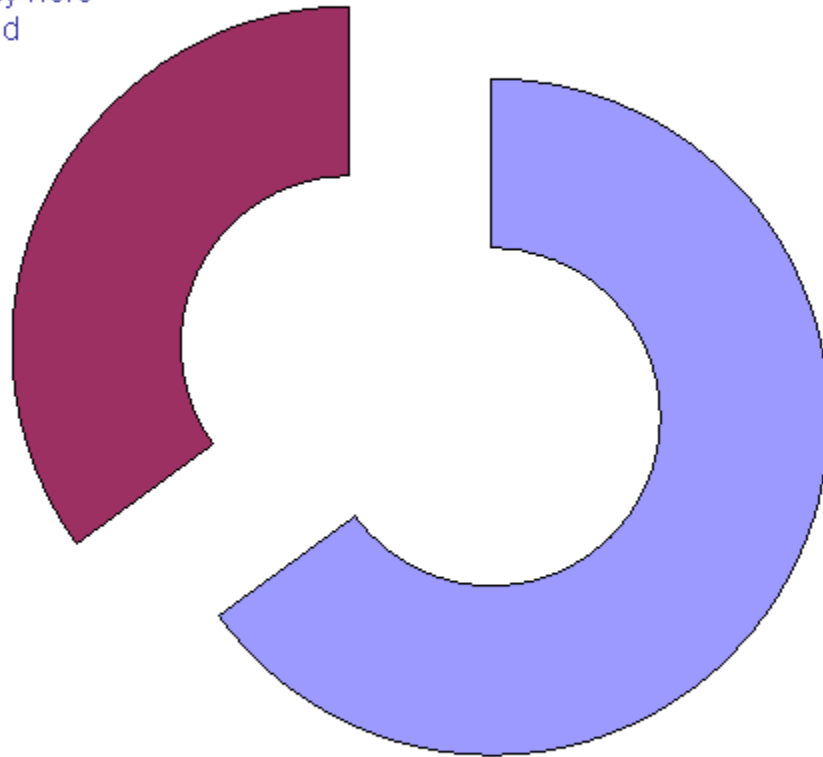
15%
Corrupt Practices.

DISPOSAL OF COMPLAINTS AFTER HEARING DURING 2003

DESCRIPTION	COMPLAINTS	%AGE
Total No. of complaints wherein the prayer fructified	4450	65%
Total No. of cases wherein the views of the Agency were up-held	2393	35%
Total	8219	100%

Disposal After Hearing	6843
Disposal In Limini	2666
Total Disposal	9509

35%
Cases
wherein the
views of the
Agency were
up-held



65%
complaints wherein
the prayer fructified

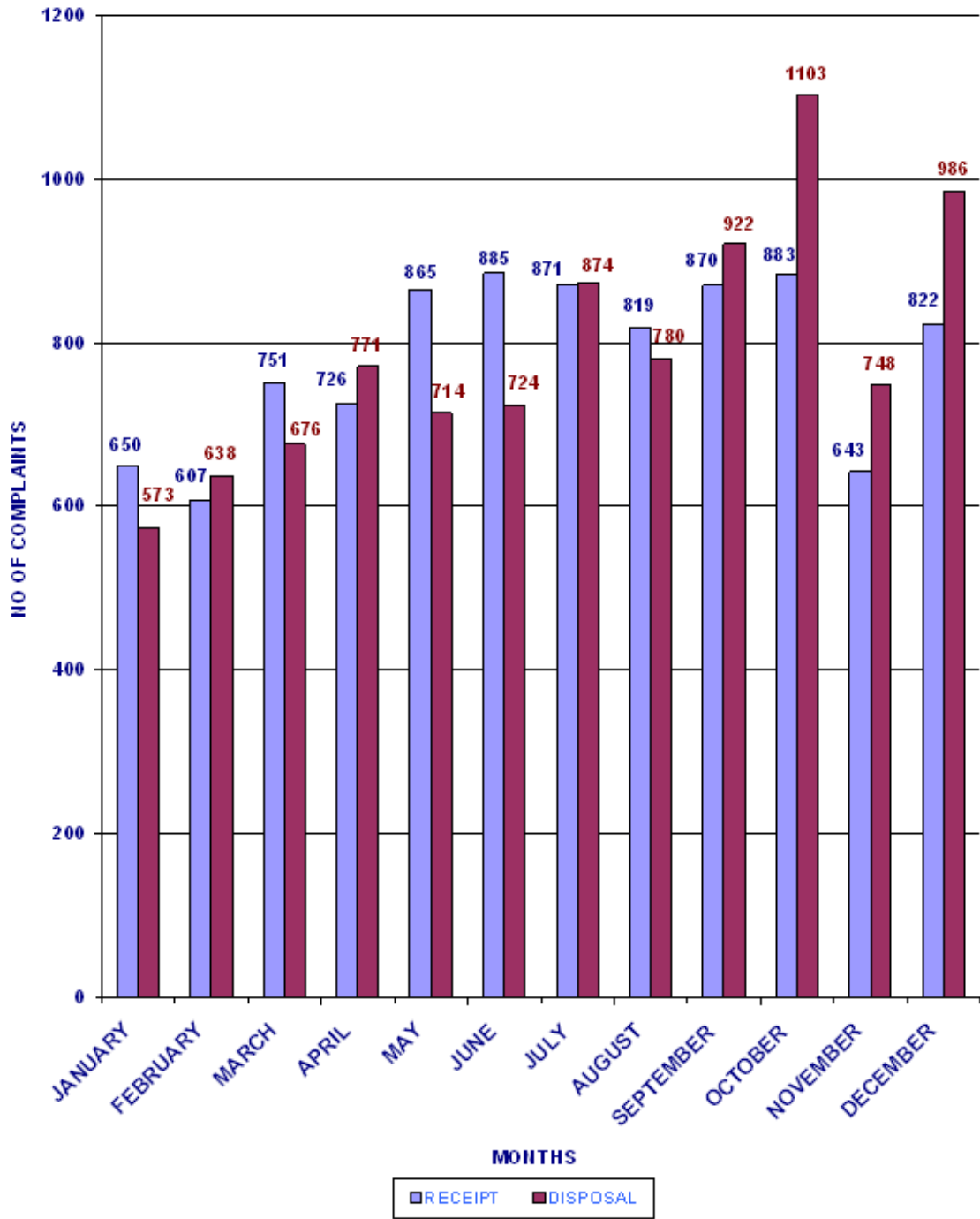
**MONTH WISE RECEIPT AND DISPOSAL OF
COMPLAINTS
DURING 2003**

MONTH	RECEIPT	DISPOSAL
JANUARY	650	573
FEBRUARY	607	638
MARCH	751	676
APRIL	726	771
MAY	865	714
JUNE	885	724
JULY	871	874
AUGUST	819	780
SEPTEMBER	870	922
OCTOBER	883	1103
NOVEMBER	643	748
DECEMBER	822	986
TOTAL	9392	9509

Complaints Brought Forward to the Year 2002 3800

Complaints Received During the Year 2002 9392

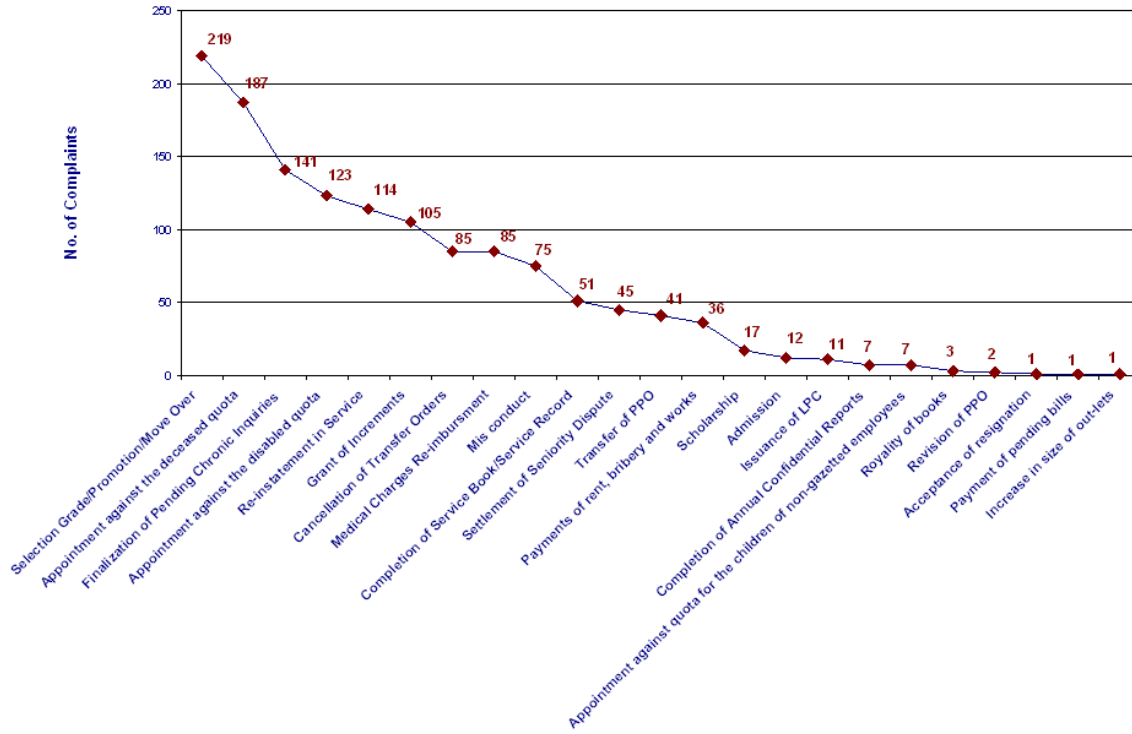
TOTAL 13192



**DISPOSAL OF COMPLAINTS
PERTAINING TO MALADMINISTRATION IN SERVICE
MATTERS
DURING 2003**

SR. NO.	DESCRIPTION	COMPLAINTS
1	Benevolent Fund/G. P. Fund	359
2	Release of Pensionary and Other Retirement Dues	354
3	Release/Fixation of Pay	327
4	Family Pension	285
5	Selection Grade/Promotion/Move Over	219
6	Appointment against the deceased quota	187
7	Finalization of Pending Chronic Inquiries	141
8	Appointment against the disabled quota	123
9	Re-instatement in Service	114
10	Grant of Increments	105
11	Cancellation of Transfer Orders	85
12	Medical Charges Re-imburement	85
13	Mis conduct	75
14	Completion of Service Book/Service Record	51
15	Settlement of Seniority Dispute	45
16	Transfer of PPO	41
17	Payments of rent, bribery and works	36
18	Scholarship	17
19	Admission	12
20	Issuance of LPC	11
21	Completion of Annual Confidential Reports	7
22	Appointment against quota for the children of non-gazetted employees	7
23	Royalty of books	3
24	Revision of PPO	2
25	Acceptance of resignation	1
26	Payment of pending bills	1

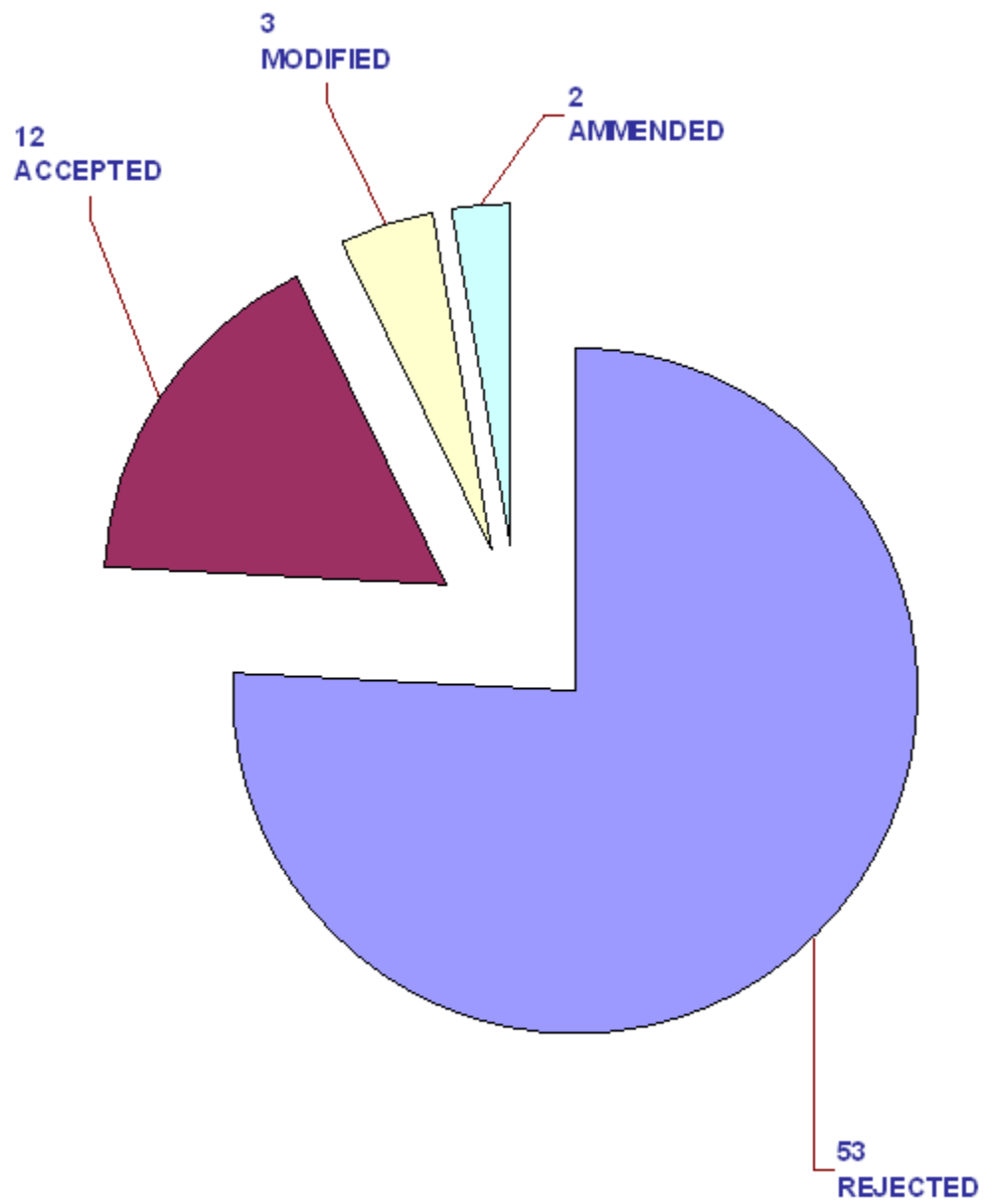
27	Increase in size of out-lets	1
Total		2694



**DEPARTMENT WISE REPRESENTATIONS
DECIDED BY THE GOVERNOR
DURING 2003**

SR.NO	DEPARTMENT	REPRESENTATIONS	REJECTED	ACCEPTED	MODIFIED	AMENDED
1	Lahore Development Authorities	13	8	3	1	1
2	Faisalabad Development Authority	4	3		1	
3	Rawalpindi Development Authority	2	1	1		
4	Accountant General Punjab	2	2			
5	Communication and Works	1	1			
6	Board of Revenue	2	2			
7	Benevolent Fund	1	1			
8	Industry & Mineral Department	1	1			
9	LG & RD	16	16			
10	BISE, Rawalpindi	2	1	1		
11	BISE, Lahore	1	1			
12	BISE, Gujrawala	1	1			
13	Education	7	3	4		
14	BISE, Faisalabad	1	1			

15	Punjab University	2	1	1		
16	Agricultural University Faisalabad	1			1	
17	UET, Taxila	2	1			1
18	HUD & PHE	2	1	1		
19	Police	2	2			
20	Co-operative	1	1			
21	Social Welfare	1	1			
22	Transport	1	1			
23	Labour & Manpower	1	1			
24	Health	1	1			
25	Social Security	1	1			
26	Auqaf	1		1		
Total		70	53	12	3	2



REPRESENTATIVE CASES

- Suo Motu
- Human Rights
- Disadvantaged Groups
- Community Welfare
- Environment
- Development Works
- General Nature

Suo Motu

SUO MOTU NO.99/03

ISSUANCE OF PPO AND PAYMENT OF G.P.FUND & ENCASHMENT OF LEAVE FOR SIX MONTHS.

Al-Haj Muhammad Aslam Bhatti, a retired Headmaster complained to this office about non issuance of PPO in his favour, non-payment of GPF and amount of leave encashment for six months by the District Accounts Officer, Gujrat.

The cognizance of the matter was taken up with the concerned Agency who in compliance immediately issued PPO and paid the arrears of pension /Leave encashment alongwith final payment authority of GPF to the complainant.

The complaint thus stood fructified on the intervention of this office.

SUO MOTU NO.6/2003

RECRUITMENT UNDER RULE 17(A)

On a complaint submitted by Mr. Tahir Shabbir R/o Shahdra Lahore to the effect that despite finding him eligible for appointment in BS-5 under Rules 17-a of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974, he had not been provided a job by the DCO, City District Government Lahore.

The Provincial Ombudsman took Suo Motu cognizance of the matter and directed that clause(xi) of Rule 3 of the Punjab Civil Servants Recruitment (relaxation in upper age limit) Rules 1976 be immediately amended suitably so as to make provision for relaxation in upper age limit upto a maximum period of 10 years available to a family member of an invalidated/incapacitated Civil Servant as well. It was further directed that since the amendment in the relevant Rules may take some time, the DCO city Distt. Govt. Lahore should get relaxation in upper age limit in the subject case from the competent authority as a special case and appoint the complainant in Pay Scale-5.

The complaint thus stood fructified and disposed of accordingly.

SUO MOTU NO.10/2002

REQUEST FOR REINSTATEMENT IN SERVICE.

One Mst. Allah Rakhi D/o Ali Muhammad of Dhaban Khurd Distt. Sheikhupura alleged that she had not been paid her salary for the last two years by the Education Deptt. without any legal excuse.

Pursuant to the matter taken up with the concerned Agency it was reported that the complainant had been absent without any information and that she had not responded to many notices issued to her by the Headmistress of the School. It was also pointed out by the DDEO and the concerned Headmistress that the complainant is mentally un-well and out of compassion the Department had been calling upon her to resume duty but she had not responded to many notices.

In light of the facts highlighted above the complaint was filed being uncalled for any action on the part of this office.

SUO MOTU NO.5/2003.

NON-PAYMENT OF FINAL BILL FOR THE WORKS EXECUTED BY THE CONTRACTOR

On a news item in the 'Daily Khabrain' May 3, 2003 about non payment of final bill amounting to Rs.98360/- to Safdar Masih Contractor by the Irrigation & Power Deptt., suo motu cognizance of the matter was taken up and a report was called for.

The Irrigation & Power Department intimated that the claims of the contractors including that of Mr. Safdar Masih were under scrutiny with the 3rd Scrutiny Committee under the orders of the Governor Punjab. As soon as the requisite scrutiny was finalized, the grievance of the complainant would be redressed. The complained was thus disposed of accordingly.

SUO MOTU NO.1/2003

RE-CHECKING OF PAPERS

Miss Zunaira and many other students have been showing dissatisfaction on the rechecking process of their papers by the Boards of Intermediate & Secondary Education in the Province of Punjab. The Provincial Ombudsman took cognizance of the matter on Suo Motu basis. The matter was examined at length and with a view to ensure proper marking of the attempted questions by the Students and award of marks and to redress the grievances of the students in this regard, the Secretary to Govt. of Punjab, Education Deptt. was directed to issue the following instructions to all the Board of Intermediate & Secondary Education in Punjab for strict compliance.

1. Candidates be allowed to inspect their answer books thoroughly under the Re-checking provision.
2. If a candidate points out marking of a question against the Examiners, Instructions issued by the Board, or perversity or criminality in marking, the chairman must not only take immediate steps under the Rules of the Board for rectification of marking as per the guidelines given in; the "Key", but shall also take penal action against such examiners including debarring them to act as examiners permanently in future.
3. All concerned be required to adhere to the Rules/Instructions strictly for marking the answer books with a warning that the delinquents shall be dealt with under the Rules.

During investigations it was pointed out informally that similar situation also exists in the Universities in the Province of Punjab. Therefore, the above instructions should also be issued to the Universities of the Punjab Province for strict compliance.

Therefore, copy of this order was sent to the Principal Secretary to the Hon'ble Governor of the Punjab for information and for issuance of requisite instructions to all the Universities under the chancellorship of Hon'ble Governor after due approval of the Competent Authority.

The complaint thus stood fructified.

SUO MOTU NO.4/2003/

REQUEST FOR PAYMENT OF GRATUITY TO THE DECEASED FAMILY.

Suo Motu cognizance was taken in respect of grievance of one Mst. Khurshid Akbar widow of Late Muhammad Akbar who retired as Agriculture

Inspector but unfortunately died 14-days after his retirement on 29.8.2002 without exercising his option for commutation and even submission of his pension papers and District Accounts Officer, Gujrat was reluctant to pay the widow the pensionary benefits of her deceased husband..

The grievance was vigorously taken up on telephone with the Accountant General Punjab. The A.G. Punjab promptly took cognizance of the matter and redressed the grievance of the complainant and issued instructions to the DAO, Gujrat for arranging payment of 40% commutation of pension to the aggrieved widow. The matter thus stood fructified.

SUO MOTU NO.3/2003

ILLEGAL POSSESSION OF GOVT. PROPERTY

On the allegations of a retired Military Personnel and member School Committee, Govt. Elementary School, village Harseh Sheikh, about unauthorized occupation of 74-kanals land belonging to the old school by Shakeel Ahmad and Manzoor of the said village suo motu cognizance was taken and the matter was got investigated into through the EDO(R) Jhang.

After protracted proceedings, it was observed that there was no illegal occupation of the land as alleged by the complainant, hence the contention of the complainant was considered as fully negated.

The case was disposed of accordingly.

SUO MOTU NO.2/2003

GRANT OF LONG DUE MOVE OVER TO THE STAFF

The Provincial Ombudsman was approached by some Staff members of the Health Deptt., Mandi Baha-ud-din such as C.D. Supervisors, Sanitary

Inspectors, Dispensers and LHVs for grant of long over due move over to them.

With the efforts of this office, 31-employees of the office of EDO(H) Mandi Baha-ud-din was granted move over in their respective grades.

The grievance was thus fructified.

Human Rights

Complaint No.IMP-17/ADV-I-IMP-2/2002

ALLOTMENT OF ALTERNATE RESIDENTIAL PLOTS

In pursuance of a directive issued by the Governor of the Punjab, Lahore on 29.12.1985, accommodating the complainant Mr. Ejaz Ahmad Bhatti, resident of 83(2)C-1, Quaid-e-Azam Town (Township), Lahore, out of his discretionary quota, Deputy Director, Township Scheme, Lahore allotted plots No.114 to 116 measuring 4^{1/2} marlas each in Block-III, Sector A-II, Township Scheme, Lahore to him on 12.01.1986. Total cost of the developed plots i.e., Rs.25,200.00 was paid by the complainant on 14.01.1986 and an agreement for sale was executed on 22.02.1986 between the parties with simultaneous delivery of symbolic possession to him on the same date. Before the actual delivery of physical possession to him, however, it transpired that, through a clerical mistake or otherwise, the plots were included in the balloting and were, as such, allotted to three different persons without notice to the complainant. Those allottees raised construction on the plots. The complainant brought this fact to the knowledge of Secretary, Housing & Physical Planning Department, Lahore for cancellation of the subsequent allotments but in vain.

On 31.03.1992 the department held that the complainant was entitled to the allotment of alternate plots but the aforesaid scheme was, later on, transferred to Lahore Development Authority on 01.08.1993. L.D.A. objected for allotment of alternate residential plots to the complainant on different grounds suggesting that the complainant could get refund of his amount paid.

Mohtasib Punjab passed an order with the directions that a suitable alternate plot be allotted to the complainant in Quaid-e-Azam Town (Township) Scheme or Johar Town Scheme as the case may be with simultaneous delivery of physical possession thereof to the complainant under intimation to this office.

Lahore Development Authority moved a representation to the Governor of the Punjab u/s 32 of the Punjab Office of the Ombudsman Act 1997 (Act X of 1997) against order passed by the Provincial Ombudsman, Punjab. The Governor of the Punjab was pleased to reject the representation against the order as time-barred, and up-held the order of the Provincial Ombudsman, Punjab regarding allotment of alternate plot to the complainant.

Director, Estate Management, Q.A.T. Scheme, Lahore proposed alternate site in the Industrial Area/Slaughter House (close to the main scheme) but the complainant visited the site and declined to accept the offer as it was un-developed. He, therefore, requested for initiating contempt proceedings against the Agency for defiance of the orders issued. The Agency pleaded that the request of the complainant for allotment of an alternate plot in Johar Town Scheme could not be entertained because no plot could be allotted to him by any officer of the Agency outside the Quaid-e-Azam Town Scheme, as per policy.

D.G. L.D.A. was directed for allotment of a suitable alternate plot to the complainant in Johar Town Scheme, Lahore, but the Director, Estate Management, L.D.A., Lahore informed the complainant that the Agency had decided to allot plots No.53,54 and 55 measuring 4^{1/2} marlas each near Slaughter House, Quaid-e-Azam Town Scheme, Lahore to the complainant in lieu of his plots No.114,115 and 116, Block-3, Sector A-II, Quaid-e-Azam Town Scheme, Lahore, on the same terms and conditions.

The complainant contended that the Agency had delayed the settlement of his case for allotment of plot to him in Johar Town Scheme, Lahore for one reason or the other and proposal for allotment of plots to him by conversion of Slaughter House (Industrial Area) in the main Scheme of Quaid-e-Azam Town amounted to defeat the orders issued on the subject. The proposal was not acceptable to him because the area was not suitable; it was under-developed and not equal in value to the plots allotted to him earlier in the main scheme of Quaid-e-Azam Town, Lahore.

The Agency objected to the allotment of plot in the other scheme, viz, Johar Town Scheme on the ground that an officer of the Agency could only exchange plots within the same Scheme. The objection was untenable because order passed by the Mohtasib Punjab contained a direction to be complied with by the 'Authority'/Agency and the 'Authority' as well as its officers were all bound by the same.

Deputy Director. Roads-II, L.D.A. Lahore reported that the development works, such as roads, sewerage etc. in Slaughter House, Industrial Area, Quaid-e-Azam Town, Lahore were carried out in the year 1995-96. That report did not rebut the case of the complainant that the development in the main scheme had been made much earlier; the same was better in quality; the Slaughter House area/locality could not compare

with the main scheme in its environment and location. It was also significant that the complainant had paid the price of the land much earlier i.e., in the year 1986 and had been deprived of possession of plots through a clerical mistake or otherwise of the staff of the Agency without any fault on his part. The right accrued in his favour for allotment of land and possession thereof but it had been denied to him for all this long period by the Agency for one reason or the other. Had the plots allotted to him earlier not been included in the ballot and resultantly allotted to others, he would have enjoyed the return of his money spent by way of utilizing the land of his residential purpose. The right created in his favour by way of an agreement between him and the Agency had to be evaluated in relation to the time. The agreement was executed on 22.02.1986. On the principle of equity and fair-play it was proper that the grievance of the complainant should be redressed so as to compensate him for the loss accrued to him at the hands of the Agency and its officials.

For all the reasons given above, it was considered just and proper that the complainant be accommodated in the main Quaid-e-Azam Town Scheme, Lahore and be not compelled to accept plots in Slaughter House (subsequently converted to form part of the same Scheme) as the plots in main Quaid-e-Azam Town, Lahore were better in location and value than those falling in the Slaughter House Area.

The Agency was directed to allot a suitable alternate plot in the main Quaid-e-Azam Town Scheme, Lahore, as distinguished from converted Slaughter House Scheme of it, to the complainant and if no such plot was available in the main part of the scheme, to allot him a suitable plot in Johar Town Scheme, Lahore with simultaneous delivery of physical possession thereof under intimation to this office. The contempt proceedings were not initiated at that stage. The application of the complainant was disposed of on 14.01.2003.

Complaint No.C-3484/ADV-I-217/2002

ARREST OF THE ACCUSED IN A CRIMINAL CASE

The complainant Jaggu, R/o Chak No.90/WB, Thana Mitru, Tehsil Mailsi, District Vehari contended that he as well as Mst. Amiran Bibi, wife of his brother, had been beaten by Muhammad Bakhsh and Muhammad Sadiq accused. The offence had ensued on account of dispute between his father and his opponents over canal water. The complainant felt aggrieved as the accused had not been arrested by the Police.

The matter was taken up with the Agency. The agency in turn registered a case against the culprits and submitted their challan in the court of law. The grievance of the complainant for taking up action against the accused was thus redressed.

Complaint No.363/2002 C-III 49/2002

PAYMENT OF COMPENSATION TO A WIDOW

Aziz Begum, Widow of Younis Jameel, Block No.1, Quarter NO.25/B-T.M. Colony Burewala, District Vehari, filed a complaint that her husband, who was an ex-employee of Burewala Textile Mills, died on 24.07.2002. She approached the office of the Compensation Commissioner Multan/Vehari for the payment of group insurance and gratuity due to her husband, but her payment was being delayed on the pretext that the requisite powers had not been conferred upon the concerned office, during the devolution process. She requested that the amount of her gratuity and group insurance may be got released as early as possible.

The matter was taken up with the DCO/EDO (CD) Vehari. In his first report, the DCO, reported that the requisite powers formerly vested with the Wage Commissioner Multan, but after devolution he had ceased to have jurisdiction in compensation cases of Vehari. However, a separate office of Compensation Commissioner had been established at Vehari, which will decide the issue shortly.

The matter was followed up and ultimately on the orders of the Commissioner Work-men's Compensation Vehari, an amount of Rs.59428/- was paid to the complainant on account of gratuity vide Cheque No.190813, and Rs.1 lac, on account of group insurance through Cheque No.DJB.0101146/0212/34. Thus the grievance of the complainant was got redressed by this office.

Complaint No.3856/2002 C-III 124/2002

REQUEST FOR PAYMENT OF PENSIONARY BENEFITS.

Muhammad Sharif S/o Khuda Buksh, R/o House No.11, Block-D, Sahiwal, filed a complaint that he was retired compulsarily on 06.02.1997 by the then DC Okara. He requested for grant of pension but his pension case was not initiated despite lapse of a period 5/6 years. He requested the Provincial Ombudsman that his pensionary benefits may be got released.

The report of the agency i.e., DO(R) Okara, was accordingly obtained. It was reported that the pension case of the complainant had been delayed due to misplacement of his Service Book. On the intervention and follow up by this office, the agency reconstructed the missing service record of the complainant and got released the payment of gratuity, amounting to Rs.162010/- and arrears of pension amounting to Rs.126399/-. The requisite payment was duly confirmed by the complainant in his written statement

dated 26.01.2003. Thus the pensionary benefits of the complainant pending for the last 5/6 years were got paid to him through the efforts of this office.

Complaint No.4511/2002 C-III 134/2002
REQUEST FOR CORRECTION OF REVENUE RECORD.

Lal Din S/o Chiragh Din, R/o Chak No.1/RB, Tehsil Safdarabad, filed a complaint that Muhammad Alam Khan, his grand-father, was a land owner in Chak No.1/RB Kanungoi Khankah-dogran, Tehsil Safdarabad. He died in 1976 and a mutation of inheritance was sanctioned in favour of his legal heirs, but the requisite changes were not incorporated in the relevant record of rights. He requested that names of legal heirs of Muhammad Alam Khan may be incorporated in the latest revenue record.

The matter was taken up with DO(R) Sheikhpura, who entrusted the enquiry to the DDO(R)/Tehsildar, Safdarabad. During the enquiry, the Tehsildar Safadrabad, found that the plea of the complainant was based on facts. Therefore, the case of correction of record was recommended to the DO(R)/Collector for passing suitable orders, being the competent authority. The Fard of latest corrected record was also provided to the complainant. The complainant appeared in this office and acknowledged that the correction of revenue record had been made according to his request. Thus 35-year old problem of the complainant was resolved by the intervention of this office.

Complaint No.7835/2002 C-III 208/2002
REQUEST FOR REGULARIZATION OF APPOINTMENT.

Muhammad Ramzan S/o Muhammad Hanif, R/o Gulshan Colony, Bund Road, Lahore, filed a complaint that he was employed as work charged employee in the Solid Waste Management Department, Metropolitan

Corporation Lahore (now City District Government). According to him his attendance roll had been tampered with by the concerned officials and one Allah Ditta has been substituted in his place. As a result he was unable to get his salary for 3 months, i.e., from April to June, 2002. He requested that his appointment may be regularized and his arrears may be got paid.

The matter was taken up with the District Officer, Solid Waste Management, City District Government, Lahore. The Officer Incharge, Solid Waste Management enquired into the complaint and corrected the record in favour of the complainant. His arrears of 3 months salaries were also paid. The complainant also admitted that his grievance had been redressed. Thus long-standing grievance of the complainant was settled through the intervention of this office.

Complaint No.IMP-172/02/CV-IMP-37/02
CORRECTION OF DATE OF BIRTH

The complainant filed a complaint alleging that he sent his original certificate to BI&SE, Bahawalpur for correction of his date of birth but neither the correction was made nor his original Matriculation Certificate was returned rather it was misplaced by the BI&SE Bahawalpur.

BI&SE, Bahawalpur was directed by this office to return the original Matric Certificate of the complainant to him or in lieu thereof duplicate Certificate be provided to him without any fee as the original Certificate had admittedly been misplaced by an official of the Board.

Later, the complainant filed another petition stating that the original certificate had not been returned to him so far by the Board despite clear direction of this office. Notice was accordingly issued to the agency. It was

reported that duplicate certificate had been issued to the complainant on 28-06-2002. The grievance of the complainant was redressed due to intervention by this office.

Complaint No.406/2002/CV-56/2002

REINSTATEMENT IN SERVICE

The complainant lodged this complaint alleging that she is MSc., M.A, B.Ed. and was appointed as Subject Specialist (Biology) in Govt. Girls Higher Secondary School, Chowandah, District Sialkot vide order dated 06-03-1988 and served for 11 years, but in the year 1999 her services were terminated. It was prayed that she be re-instated in service as some of her colleagues were still working as Subject Specialists.

Matter was taken up with the agency. Finally, Mr. Ejaz Ahmad, Clerk, representative of D.E.O. (SE) Sialkot made statement on 27-05-2002 that the complainant had been re-instated in service and posted as Subject Specialist (Biology) in the Govt. Girls Higher Secondary School, Dharowal, District Sialkot. The posting orders dated 15.04.2002 were also placed on record. The grievance of the complainant was thus redressed due to intervention by this office.

Complaint No.2315/2002/CV-114/2002

POSTING AS HEADMASTER

The complainant alleged that he was granted grade-17 as Subject Specialist on 16-08-2001 and applied for his posting as Headmaster in any High School in Lahore in Grade-17 but in vain. Lastly, he and his staff was temporarily shifted to Govt. Community High School, Begum Road, Mazong,

Lahore vide order dated 15-04-2002. The complainant requested for his posting as Headmaster.

Notice was issued to the agency and the matter was still under process when the complainant made a statement on 18.11.2002 that his grievance was redressed and he was posted as Headmaster due to intervention by this office.

Complaint No.7383/2002/CV-234/2002

ISSUANCE OF DISCHARGE CERTIFICATE

The complainant alleged that he was admitted in FSc. (Pre-Engineering) Group under Roll No.11 in Govt. College, Lahore and paid hostel charges as well as tuition fee. Later on, he applied for the issuance of discharge certificate as he could not pay additional tuition fee and the same was not issued despite repeated requests.

Vice Chancellor of Govt. College University was contacted on telephone and was asked to look into the matter and submit report. The requisite report was filed by the agency. The complainant submitted an application stating that his grievance was redressed by the Agency due to intervention by this office.

Complaint No.337/2002/CV-49/2002

PAYMENT OF ARREARS OF PAY

The complainant alleged that she was given Move-over in Scale No. 3 vide order dated 01-12-1997 and then in Scale No.4 but she has not been

paid the difference of pay despite her retirement from service on medical ground. She prayed for intervention.

Notice was issued to the agency. The requisite report was filed by the Principal, Queen Mary College, Lahore. Daleep Masih, husband/representative of the complainant made statement on 31-05-2002 that an amount of Rs.1,830/55 had been paid to his wife and her grievance was redressed due to intervention by this office.

Complaint No.IMP-89/2002/CV-14/2002

APPOINTMENT AS CLASS IV STAFF

The department was directed by this office in Complaint No.1843/2001 to get appointment order of the complainant issued within 15 days. Through the Implementation Petition it was prayed that the DEO/Deputy D.E.O. (M-EE) be directed to implement the order and solve his financial problem.

Notice was issued to the agency. The case was still under process when Mr. Khan Muhammad, A.E.O, representative of D.E.O. (M-EE) D.G. Khan made statement on 26-06-2002 that appointment orders of the complainant as Class-IV Staff had been issued and he had taken over the charge of his duty. The grievance of the complainant was thus got redressed by this office.

Complaint No.6605/2002/D-III-875/2002

INEFFICIENCY & MISCONDUCT

Mother of Ufra Ahmad, R/o 205-D, Block V, Model Town, Bahawalpur, alleged that her daughter always remained the best student of the class, because of her consistent excellent performance. She was satisfied with her performance in the Annual Examination of 2002. The result was announced by the Agency on 16.6.2002. Her daughter as well as the head Mistress of the School were quite sure of her top position in the Matriculation Examination, but it was a matter of utter surprise for them to know about the less marks, awarded by the Agency, in the subject of Mathematics, whereas she had secured 80% marks in all other subjects.

During re-checking of the answer sheets, it was found that the answer-sheet was exchanged with some-one else. Similarly, marks were also deducted in the paper of Islamic Studies without any observation. The complainant having failed to get her grievance redressed through departmental Authorities, requested the Provincial Ombudsman for intervention.

On a notice from this office the Respondent Board after due investigation issued a revised result-card, without charging any fee from the candidate awarding her 761 instead of 705. The student thereby secured her due position in the Examination. In addition, the concerned Secrecy officer having been found guilty was disqualified from the remuneratory job of the Board for a period of three years.

The grievance of the complainant was redressed due to intervention of this office.

Complaint No.6795/2002-D-III-962/2002

TRANSFER/POSTING

Jamil Ahmad Qureshi, S.S. Physics, Government Higher Secondary School, Chowk Sarwar Shaheed, Muzaffargarh, complained that he has to cover a distance of 100 kilometer daily to reach his place of posting. His income is very low whereas expenditures are very high. He obtained No Objection Certificate from the Principals of both the Institutions for his adjustment in a nearby school and approached the Agency for approval of his transfer, but it was declined without any justification. Intervention of the Provincial Ombudsman was sought by the complainant.

After service of notice and hearing, the Agency finally adjusted the complainant at the station of his choice. The grievance of the complainant was, thus, got redressed by this office.

Complaint No.5932/2002-D-III-808/2002

ARREST OF THE ACCUSED.

Muhammad Ashfaq S/o Rashid, Caste Rajput, R/o Old Chejoki Road, Kamokey, complained that his wife, namely Asma, was subjected to illicit intercourse by Muhammad Riaz, son of Habib and others in the area of P.S. Sadar Kamokey, District Gujranwala, while she was away to ease herself in the open fields.

The complainant alleged that the matter was reported to the Police, but in vain. The accused was influential and extended threats to take away of life of the complainant in case the matter was not compounded by him with the accused. The complainant approached the Provincial Ombudsman for intervention.

On a notice, the Agency registered a case u/s 10/7/79, bearing NO.298/02. The accused Muhammad Riaz was also arrested and sent to judicial lock-up.

The grievance of a sourceless complainant was thus got redressed.

Complaint No.3516/2002-D-III-630/2002

REGISTRATION OF A CASE.

Muhammad Riaz S/o Muhammad Hussain, Caste Bhati, R/o Kaka Kollo, P.S. Aham Nagar, Tehsil Wazirabad, District Gujranwala, complained that on 2.6.2002 at about ¾ A.M., Nasar Ahmad and others, while armed with deadly weapons, attacked him. The articles possessed by him were put to fire; trees were cut down and he was dispossessed from the property.

The matter was reported by him to the local police but no action was taken against the accused.

The matter was taken up with the Agency and as a result of active persuasion by this office, the police registered a case on 26.6.2002. Crime weapons were recovered and 11 persons were sent to Jail. The challan was got completed and sent to the court for trial.

The grievance of the poor complainant was thus redressed.

Complaint No.7167/2002-D-III-932/2002

REGISTRATION OF A CASE

Shabbir Hussain S/o Ghulam Mhammad R/o Aseer, Tehsil Malkwal, District Mandi Bahauddin, complained that his minor son, namely Qadeer Hussain was abducted by one Zaheer Abbas, a Zamindar of the locality and

subjected to sodomy in a deserted place. He approached the local police for registration of a case, but of no avail. Being aggrieved, the complainant requested the Provincial Ombudsman for intervention.

The matter was taken up with the Agency. A case u/s PPC 337, 12/7/79 Islamic Laws was registered by the Police against the accused on 11.3.2003 and a copy of the FIR was made available to this office.

The grievance of the complainant was thus got redressed.

Complaint No.3299/2002-Adv-II.326/2002

REFUND OF OVER-CHARGED TARIFF

Haji Noor Muhammad, resident of E-133, Model Town Lahore, alleged that he had been subjected to over-charging for water supply and sewerage alongwith electricity bill. He claimed that he never applied for water connection from the Model Town Cooperative Society as water hand-pump had already been working in his house for 125 days. He alleged that he has complained for having been charged water tariff alongwith electricity bill for one year. Now, on applying for water connection, the Model Town Society demanded Security Fee of Rs.6000/-. He sought direction to the authority for refund of water tariff over-charged by the Society.

On investigation, it transpired that the respondent Society failed to adopt procedure and prepare proper documentation regarding water connection, sewerage, watch & ward services etc, approved by the Managing Committee of the Society. No provision has been inserted in Application & Agreement Form meant for electricity supply with the residents/members regarding separate rates of charges of water or sewerage. The contention of the complainant thus stood substantiated. As such the Secretary Model

Town Cooperative was directed to refund the claim and adjust towards Security Fee for water connection of the complainant.

The contention in the complaint was well taken and compliance was reportedly made.

Complaint No.434/2002-ADV-II-23/2002

EXEMPTION FROM PAYMENT OF PROPERTY TAX

Muhammad Younis Khokhar, a Retired Post Master averred that he had been served with a Demand Notice of Property Tax. He agitated that being retired Govt. servant, he was exempted from payment of property tax. He sought direction from this office to the authority for the purpose.

The Agency, in response to the proceedings taken up by this office, accepted the contention of the complainant and granted relief for exemption from property tax to the complainant. The complaint thus stood fructified with the efforts of this office.

Complaint No.8533/2002/C-IV-554/2002

DELAY IN PAYMENT OF FUNERAL CHARGES OUT OF BENEVOLENT FUND.

The complainant Nusrat Shaheen, widow of Muhammad Aslam, Food Grain Inspector, died about three years ago. She applied for funeral charges out of Benevolent Fund but nothing was paid to her despite repeated requests. The complainant, therefore, prayed for intervention by the Ombudsman.

Notices were sent to the D.C.O. Gujranwala, who after due process, handed over Cheque No.288901 amounting to Rs.2000/- as funeral charges to the complainant.

The complainant thereupon informed this office that she had received the cheque due to the efforts made by the Ombudsman.

Complaint No.C-2274/02-Adv-II-211/02

EXCESSIVE WASA TARIFF

Imtiaz Ahmad voiced his grievance against excessive WASA tariff. He averred that water meter was installed in his property unit built on 2 marlas plot. He alleged that WASA tariff demand was without taking into consideration readings of actual consumption recorded in the water-meter. He approached the concerned Deputy Director Revenue, WASA Lahore for the purpose but all in vain. He sought direction to the authority for grant of relief. The Agency in response to the notice, conceded the contention of the complainant and issued revised bill on the basis of meter reading. The complainant expressed satisfaction that his grievance was redressed on intervention of the Office Ombudsman Punjab. The complaint as such stood fructified.

Complaint No.5401/2002/C-IV-387/2002

DELAY IN DISPOSAL OF APPEAL.

The complainant filed this complaint alleging that D.F.O. Canal Side Plantation, Bahawalnager ordered recovery of Rs.7670/- from the

complainant on 12.10.1998 against which the complainant filed an appeal with the Conservator of Forests/Administrator, Lal Sohanra Park, Bahawalpur on 28.11.1998, but no decision on the same was taken despite repeated requests. The complainant, therefore, prayed for intervention of this office.

The matter was referred to the D.F.O., Canal Side Plantation Div. Bahawalpur and Conservator of Forests/Administrator, Lal Sohanra Park, Bahawalpur who reported that the record relevant to the complainant case had been taken away by the A.C.E. and as and when the record was received back, the appeal of the complainant would be decided.

The complainant on the other hand contended that the A.C.E. had asked the Department to take back the relevant record but the Forest Department did not approach the A.C.E. for the same.

The complainant was directed by this office to provide a copy of the requisite letter sent by the A.C.E. to Forest Department for taking back the record but the complainant did not respond despite notices. The complaint was accordingly disposed of in favour of the Department with the remarks that as efficacious remedy was available to the complainant in the shape of appeal to the Punjab Services Tribunal under Proviso (a) to Section 4 of the Punjab Services Tribunal Act 1974 (Punjab Act No. IX of 1974), he should, therefore, approach that forum.

Complaint No.6269/2002/C-IV-421/2002

POSTING AFTER TRANSFER

The compliant Rabia Basri, EST, filed this compliant alleging that she was transferred from Government Comprehensive High School, Bahawalpur

but no place of posting had been given to her to join although she reported to the E.D.O. (Education) Bahawalpur for further posting.

On intervention by this office the E.D.O. (Education) Bahawalpur adjusted the complainant against a suitable post. The complainant confirmed her further posting and thanked the Provincial Ombudsman for the efforts made by his office.

Complaint No.5766/2002/C-IV-405/2002

POSTING & TRANSFER BEYOND MERIT.

The complainant Riffat Yasmeen, a PTC Teacher, filed this complaint alleging that she was transferred from Govt. Girls Primary School, Chak No.12-BC to Girls School, Basti Darzian, but the husband of one Rehana Yasmeen, PTC Teacher, who was a Clerk in the Office of Deputy D.E.O. (W.E.E.) Bahawalpur managed cancellation of those orders and transferred his wife (Rehana Yasmeen PTC Teacher) in her place. The complainant further alleged that she requested the authorities concerned for restoration of her transfer orders but in vain; hence this complaint.

The matter was taken up with the E.D.O. (Education) Bahawalpur, D.E.O. (W.E.E.) Bahawalpur and Deputy D.E.O. (W.E.E.) Bahawalpur who finally adjusted the complainant at the station of her choice.

The complainant has confirmed the report of the Department and submitted that her grievance was redressed due to intervention of the Ombudsman.

Complaint No.5632/2002/C-IV-394/2002

ISSUANCE OF SUSPENSION ORDERS AND PAYMENT OF SUBSISTANCE ALLOWANCE.

The complainant Hafeez-ur-Rehman filed this complaint alleging that his brother Attiqur Rehman, an SST, was arrested by N.A.B. but the Education Department neither issued his suspension orders nor subsistence/suspension allowance had been paid to the family of the accused teacher. The complainant prayed for intervention of this office.

The matter was taken up with the Secretary, Education Department, Lahore, D.P.I. (S.E.) Punjab, Lahore and E.D.O. (Education), Bahawalnager, who after protracted correspondence issued the suspension orders and also extended the suspension period till the accused was released on bail. The E.D.O. (Education) also paid the requisite subsistence/ suspension allowance.

Due to the intervention of this office, the grievance of the complainant was redressed.

Complaint No.5766/2002/C-IV-405/2002

POSTING & TRANSFER.

The complainant Muhammad Arshad, a Primary English Teacher, filed this complaint alleging that he had been working in Govt. Primary School, Kharlanwala, Kot Shamali, since 1996, but on 27.03.2002, the E.D.O. (Education) Mandi Bahauddin with ulterior motives and under political pressure transferred him. He requested for the cancellation of his transfer orders, but in vain; hence this complaint.

The matter was taken up with the E.D.O. (Education) Mandi Bahauddin, who after a protracted correspondence reported that the complainant had been adjusted according to his option. The complainant also confirmed that his grievance stood redressed due to intervention of this office.

Complaint No.4852/2002/C-IV-376/2002

DELAY IN PAYMENT OF PENSION.

The complainant Malik Rashid Ahmad Fayyazi, a retired Accounts Asstt., filed this complaint alleging that he retired on 10.10.2001 and submitted his pension papers well in time, but no pensionary emoluments had been paid to him despite repeated requests. The complainant, prayed for intervention of the Provincial Ombudsman, Punjab.

The matter was referred to the Punjab Small Industries Corporation, Lahore and D.G. Khan. The Agency eventually issued P.P.O. in favour of the complainant. The complainant confirmed that due to intervention by this office, his grievance stood redressed.

Complaint No.647/2003/C-VI-49/2003

ISSUANCE OF LAST PAY CERTIFICATE (L.P.C.)

The complainant Dr. Ahmad Hassan, Medical Officer, D.H.O. Hospital, Vehari complained against the Accounts Officer/Director Finance, King Edward Medical College, Lahore for not issuing him the Last Pay Certificate (LPC) and deducting excess Income Tax from his salary for the period he served as Demonstrator (Forensic Medicine) in King Edward Medical College, Lahore.

The matter was taken up with the Principal Executive Officer, King Edward Medical College who reported that Rs.3253/- were deducted as Income Tax from the salary of the complainant, out of which Rs.2880/- were refunded to him and actual deduction of Rs.353/- was deposited in the Government Treasury and as such there was no excess deduction of Income Tax made from his salary. As regards the issuance of Last Pay Certificate, the same was issued to the complainant.

The grievance of the complainant was thus redressed with the intervention of the Ombudsman's Office.

Complaint No.2609/2002/C-VI-212/2002

TRANSFER.

Dr. Tahir Azhar, Medical Officer, Tehsil Headquarter Hospital, Chobara, District Layyah after his selection through the Punjab Public Service Commission served as Medical Officer at Basic Health Unit, Nawankot for about 5 years and 8 months. He was then transferred to Sami Pur Bhaggal, Tehsil Layyah. He was then transferred to Rural Health Centre, Chowk Azam. He was again transferred from Rural Health Centre, Chowk Azam to Tehsil Headquarter Hospital, Chobara on 07-02-2002. On 15-03-2002 he was again transferred from Tehsil Headquarter Hospital, Chobara to Rural Health Centre, Chowk Azam. Thereafter the E.D.O. (Health), Layyah again transferred him from Rural Health Centre, Chowk Azam to Tehsil Headquarter Hospital, Chowk Azam on 28-03-2002. The complainant Doctor complained that the order dated 28-03-2002 was not only the result of political influence but also discriminatory and against the transfer policy.

The matter was taken up with the E.D.O. (Health), Layyah. He denied that the order dated 28-03-2002 was the result of political influence and submitted that the transfer of the complainant and the appointment of Dr. Bashir Ahmad in his place was made on administrative grounds.

On further persuasions, however, the E.D.O. (Health), Layyah adjusted the complainant Doctor at his required Health Centre i.e., Rural Health Centre, Chowk Azam.

Thus the grievance of the complainant was redressed with the intervention of the Ombudsman's office.

Complaint No.5954/2002-D-II-934/2002

ALLOTMENT OF ALTERNATE PLOT IN 5 MARLA SCHEME

The complainant Muhammad Iqbal, being allottee of 5-Marlas Plot in Gujjar Pura Scheme, wanted to get possession of the same but it transpired that the Agency had allotted the same plot to somebody else and he wanted the alternate plot.

The matter was referred to the Agency and with the intervention of this office, the Agency allotted him an alternate Plot No.321-A, Block A-2 in the said scheme through balloting and in this way, the grievance of the complainant was redressed with the intervention of this office.

Complaint No.4953/2002-D-II-764/2002

TRANSFER OF SHOP IN MARKET COMMITTEE T.T.SINGH

The complainant, Haji Muhammad Ali wanted transfer of a shop in his name which was constructed by the Market Committee, T.T. Singh. He paid the dues but the Agency did not oblige him; hence he was constrained to file this complaint with this office.

The matter was taken up with the Agency, which finally transferred the shop to the complainant under intimation to this office. The complainant also sent a letter of thanks and gratitude for the efforts made by this office for redressal of his grievance.

Complaint No.6253/2002-D-II-867/2002

GRANT OF MOVE-OVER

The complainant, Ali Hasan, an incapacitated retired employee of the Buildings Department, Gujrat, ran from pillar to post to get move-over from scale 4 to 5 and 5 to 6, but the Agency did not oblige him and he was constrained to bring this matter before the Provincial Ombudsman.

The matter was taken up with the Agency and with active persuasion of this office, the Agency granted move-over to the complainant as claimed by him. The complainant also sent an affidavit stating that his grievance had been redressed and he had received all his outstanding dues. Accordingly, a long-outstanding problem of a retired and incapacitated Government employee was got redressed through the efforts of this office.

Complaint No.8022/2002-D-II-1083/2002

CORRECTION OF REVENUE RECORD

The complainant Fateh Muhammad obtained a decree from Civil Court in the year 1991 regarding some land in Village Mohra Khurd, District Chakwal and wanted correction of revenue record as per decree of the Civil Court, but the Revenue Officers did not oblige him and he was constrained to file a complaint in this office.

The matter was taken up with the Agency. After receiving notice from this office, the Agency redressed the grievance of the complainant and sent a report to that effect to this office. The complainant also sent a letter that his grievances had been redressed with the intervention of this office. Accordingly, the matter outstanding since the year 1991 was got resolved by this office.

Complaint No. 8679/2002- C-I-745/2002.

PAYMENT OF SALARY.

Muhammad Akhtar Shaiq lodged complaint that his wife, Mrs. Rafiq Akhtar, Sr. Headmistress, has been allowed move-over from BS-18 to BS-19 w.e.f. 24.12.2001 but has not been paid the arrears of her salary on the basis of move-over for the period from 24.12.2001 to April, 2002, by the District Accounts Officer, Sahiwal despite repeated requests.

The matter was taken up with the District Accounts Officer, Sahiwal who ultimately made payment of Rs.6354/- towards arrears of salary to the complainant's wife. The grievance voiced in the complaint was thus got redressed by this office.

Complaint No.6411/2002-C-I-539/2002.

ISSUANCE OF REVISED P.P.O.

Ch. Mehmood Alam, Accounts Clerk (Rtd), Office of Depalpur Canal Circle, Lahore complained that the Accountant General, Punjab had issued him incorrect P.P.O. by not including Rs.75/- per month towards his pay, which he received as special pay vide Notification No.F.D.DR/14-2/70 (GR) dated 19.1.1998. The complainant made numerous requests in that behalf to the Accountant General, Punjab but of no avail. He was, therefore, constrained to approach the Provincial Ombudsman for intervention and redressal of his grievance.

The Accountant General, Punjab was accordingly directed to consider the request of the complainant in accordance with law. After due processing the A.G. Punjab issued revised PPO in favour of the complainant by including Rs.75/- in complainant's pay, allowed by the Finance Department. The grievance voiced in the complaint was thus got redressed by this office.

Complaint No.6466/2002- C-I -558/2002

SCHOLARSHIP OUT OF BENEVOLENT FUND.

Mr. Abdul Ghafoor Malik, Section Officer (Rtd.), Forest Department complained that he had submitted two applications to the Administrative Officer (B.F), Lahore for scholarship to his two sons i.e., students of M.A. English and MBBS, classes vide diary Nos.3396 and 3397 out of which one application was rejected for want of required criteria for scholarship, whereas in respect of the other he was directed to complete the same in all respects. The complainant completed the second application as per requirement but that too was rejected without any legal justification. The complainant being

aggrieved of the illegal rejection of his applications, requested the Provincial Ombudsman for intervention and redressal of his grievance.

The matter was taken up with the Administrative Officer (B.F), Lahore who considered the second application of the complainant which was complete in all respects and accepted claim of the complainant in that behalf. Thus, as a result of efforts made by this office the complainant's son was issued a cheque amounting to Rs.3,200/- as scholarship. The grievance voiced in the complaint was accordingly got redressed.

Complaint No.4487/2002-C-II-336/2002

APPOINTMENT AS MOAZZAN/ NIGRAN/NAIB QASID

Syed Ali Ahmad Shah, father of the complainant, Syed Arab Hussain Shah, was Imam/Khateeb in the Auqaf Department at Pakpattan. He was retired from Government service on medical ground on account of his permanent disability for further service. After his retirement he expired on 26.2.2001.

It was stated that after the demise of his father, he applied to the concerned authorities for his appointment as Moazzan/Nigran/Naib Qasid in the Auqaf Department under Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974 but of no avail. He sought intervention of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with the Chief Administrator Auqaf, Punjab. In his reply dated 27th February 2003, it was informed that the complainant had been appointed as Moazzan/Khadim at Shah Jehangir Mosque, Gujrat. Copy of the appointment order was also submitted with the reply. The grievance of the complainant was thus got redressed.

Complaint No.918/2003-C-II-50/2003

ILLEGAL ASSESSMENT OF 'TAWAN'

Haji Muhammad Saleem, a land owner of Chak No.13/FW, Tehsil Hasilpur, District Bahawalpur, lodged a complaint that 'Tawan' amounting to Rs.1366/88 had been assessed against him on account of his irrigated land from an un-authorized 'Nakka'. It was averred that the said 'Nakka' was duly sanctioned by the competent Authority and. Muhammad Ibrahim, Canal Patwari demanded Rs.1500/- from him as illegal gratification which was refused, whereupon he got assessed the said 'Tawan' against him.

Being aggrieved, the complainant approached the Provincial Ombudsman for redressal of his grievance. Accordingly, the matter was taken up with the Executive Engineer/Divisional Canal Officer, Fordwah Division. As a result, the DCO on 5.3.2003 intimated that the remission of 'Tawan' amounting to Rs.1366-36 had been granted to the complainant, incorporated in the 'Khatoni' and sent to the Tehsildar Hasilpur.

Thus the grievance of the complainant was got redressed by this Office.

Complaint No.2139/2002-C-II-159/2002

GRANT OF MOVEOVER AND ISSUANCE OF REVISED PPO

Complainant Muhammad Rafique retired from Government service as Tubewell Operator (BS-5) (Tubewell Operation Division SCARP-IV, Lahore) with effect from 29.2.2000 and pension payment order was issued in his favour.

However, during tenure of his service, move overs became due to him from BS-5 to BS-6 and BS-6 to BS-7, whereas move over to BS-6 was only granted to him by the Executive Engineer, Tubewell Operation Division vide his order dated 15.3.2001 but the same was also not incorporated/implemented in his Service Book. Next move over to Basic Scale No.7 which had also become due w.e.f. 1.12.1998, had not been granted to him. Further, an amount of Rs.9374/- was illegally deducted from his pensionary dues against a sum of Rs.5852/- which was actually recoverable from him on account of over payment of salary etc.

Being aggrieved, the complainant requested the Provincial Ombudsman for intervention and redressal of his grievance.

The matter was taken up and pursued with the Executive Engineer Tubewell Operation Division, Lahore, Superintending Engineer SCARP-IV Circle Lahore and Accountant General, Punjab. As a result, an amount of Rs.3456/- deducted in excess from the pensionary dues of the complainant was got refunded vide Cheque No.904454/C 59445, dated 16.11.2002. The Service Book of the complainant was also got completed and the orders for grant of move over from BS-6 to BS-7 incorporated in the Service Book. The Agency also moved the A.G. Punjab for issuance of revised PPO in favour of the complainant.

The A.G. Punjab vide his reply dated 11.3.2003 intimated that the revised PPO bearing No.226991/R had been issued and sent to the District Accounts Officer, Narowal, on 21.12.2002. He also advised the complainant to collect the revised PPO from District Accounts Officer, Narowal. The grievances of the complainant were thus got redressed with active pursuation of this Office.

Complaint No.6819/2002-C-II-498/2002

**APPOINTMENT UNDER RULE 17-A PUNJAB CIVIL SERVANTS
(APPOINTMENT and CONDITIONS OF SERVICE) RULES-1974**

Babar Ahmad Jami lodged a complaint that he applied to the XEN Khanwah Division D.C.C., Depalpur on 22.5.2001 for his appointment as Earth Work Mistry under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974, as his father Muhammad Hanif, Earth Work Mistry in Khanwah Canal Division Depalpur was retired from Government service w.e.f. 13.3.2001 on medical grounds as having been declared as permanently incapacitated for further service. The Executive Engineer instead of the post of his choice i.e. Earth Work Mistry offered him the post of Beldar despite that his educational qualification was F.A. and he was also 'Fazil Aloom-e-Sharqia'.

Being aggrieved, the complainant approached the Provincial Ombudsman for redressal of his grievance.

The reply submitted by the Executive Engineer showed that the post of Earth Work Mistry was a technical post and the complainant was not eligible for appointment against the same. He was offered the post of Beldar (BS-1) vide order dated 25.5.2001 but he refused to accept the offer and did not join the post within the specified period of 14 days.

The complainant, however, subsequently changed his mind and submitted applications to the XEN on 1.9.2001 to allow him to join duty as Beldar, The request of the complainant was forwarded by the Executive Engineer to the Superintending Engineer, Depalpur Canal Circle Lahore for his permission/approval but no avail. The complainant being aggrieved, again approached the Provincial Ombudsman for intervention.

The matter was accordingly taken up with the Superintending Engineer and the Executive Engineer both. As a result, the XEN on 28.1.2003 issued fresh orders of appointment of the complainant as Beldar (BS-1) and allowed him to join duty. The complainant joined duty as Beldar on 29.1.2003. The grievance of the complainant was thus got redressed.

Complaint No.8656/2002-C-II-610/2002

GRIEVANCE AGAINST MUTATION OF INHERITANCE DECIDED IN VIOLATION OF THE PROVISIONS OF SHARIAT LAW

Barkat Ali lodged a complaint that his paternal cousin, Muhammad Sharif S/o Fateh Muhammad, who was owner of agricultural land measuring 78-kanals & 8-marlas in Chak No.109/9-L Tehsil and District Okara, died issue-less. His inheritance in respect of the above said property was decided by Tehsildar Sahiwal/Assistance Collector Grade-I on 19.11.2002, vide mutation No.729.

It was complained that Tehsildar/Assistant Collector Grade-I while deciding the mutation gave share to his sisters (complainant's) also as heirs in violation of clear provisions of the Shariat Law with corrupt motive and malafide intention. He sought intervention of the Provincial Ombudsman in the matter.

Report was called for from Dy. District Officer (Rev) Sahiwal and Tehsildar Sahiwal in the matter. As a result, the Patwari halqa, who appeared in this office on 20.2.2003 stated that the aforementioned mutation had been reviewed by the Tehsildar/Assistant Collector Grade-I and decided afresh on 13.1.2003 in accordance with the Shariat Law. Photo copy of the mutation was also submitted by him.

The representative of the complainant, who was also present, confirmed the abovementioned position in writing. The grievance of the complainant was thus got redressed.

Imp. Petition No.125/2002-C-II-18/2002

Complaint No.7819/1998-C-II-1774/1998

CORRECTION IN THE REVENUE RECORD AND GRANT OF PROPRIETARY RIGHTS OF THE RESIDENTIAL PLOT IN POSSESSION OF THE COMPLAINANT AND HIS FAMILY

Rehmat Ali complainant and his brothers had constructed their residential houses on Chiragah land (State land) measuring 4-kanals out of Killa No.12 of Sq. No.23 in Chak No.302/GB, Tehsil Toba Tek Singh. They were held entitled for proprietary rights of the land in their possession.

Later, it was revealed that in the revenue record they had been shown as occupants of Killa No.9 instead of Killa No.12 of Sq. No.23. They approached the Provincial Ombudsman seeking intervention for correction in the revenue record according to their possession and for grant of proprietary rights of the land.

After due processing, direction was issued to the Assistant Commissioner, Toba Tek Singh, vide order dated 21.6.1999 for making necessary correction in the relevant record and to redress the grievance of the complainant within two months. The Agency failed to comply with the said order within the given time limit whereupon the complainant filed implementation petition.

The matter was accordingly taken up and pursued with Deputy District Officer (Rev) Toba Tek Singh, who in his final report dated 31.12.2002, intimated that necessary correction in the revenue record had been made and proprietary rights of the land in their possession in Killa No.12 of Sq. No.23 to the extent of 4-kanals had also been granted to the complainant and his brothers. Mutation No.1384 had also been sanctioned by the Revenue Officer in their favour. In compliance, a copy of the mutation was submitted in the office with the said report.

The grievance of the complainant was thus got redressed.

Complaint No.3143/2002-C-II-243/2002

REIMBURSEMENT OF MEDICAL CHARGES

Muhammad Sidique, a retired Naib Qasid of the office of Chief Engineer, Irrigation, Faisalabad Zone, lodged a complaint that he submitted bills for reimbursement of medical charges amounting to Rs.19,000/- incurred by him on the treatment of his wife who was a heart patient but despite his best efforts the aforementioned amount was not reimbursed to him.

On a request from the complainant, the matter was taken up and pursued with Chief Engineer Faisalabad Zone, Faisalabad.

During investigation of the complaint it revealed that the admissibility of the claim was disputed. The contention of the Agency was that as per Finance Department's Notification dated 20.3.1989, the facility of

reimbursement of medical charges was available only to indoor patients whereas the wife of the complainant got treatment as out-door patient.

On the other hand, the complainant's contention was that his wife was operated upon for open heart surgery at National Institute of Cardio-Vascular Diseases Karachi in 1998. She was advised to take medicines for life. The Doctors also issued a certificate wherein it was stated that she be treated as a indoor patient with effect from 8.9.1998. On the basis of the said Certificate, the complainant averred that his claim was that of an indoor patient.

On persistent persuasion by this office, the Irrigation Department in June 2002 sought advice from the Finance Department (S.R. Wing). The Finance Department finally advised the Irrigation Department vide letter dated 14.11.2002 that the complainant was entitled for the re-imbusement of the aforesaid medical charges.

Accordingly, an amount of Rs.15,923.28/- was paid to the complainant which was confirmed by him on 10.3.2003. The grievance of the complainant was thus got redressed.

Complaint No.3899/02-DI-252/02

PRAYER FOR GRANT OF PENSIOANRY DUES

Complainant's father Ata Muhammad, Revenue Patwari died during service in the year 1996. Pensionary dues were not granted to the bereaved family. The son of the deceased Patwari approached this office for intervention.

The complaint was processed and finally vide order 13.1.2003, the respondent Agency was directed to hold an enquiry into the matter and ensure payment of all the pensionary dues to the bereaved family within a period of two months. The respondent Agency was further directed to initiate action against the delinquent officers/officials. The Accountant General Punjab, Lahore, was also directed to take notice of negligence, inefficiency and causing delay in the grant of pensionary dues by the respondent Agency. He has also requested to redress the grievance of the complainant within the stipulated period.

Complaint No.7789/2002/D-IV-1063/2002

ISSUANCE OF CERTIFICATE OF EFFECTIVE TALAQ

Dr. Irfan Mazhar Qureshi, R/o 88-B Muhammadia Colony, Bahawalpur sent a Notice of Talaq for his wife to the Nazim, Union Council No.41, Ghulshan Karim Colony, District Jail Road, Multan, for issuance of Certificate of Talaq being effective. The Nazim procrastinated the matter and did not pay any heed to the repeated reminders of the complainant who ultimately approached the Provincial Ombudsman for the redressal of his grievance.

This office took up the matter with the Nazim. On receipt of notices from this office the said Nazim ultimately issued the requisite certificate to the complainant.

Thus the grievance of the complainant was redressed.

Complaint No.5571/2002/D-IV-964/2002

ILLEGAL ALLOTMENT OF AHATA NO.64 BY THE HALQA PATWARI

Shah Muhammad, R/o Chak No.70/10-R, Tehsil and District Khanewal complained that Patwari Halqa had illegally allotted his Ahata No.64 to someone else. He approached the concerned authorities for cancellation of the said illegal allotment and restoration of the requisite ownership to him but of no avail. The complainant being aggrieved, requested the Provincial Ombudsman for redressal of his grievance.

The matter was accordingly taken up by this office with the concerned Revenue Authorities which got the relevant record corrected and thereby restored the ownership of Ahata No.64 to the complainant.

The complainant being satisfied filed an acknowledgement that his grievance was got redressed by the Provincial Ombudsman.

Complaint No.6138/2002/D-IV-985/2002

CORRECTION OF REVENUE RECORD

Complainant Sarfraz Hussain S/o Faiz Ali, R/o Jan Muhammad Colony, Masoom Shah Road, Multan purchased a plot measuring five marlas vide a registered sale deed, but the Patwari Halqa entered only three marlas. As such the complainant approached this office for redressal of his grievance.

On receipt of notices from this office, the respondent Agency corrected the entry as requested by the complainant. With the interference of this office the complaint was thus disposed of for being fruitful.

Complaint No. 8383/2002-D-IV-1110/2002

PAYMENT OF ARREARS OF SALARIES.

In the complaint filed in this office it was alleged that the salary of Muhammad Alim, ex-Secretary, Union Council NO.81, Halqa Riwaz Garden, Lahore had been stopped by the City District Government, Lahore w.e.f 1.8.2002 and in spite of repeated requests his salaries were not being released. The Provincial Ombudsman was, therefore, approached by the complainant for intervention and redressal of his grievance.

This office issued notices to the respondent Agency and the complaint was yet in process when it was intimated in writing by the complainant that arrears of pay had been cleared by the respondent Agency, with the intervention of this office.

The complaint was thus disposed of being fructified.

Complaint No.6610/2002-D-IV-1015/2002

NON-SUPPLY OF COPIES OF PUBLIC RECORD.

The complainant Khurshid Ahmed S/o Mian Rehmat Ullah, R/o Pir Kot Chunnian, District Kasur, needed some copies of public record but the T.M.O. Kasur refused to provide the same. He approached the Provincial Ombudsman to interfere in the matter and issue direction to the Agency to provide the requisite copies of the record.

On receipt of notices from this office, the TMO Chunnian delivered the requisite copies to this office, which were handed over to the complainant.

His grievance was thus redressed with the intervention of this Office.

Complaint No.3501/2003/D-I-147/2003

PAYMENT OF OUTSTANDING CHARGES OF RS.1,71,995/- AS TRANSFER FEE

Complainant Sh. Zaheer Hussain assailed the validity of demand notice for payment of an amount of Rs.1,71,995/- by the Agency, as outstanding charges, of transfer fee of plot No.370-A/I, Gulberg-III, Lahore. He alleged that the demand notice dated 05-03-2003 for payment of the above amount was illegal, arbitrary and liable to be set aside.

To resolve the grievance of the complainant, the matter was referred to the Agency and Director Finance, Director Legal and Director Development-II, LDA, to hold a joint meeting and to submit a report in this regard.

The respondent Agency redressed the grievance of the complainant by issuance of a revised transfer fee challan for Rs.4000/- in place of previous transfer fee challan for Rs.1,71,995/- and the complainant made payment to LDA accordingly.

Due to intervention by this office, the respondent Agency issued a revised transfer fee challan to the complainant and as such, the grievance of the complainant stood redressed.

Complaint No.IMP-16/2003/D-I-01/2003

PAYMENT OF COMPENSATION FOR WORKING AS INVIGILATOR

Complainant had earlier lodged complaint contending that the respondent agency had not made payment of compensation for duties performed by him as invigilator during the annual examination, 1998. The complaint was processed and finally vide order dated 16-10-2002, the respondent agency was directed to look into the matter and in case complainant's contention was found to be based on truth, compensation be made to him within a period of three months under intimation to this office.

Allegedly the respondent agency had not implemented the said order. Feeling aggrieved, the complainant submitted a petition for redressal of his grievance.

Notice was issued to the respondent agency and it was reported that a cheque of Rs.632/- had since been sent to the complainant vide registered letter No.185, dated 01-04-2003.

Due to intervention by this office, the grievance of the complainant stood redressed.

Complaint No.773/2002 D-I-62/2003

GRANT OF INCREMENTS ON ACCOUNT OF HIGHER QUALIFICATION

Complainant Muhammad Yunus alleged that he was a confirmed Security Guard since 08-02-1996 and his qualification was F.A. but he had not been granted increments of higher qualification.

The matter was referred to the respondent agency who granted increments of higher qualifications to the complainant. As such, grievance of the complainant stood redressed with the intervention of this office.

Complaint No.1582/2003 D-I-105/2003

COMPENSATION OF LAND ACQUIRED FOR SIALKOT INTERNATIONAL AIRPORT.

Complainant Mr. Ijaz Ahmad alleged that his land situated in Mauza Dhanawali, Tehsil and District Sialkot was acquired by the respondent agency for Sialkot International Airport. Compensation for fish farm and a brick-kiln in existence at his land had not been correctly assessed by the agency.

A notice was issued to the agency who in turn corrected the assessment and included the same in the award list. The grievance of the complainant thus stood redressed due to intervention of this office.

Complaint No.7638/2002-C-IV-480/02.

DELAY IN PAYMENT OF PENSIONARY EMOLUMENTS.

The complainant Asif Mahmood Assistant Director (R) alleged that he applied for payment of pension to the P.S.I.C., Rawalpindi well in time, after his retirement but nothing was done, hence this complaint.

The matter was referred to the Regional Director, P.S.I.C., Rawalpindi who reported that all the pensioners were getting pension through Allied Bank of Pakistan, but as per new orders and policy issued by the P.S.I.C. Hqrs.

their Pension cases were to be sent to Bank Alfalah Limited and for this purpose, the pensioners were asked to open the Bank Account in respective branches of Alfalah Bank and intimate the Account Number alongwith their life certificates enabling the Corporation to issue P.P.O. to the Bank.

The P.S.I.C. further reported that in order to add medical allowance allowed by the Corporation to Pensioners and further to make addition of increases in pensions payment order in pursuance of the Govt. Policy, their cases were duly checked by Accounts Branch and finally their pension payment orders (P.P.O.) were issued.

Lastly, the Corporation reported that to facilitate to pensioners, the P.S.I.C. also allowed to open the account in Allied Bank of Pakistan, if the facility of Bank Alfalah was not available to them.

Due to intervention by this office a large number of pensioners of P.S.I.C. were benefited.

Complaint No.3922/2002/C-IV-339/2002.

REMISSION OF PENAL MARK UP.

The complainant Mian Khan filed this complaint submitting that he was sanctioned a loan of Rs:2,00,000/- but was paid only Rs:1,75,000/- in two installments. The complainant alleged that he had paid Rs:1,68,000/- and only Rs:7000/- were due as Principal, but the P.S.I.C. was demanding Rs:3,67,000/- after imposing Penal Mark Up when there was no mention about Penal Mark Up in the agreement. The complainant prayed for ordering the PSIC, to refrain from charging the Penal Mark Up and compound interest.

The matter was referred to the Regional Director, P.S.I.C., Gujranwala who on the direction of this office reported that the order for the redemption of Assets of the complainant had been issued after settling the account.

The son of the complainant while appearing in person got recorded his statement to the effect that grievance of the complainant was redressed due to intervention by this office.

Complaint No.6075/02-C-IV-413/2002.

NON-PAYMENT OF RENT.

The complainant Haji Haq Nawaz Multani alleged that he rented out his building to the Principal, Government Commercial Training Institute (for Women) Ali Pur District Muzaffargarh at a monthly rent of Rs:3515/- but he was not paid the rent from 01.07.2001 till the filing of his complaint, despite repeated requests. The complainant prayed for intervention of the Ombudsman.

The matter was referred to the TEVTA, Lahore, Multan and Ali Pur. After a chain of correspondence the Agency informed that the claim of the complainant was satisfied.

The complainant as per his written submission confirmed the report of the Agency stating that due to the intervention by this office, his grievance was redressed.

Complaint No.5271/2002/C-IV-383/2002.

ALLEGATIONS OF CORRUPTION AND MIS-APPROPRIATION OF GOVERNMENT FUNDS BY HAJI MAQBOOL AHMAD, FGS AND MUHAMMAD ASLAM CONTRACTOR.

The complaint was merely a photo copy addressed to this office with a copy to Governor Punjab, Lahore, Wafaqi Mohtasib Islamabad and others.

The complainant Rai Shah Nawaz Bhatti, Nazim, Union Council, Kot Hussain Khan alleged that the Respondent official Haji Maqbool Ahmad Food Grain Inspector misusing his official capacity gets illegal gratification from the growers and suppliers and when any-one agitates, the official threatens for dire consequences. The complainant prayed for ordering action against the accused official.

The matter was referred to the Deputy Director Food, Lahore and D.F.C. Lahore who after a protracted correspondence reported that the accused official was proceeded against under Removal From Service (Special Powers) Ordinance 2000 (Amended 2001) and was dismissed from service as per order dated 19.10.2002. The Department further reported that one Zulfiqar Ali, Food Grain Supervisor, had also been reverted to the post of Chowkidar (From BS-5 to BS-1). By the intervention of this office the delinquents were sacked for their mis-deeds.

Complaint No.4248/2002/C-IV-349/2002.

CORRECTION OF DATE OF BIRTH IN MATRICULATION CERTIFICATE

The complaint was received in this office on transfer from Wafaqi Mohtasib Secretariat, Islamabad.

The complainant Fariha Malik, alleged that her correct date of birth was 06.08.84, whereas, it had been entered in the Result Card as 06.08.1982 by the B.I.S.E. Bahawalpur. The complainant further alleged that she asked the Board to correct the same, but the Board demanded Rs.1000/- as Fee for the purpose for which, she was not liable because the omission was due to the negligence of the Board. The complainant prayed for intervention by the Ombudsman.

The matter was referred to the B.I.S.E. Bahawalpur which after a protracted correspondence reported that certificate with the corrected date of birth had been issued to the candidate. The Board also placed on record a photo copy of the certificate.

The complainant as per her written submission, confirmed the report of the Board submitting that due to intervention of this office, her grievance was redressed.

Complaint No.4513/2002/C-IV-365/2002.

DELAY IN PAYMENT OF T.A. BILLS.

The, complainant Ch. Muhammad Yaqoob, Chief Instructor, alleged that he was deputed to conduct Final/Supplementary Theory Exam. at Govt. Weaving & Finishing Institute, Shahdara and he was paid @ Rs.100/- per day whereas, he should have been paid Rs.200/- per day for single session and Rs.300/- for double session. He further alleged that he moved the authorities concerned for payment on enhanced rates but nothing was done. The complainant prayed for intervention by the Ombudsman.

The matter was referred to the Secretary, TEVTA, Lahore, Director Manpower & Training Lahore, Controller of Examinations Punjab Board of Technical Education, Lahore, who after a prolonged correspondence, reported that the claim of the complainant had been satisfied.

The complainant as per his written submission confirmed the report of the Agency, submitting that due to intervention by this office, his grievance was redressed.

Complaint No.1204/2003-C-IV-63/2003.

RESTORATION OF ALLOTMENT OF PLOT.

The complainant Jawad Hussain alleged that he was allotted plot No.951 by P.S.I.C. Faisalabad and he deposited Rs.12.600/- and left for Haj, but during his absence from the country the P.S.I.C. Faisalabad sent him a notice for depositing the remaining amount but as he being abroad, the amount could not be deposited and the P.S.I.C. cancelled his allotment. The complainant further alleged that as he was in possession of the plot and he had also deposited Rs.12,600/- with the P.S.I.C., Faisalabad, be ordered to restore the plot.

The matter was referred to the Regional Director, P.S.I.C, Faisalabad who informed that management taking a lenient view held in abeyance the cancellation of industrial plots till 31.3.2002 and advised the allottees to start building their infrastructure for the proposed unit and payment of all P.S.I.C, dues by the given date.

Due to intervention by this office, many other allottees were also benefited along with the complainant.

Complaint No.7754/2002-C-III-202/2002

PAYMENT OF HIRE CHARGES.

Muhammad Azeem Khan, Proprietor, Khan Tent Service, Chowk Qatal Gharhi, Kasur, filed this complaint that he had provided tent, shamianas etc, to the District Administration Kasur, in October 2002. The hire charges amounting to Rs.47,5000/- had not been paid to him so far, inspite of repeated visits to the Tehsil/District Officer of Kasur.

The matter was taken up with the agency concerned i.e. DCO Kasur. First report received from the agency showed that Rs.9,000/- had been paid to the complainant as first instalment and the remaining amount was being arranged. It was finally informed by the DCO, Kasur, vide his letter No.DCO-DN-203, dated 24.04.2003 that the total payment of Rs.47,5000/- had been made to the Proprietor, 'Khan Tent Service' Katchary Road, Kasur. A copy of the receipt from the complainant was attached with the final report. The complainant also appeared and acknowledged to have received the payment. Thus, stuck-up hire-charges on account of Tents, Shamianas to a petty shopkeeper were got released in his favour, through this Office.

Complaint No.345/2003-C-III-01/2003

REQUEST FOR FAREWELL GRANT.

Muhammad Ramzan Anwar, Ex-Deputy Director (Archives) R/o House No. 45-6/A, Street No.1, Haji Park, Sanda Khurd, Lahore, filed this complaint that he retired from Government Service on 31.12.2001, on attaining the age of superannuation. According to the notification

No.SOP(S&GAD)2001 (WF) P.T.I., the Government of Punjab, had extended the facility of `Farewell grant' equal to last basic pay out of Benevolent fund to the retiring Government Servants w.e.f. 1.1.2002. The complainant alleged that he requested the department for `farewell grant' but the same was declined due to incorrect interpretation of Rules by the S&GAD Department.

The matter was taken up with the agencies concerned i.e. S&GAD as well as the Administrative Officer, Provincial Benevolent Fund Management Board, Lahore. The case of complainant was forwarded by the S&GAD, Punjab, to the Provincial Board of Benevolent Fund Management, where his case was examined and it was found that the complainant had retired on the after noon of 31.12.2001 so he should be placed in the category of the entitled. As a result of follow up by this office the Provincial Board of Benevolent Fund Management, finally issued cheque No. 350601 dated 26.4.2002 amounting to Rs.18,018 in favour of the complainant on account of `farewell grant'. The complainant also acknowledged the receipt of the cheque. Thus the genuine grievances of complainant were redressed on the intervention of this office.

Complaint No.244/2002-C-III-30/2002

WAIVER OF 10% SURCHARGE ON LUMBERDARS

Maqbool Hussain shah Lumberdar S/O Akbar Shah, R/O Chak No.34/40-R Tehsil & District Khanewal, filed this complaint against the DO(R)/District Collector Khahewal, as well as Irrigation authorities for allegedly imposing 10% surcharge for delayed recovery of 'Abiana' from the land owners. According to the complainant the delay was caused by the land owners/ defaulters and he was being penalised for no fault of his.

The matter was taken up with the agency concerned i.e., DO(R)/District Collector, Khanewal. At first the DO(R) reported that surcharge of 10% had been levied against the petitioner on the basis of notification No.SO(REV)2-19/86 dated 10.10.1993, issued by the Secretary Irrigation, Government of the Punjab. The report of the DO(R) was contested by the petitioner in the light of the order passed by the Ombudsman in complaint No.6822/2001 C-II 592/2001, whereby the person responsible for delayed payment was supposed to pay the surcharge. As a result of intervention by this office, the petitioner was exempted from 10% surcharge as he was not responsible for the delay. Thus his genuine grievances were redressed through this office.

Complaint No.622/03-C-III 14/03

GRANT OF MOVE OVER FROM DUE DATES.

Muhammad Mazhar, Retired Patwari, Tehsil Lahore Cantt, now R/O 9-Rustam Park, Nawan Kot, Multan Road, Lahore, filed the complaint that he retired on 02.10.1999 .and his pension was sanctioned in BS-5. According to him, 3 successive move-overs i.e., from BS-5 to 6, BS-6 to BS-7 and BS-7 to BS-8 were due to him prior to his retirement but the same were not allowed in time resulting in his retirement in BS5. He requested that the move-overs from BS-5 to 8 may be granted to him from due dates with back benefits.

The matter was taken up with the agency concerned i.e., DO(R) Lahore, who deputed the DDO(R) to enquire into the matter and rectify the injustice done to the complainant. As a result of enquiry the DDO(R) Collector, Lahore Cantt, found that the claim of the complainant was justified and allowed move-overs to him from BS-5 to 6, BS-6 to 7 and BS-7 to 8 vide his order No. DDO(R) Cantt/333 dated 25.03.2003. As a consequence of the order the complainant received Rs.12,518/- as arrears, and his pension was

fixed in the basic pay Scale 8, as requested by him. Thus the genuine grievances of the complainant were redressed due to the intervention of this office.

Complaint No.IMP.314/2001 C-III 87/2001

REQUEST FOR FINANCIAL ASSISTANCE.

Naseer-ud-din S/o Mumtaz Ali R/o Ward No.5/11 Old City Bazar, Tehsil Kehror Pacca, District Lodhran, filed this petition that he had applied to the Provincial Ombudsman for financial assistance on the eve of marriage of his daughter. The Provincial Ombudsman had forwarded his case to the District Co-ordination Officer, Multan, for disposal according to rules, vide his order dated 19.06.2001.

The report of the DCO Multan was obtained in respect of the implementation of the Order dated 19.06.2001, who informed that the matter related to DCO Lodhran, so he had forwarded the case of the complainant to him. Resultantly, report was called from the DCO Lodhran, who informed that Rs.10,000/- had been sanctioned in favour of the petitioner out of 'Jahez fund' in connection with the marriage expenses of his daughter. Thus, due financial relief was provided to the petitioner on the eve of his daughter's marriage.

Complaint No.IMP.527/2002 C-III 27/2002

REQUEST FOR APPOINTMENT AS LECTURER.

Muhammad Ashraf Lecture Assistant, Government Degree College for Boys, Chunian, District Kasur, filed this implementation/review petition in

respect of the Order of the Provincial Ombudsman dated 04.10.2002, whereby the complainant's claim for appointment as Lecturer was not established as a matter of right but his request for appointment against one of the vacancies occurring due to not joining of selectees was forwarded to the Education Department, Government of Punjab for consideration under the Law/Rules. According to the complainant the Education Department had not taken any action in connection with his request for appointment as Lecturer, duly forwarded by this office.

The report of the agency concerned i.e. Education Department, Government of Punjab, was obtained. It has been explained by the agency that a requisition of 75 vacancies of Lecturers had been sent to the Punjab Public Service Commission for recommending suitable candidates on merit. The merit list sent by the PPSC to the Government indicated the name of the complainant at serial No.115, while the top 75 had been recommended for appointment. As per report of the agency i.e. Education Department Government of the Punjab received later it was stated that about 27 persons had not joined the posts offered to them but even then the claim of the complainant could not materialise, because in the meanwhile the Supreme Court of Pakistan, had passed the orders regarding absorption of adhoc Lecturers and the requisition had accordingly been sent to the PPSC. As such the request of the complainant could not be conceded. In the light of the reply submitted by the agency which is based on valid reasons its view-point was up-held and the complaint/petition was filed.

Complaint No.7857/2002 C-III 210/2002

ADJUSTMENT AGAINST SUITABLE VACANCY OF BS-16.

Muhammad Naseem Abbas S/o Faiz Muhammad Khan, an employee of Tehsil Council Okara, filed this complaint that previously he was working as Octroi Superintendent in the Municipal Committee Okara in BS-16. As a result of winding up of M.C. and creation of Tehsil Municipal Administration,

his services were placed at the disposal of TMA Okara. The TMO referred his case to the DCO Okara, as according to him no vacancy in BS-16 was available with him. The DCO sent him back to TMO as it was the duty of the TMA to adjust him against proper vacancy. In the process the complainant did not receive his salary since August, 2002. Hence this complaint.

The matter was taken up with the agency concerned i.e. DCO/TMA Okara. The DCO vide his letter dated 20.03.2003 reported that posting of Municipal employees was exclusive domain of TMA. The TMO on the other hand expressed his inability to accommodate the complainant as no vacancy of BS-16 was available with him. The matter was, therefore, referred to Secretary LG&RD for intervention and necessary orders. The matter was discussed with him telephonically also. He very kindly passed the direction to TMO Okara to adjust him against BS-16 vacancy available with him and duly identified in the relevant schedule. He further directed that payment of salaries since August, 2002, should also be made to the complainant forthwith. As a result of the direction of the Secretary of the Department the grievances of the complainant, stands redressed.

Complaint No.7430/2002 D-II 1018/2002.

COMPENSATION.

The complainant, Shah Muhammad of Khushab lodged a complaint stating therein that due to flood, house of the complainant fell down and his daughter, Rukhsana Parveen died. He made his best efforts to approach the concerned authority for compensation in this respect but to no avail. He prayed the Provincial Ombudsman, to interfere in the matter and direction for compensation be issued to the concerned Agency.

It is was due to the efforts of this office that the respondent Agency paid to the complainant a sum of Rs.65,000/- though cheque No. 224950, as compensation.

Thus, the grievance of the complainant stood redressed.

Complaint No.3220/2003 D-II 180/2003.

REINSTATEMENT IN SERVICE.

The complainant, an employee of Agriculture Department was dismissed from service vide order dated 03-06-2001. He was ordered to be reinstated by the order of Punjab Service Tribunal vide order dated 14-05-2002. The said order was challenged by the Agency before the Supreme Court of Pakistan but they failed there. In this office, the complainant sought to be adjusted as Field Assistant. With the efforts of this office, the complainant was reinstated in the service and the complaint was disposed of being fructified.

Complaint No.8512/2002 D-II 1184/2002.

ALLOTMENT OF HOUSE.

The complainant brought grievance before this office that Agency, D.C.O, Khushab illegally cancelled allotment of House No. 102, Lower G-Type, Jauharabad from his name and allotted to some other employee of his office. With the efforts of this office, the allotment of the house was restored in favour of the complainant and the complaint was disposed of being fructified.

Complaint No.6349/2002/D-IV-1000/2002

MAL-ADMINISTRATION/PAYMENT OF DUES.

Mst. Hafeez Begum submitted in her complaint that she retired from service on 01.11.2001 as LC/lady teacher, Union, Council, Ratta Gujran Markaz Narang, Tehsil Ferozewala, District Sheikhpura but her pension papers were not prepared by the Department and therefore, she could not get her pension dues etc. She prayed that the Agency/Department may be directed to prepare her pension papers and pay her said dues.

During proceedings, in this office, the Agency reported that pension/commutation payment of Mst. Hafeez Begum, which had earlier been freezed under the direction of E.D.O. Education, Sheikhpura, was released vide E.D.O. Eudcation Memo. No. 2599/LDA dated 7.6.2003. It was also reported that under the direction of E.D.O. Education Pension Payment Order was issued vide PPO-17946 dated 9.6.03. Thus grievance of complainant stood redressed with the intervention of this office.

Complaint No.8609/2002/D-IV-1117/2002

RECOVERY OF ARREARS.

Grievance of the complainant Rehmat Masih was that his arrears of salaries were with-held by the Agency without any rhyme and reason and the same were not released in spite of his several efforts in this regard.

On receipt of notice from this office, the Agency i.e., Tehsil Officer (Finance) of T.M.A. Ferozewala reported that the arrears of salaries amounting to Rs.102193/- had been paid to the complainant vide Cheque

No.978032 dated 16.4.03. The said payment was also acknowledged by the complainant.

Thus the complaint stood fructified with the intervention of this office.

Complaint No.3519/2002/D-IV-135/2002

MAL-ADMINISTRATION.

Complainant Allah Ditta Anjum was a Sub-Engineer in BPS-16. Previously he was doing his duty in the Office of A.D.L.G. and after the Devolution Plan, within short period he was transferred from one to the other office thus made a shuttle-cock. He prayed that a direction be issued to the Agency to post him somewhere permanently till the expiry of a normal tenure.

Notices were issued to the Agency which redressed the complainant's grievance. The complainant through an application addressed to this office confirmed that relief had been given to him by the Agency. Therefore, the complaint was disposed of being fructified.

Complaint No.8277/2002/D-IV-1102/2002

PENSION CONTRIBUTION

Grievance of the complainant Ijaz Akbar Bhatti, was that the Agency had not made pension contribution amounting to Rs.14164/- in his favour

under the relevant rules and prayed, for intervention of the Provincial Ombudsman in this matter.

On receipt of notices, the District Officer (Accounts) Gujrat reported that the said contribution had been sent to the Secretary, Provincial Local Government Board, Lahore vide Cheque No. 488139 dated 5.5.2003.

Thus, the complaint stood fructified with the active intervention of this office.

Complaint No.5501/2002-D-IV-924/2002

RETIREMENT ON MEDICAL GROUND.

Muhammad Shabbir Akhtar lodged a complaint stating therein that he had been working as Supervisor, Community Development Project, Social Welfare Department, Lodhran. He applied for retirement on medical ground on 29.9.01. He alleged that D.C.O. Lodhran had not passed any orders in regard to his retirement, owing to which he had to face too much hardship. He prayed that D.C.O. Lodhran might be directed to pass order in respect of his retirement on medical ground.

The District Coordination Officer, Lodhran filed reply stating therein that under the new system of Government, the post was devolved and no clear-cut instructions in this regard were available. It was further reported that subsequently, the Government of Punjab, S&GAD vide Notification No.SO(R)-III-2/46/99 dated 6.11.2002 constituted Departmental Selection/Promotion Committee for posts in BS-1 to 15 which observed that competent authority to retire the complainant was the E.D.O., Community Development,

Lodhran. It was also reported that the complainant was retired on 26.11.2002 in view of his request.

The complainant also admitted this fact through letter dated 17.5.2003 that he was retired by the E.D.O., Lodhran and that he had received all the pending dues from the Agency.

Thus, the complaint was fructified with the intervention of this office.

Complaint No.IMP.502/02-D-IV-19/2002

PAYMENT OF ARREARS.

The Agency was directed by this office to make payment of Rs.1,20,000/- to the complainant/petitioner as costs for the preparation of a model of GMC Commercial Plaza, Gujranwala vide order dated 13.8.2002. The Agency failed to make said payment within the stipulated time; hence the captioned implementation petition was filed with this office.

Notices were issued to the Agency and finally the Agency handed-over Cheque No.725363 dated 25.04.2003 valuing Rs.1,15,800/- to the representative of the complainant to clear the liabilities.

Thus the Implementation petition was fructified with the intervention of this office.

Complaint No.1424/02-D-IV-496/2002

MAL-ADMINISTRATION/GRANT OF PENSIONARY BENEFITS.

The complainant was retired from the service three years prior to institution of her complaint in this office. No pension was given to her till then. She, thus, prayed for a direction by the Provincial Ombudsman, Punjab to the Agency to clear her pensionary benefits.

Notices were issued to the Agency. T.M.O. Depalpur District Okara reported that arrears of pensionary benefits of the complainant had been paid through Cheques Nos.525018 dated 04.06.02 and 669361 dated 22.10.2002. The National Bank of Pakistan for the amount of Rs.1,18,887/-.

Thus the complaint was fructified with the active intervention of this office.

Complaint No.3689/02-D-IV-818/2002

REGISTRATION OF BIRTH.

Complainant Robeena Shaheen stated in her complaint that she was married to Muhammad Azam, Son of Muhammad Sadiq, Caste Jatt, resident of Mauza Jandiala Baghwala Tehsil and District Gujranwala and she gave birth to two sons from his loins. Her husband contracted second marriage and got hostile to her and her sons namely Danash Ali and Waras Ali. After the death of her husband, his second wife and the complainant's in-laws became hostile to her. Resultantly, the Secretary, Union Council did not register the name of her son Waras Ali under their influence; hence this complaint.

On receipt of Notices by the Agencies, it was finally reported by the A.D.O(R)/SO, Gujranwala that name of the complainant's son, Waras Ali, had

been registered in the record of the Union Council and also submitted an extract from the register showing birth entry of the said child.

Thus, the complaint was fructified with the intervention of this office.

Complaint No.4630/2002- C-V-250/2002

ISSUANCE OF REGISTRATION CARD

The complainant lodged the complaint stating that she studied in Queen Mary College, Lahore for two years i.e. from 1996 to 1998 and also deposited registration fee alongwith other dues but the Registration Card was not issued by the College Administration and her registration fee was also embezzled by the college officials. The complainant prayed for intervention by the Ombudsman in the said matter.

The report was filed by the Principal of the college along with original registration card of the complainant. Mr. Zamir Kasmi brother/representative of the complainant stated in the office on 5.4.2003 that due to intervention of this office the grievance of the complainant had been redressed.

Complaint No.155/2003/ C.V-03/2003

PROMOTION

The complainant alleged that his promotion as Assistant Professor had been due since long but the matter was being delayed by the Education Department on one pretext or the other. It was prayed that the department be directed to settle the said issue.

Report was filed by the Secretary Higher Education, Lahore. The case was still under process, when Mohammad Asghar Dy. Supdt. Representative of the Secretary Higher Education, Lahore made statement on 30.4.2003 that the promotion case of the complainant was cleared by the D.P.C on 6.2.2003 and Notification in that respect would be issued within one month. The complainant made a statement on the same day that due to intervention by this office the department had redressed his grievance.

Complaint No.2959/2002/CV-125/2002

RELEASE OF SECURITY AMOUNTS

The complainants alleged that they had been working as approved contractors cum suppliers with purchase cell Education Department, Lahore. During the financial year 2000-2001 they were awarded five contracts by the Purchase Cell, and completed supplies against the contracts well in time and received their payments but the security amounts of contracts were not released by the Education Department. The complainants prayed for ordering the department to release the security deposits.

The case was still under process when Muhammad Nawaz Gondal, S.O. Audit, representative of Secretary Education Lahore made statement on 3-4-2003 that Secretary Education had passed orders for the release of security amounts to the petitioners and the same would be released to them within one month. Mr. Shahid Pervaiz, Petitioner therefore, made a statement that in view of the statement of the representative of the Secretary Education, Lahore their grievance stood redressed.

Complaint No.7191/2002/C.V-225/02

CHANGE OF ENQUIRY OFFICER

The complainant alleged that she was charge sheeted by Secretary Education, Lahore on the allegation pertaining to the year 1996 to 1999 and she requested the Secretary Education Lahore to change her Enquiry Officer (Mrs. Munawar Bashir Principal, Govt. Girls High School For Deaf and Dumb Hearing Rajgarh Chauburji, Lahore) but her request was illegally turned down. She filed Review Petition with the Secretary Education Lahore which remained undecided and the Enquiry Officer issued notices to her for the reply to the charge sheet and also for personal hearing. It was prayed that Secretary Education, Lahore be directed to change the Enquiry Officer in the interest of justice so that she might expect a fair enquiry. It was further submitted that the Enquiry Officer also be directed not to proceed against her till the decision.

Notice was issued to the agency and reply was filed by Secretary Education, Lahore contesting the petition. Rejoinder was also filed by the complainant. But the case was still under process when Muhammad Lateef, Superintendent to SO E&DI, representative of Secretary Education Lahore made statement on 24-5-2003 stating that the enquiry officer of the petitioner had been changed and Mrs. Surrya Ramzan, Senior Headmistress, Govt. Girls Model High School, Multan had been appointed as an enquiry officer in her case. Copy of the order was also placed on record. The complainant made statement on the same day stating that due to intervention by this office her grievance was redressed.

Complaint No.8053/2002/C.V-243/02

RE-INSTATEMENT IN SERVICE

The complainant alleged that she was appointed as Arabic Teacher on 16.9.1989 and transferred to Govt. Girls Middle School, Mohgi Ghulam on 21.5.1999 but the Headmistress of the said school did not allow her to resume the duty. She further alleged, that she approached the DEO (W-EE) Sheikhpura for the redressal of her grievance but in vain/hence this complaint.

The matter was referred to DEO (W-EE) Sheikhpura who filed the, report through which explanation of concerned Headmistress was called. The case was still under process when DEO (W-EE) Sheikhpura made statement on 26.5.2003 submitting that she had delivered fresh order of posting of, the complainant to her father. Mohammad Shafique Father/ representative of the complainant confirmed the statement of DEO (W-EE) Sheikhpura stating that due to intervention of this office the grievance of the complainant had been redressed.

Complaint No.831/2003-POP/C-II-43/2003

REMISSION OF 'TAWAN'.

Muhammad Javead Iqbal lodged complaint that he inherited seven Acres of agricultural land from his father in Chak No.13/FW Tehsil Hasilpur District Bahawalpur which was irrigated from outlet No.75140/R of Fordwah Disty. Lateron it revealed to him lateron that the 'Nakka' from where he irrigated his land was not a sanctioned 'Nakka'. He got it sanctioned by the

Deputy Collector Fordwah/Sub Divisional Canal Officer vide his order dated 8.4.1996. The said order was confirmed by the Executive Engineer/Divisional Canal Officer vide his order dated 7.7.1996 while deciding the appeal filed by Zu1fiqar Ali etc. respondents.

It was complained that Munshi Muhammad Ibrahim Canal Patwari on the basis of his wrong report got assessed 'Tawan' amounting to Rs.1200/- against him for irrigating the land from un-authorized 'Nakka'. He brought the factual position to the notice of the Executive Engineer/Divisional Canal Officer and requested him for remission of 'Tawan' but of no avail. The complainant sought intervention of the Provincial Ombudsman in the matter.

Report was called for from the Executive Engineer/ Divisional Canal Officer Fordwah Canal Division Bahawalnagar in the matter. In the reply submitted by him dated 29.3.2003, it was intimated that remission of 'Tawan' amounting to Rs.1170/- had been granted to the complainant and the remission implemented in the 'Khatoni Nehri' which had been sent to Tehsildar Hasilpur.

The grievance of the complainant was thus got redressed.

Complaint No.7930/02-POP/C-II-567/02

ATTESTATION OF MUTATION

Khan Muhammad lodged complaint through his Son Abdur Razzaq that a 10-marla plot was allotted to him by the Government in Mauza Chanwat Tehsil and District Pakpattan. He paid all the dues in respect of the said, plot.

It was stated that he submitted an application to the District Officer (Rev) Pakpattan on 19-9-2002 requesting him to direct the Patwari Halqa to enter the mutation and transfer the plot in his name in the Revenue record. It was complained that the Patwari halqa did not enter the mutation despite of the direction of the District Officer (Rev). He sought intervention of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with District Officer (Rev) Pakpattan. In the reply submitted by him dated 18-4-2003, it was intimated that mutation. No.1065 had been attested/sanctioned on 05-04-2003 by the Revenue Officer Halqa in favour of Khan Muhammad complainant. The grievance of the complainant was get redressed.

Complaint No.4176/2002-POP-C-II-312/02

PAYMENT OF PENDING POL BILLS.

Inam-ul-Haq Piracha of M/S Ikram Brothers Sargodha, Dealers Pakistan State Oil, supplied P.O.L. to Government vehicle No.SGD-3104 under the official use of Sub Divisional Officer Saline Zone No.II, Sub Division Sargodha during the months of May & June-1998. He submitted two bills amounting to Rs.30849/- to the Executive Engineer Lalian Tubewell Operation Division, Sargodha, for payment but despite of best efforts on his part the payment was not made. He sought interaction of the provincial Ombudsman to the Executive Engineer for payment of the aforementioned amount.

The matter was taken up and pursued with Executive Engineer Lalian Tubewell Operation Division Sargodha.

Finally, the Sub Divisional Officer Saline Zone-II, Sub Division Sargodha while appeared in this office on 22.4.2003 stated that the payment of outstanding bills had been made to the complainant through cheque No.D789546 dated 19.4.2003 of Rs.29,306/- after deducting the income tax.

The grievance of the complainant was thus redressed after about 5 years.

Complaint No.5934/2002-POP/O-II-429/02

DISCRIMINATION IN THE PAYMENT OF COMPENSATION OF LAND.

Rehmat Ali, Riaz Ahmed Virk and other complainants, the land owners of Mauza Hardev Tehsil and District Sheikhpura, lodged complaint that their land situated in the aforesaid village came under Lower Sheikhpura Distributary. The respondent agency did not require the land under the provisions of Land Acquisition Act. The payment of compensation of land was made to the affected land owners by private negotiations.

It was complained that they were paid compensation at the rate of Rs.75,000/-per acre whereas Muhammad Abdullah and Aman Ullah etc., the other affectees, were paid compensation at the rate Rs.1,84,475/- per Acre, whereas their land was also similarly situated and adjacent to the land of the aforementioned land owners and irrigated from the same outlet. They were thus treated discriminatory by the respondent agency.

Report was called for from Executive Engineer Sheikhpura Division in the matter.

His reply was awaited, meanwhile Riaz Ahmed Virk complainant who appeared in this office on 05-06-2003 stated that the Executive Engineer had made them payment of compensation of the land at the rate the compensation was paid to the respondent land owners and that the difference in compensation amount so determined had also been received by them

The grievance of the complainants was redressed by the respondent Agency with the intervention of this office.

Complaint No.7279/2002-POP/C-II-538/02

PAYMENT OF ARREARS OF RENT.

Miraj Din complainant lodged complaint through his Son Ajmal Tehzeeb stating that he rented out his house situated at 31-Railway Road Sheikhpura to the XEN Escavator Division Faisalabad for the office of Sub Divisional Officer, Sheikhpura Escavator Sub Division.

It was complained that rent of the property for a. period of 20 1/2 months had not been paid to him. The water supply and Electricity charges had also not been paid inspite of his repeated demand to the agency. He sought intervention of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with Executive Engineer Escavator Division Faisalabad and the Chief Engineer Irrigation Faisalabad Zone. Eventually the representative or the Executive Engineer who appeared in this office on 20-06-2003 handed over Cheque No.D 908703 dated 04-06-2003 for an amount of Rs.70,306/- to Miraj Din. Complainant who was also present in this office alongwith his Son Ajmal Tehzeeb.

The grievance of the complainant was thus got redressed with the intervention of this office.

Complaint No.6924/2002-POP/C-II-506/02

NON PAYMENT OF COMPENSATION OF LAND UNDER JAWA DAM RAWALPINDI.

Mst. Shaheena Tanveer lodged complaint that the land belonging to her and her deceased husband Ghulam Sabir Khan, situated in Mauza Dhalla Tehsil and District Rawalpindi came under Jawa Dam which was completed during the year 1994-95 but the compensation thereof had not been paid.

It was stated that after the demise of her husband in August-1999, she approached the Project Director Small Dams Organization Islamabad, Secretary Irrigation and Power Department, the Board of Revenue Punjab and other higher authorities including the Chief Executive Secretariat Islamabad in the matter but of no avail. She sought intervention of the Provincial Ombudsman in the matter.

Report was called for from Project Director Small Dams Organization Islamabad and Secretary Irrigation and Power Department in the matter.

In the reply submitted by Executive Engineer Small Dams Division Islamabad, it was admitted that the land of the complainant came under Jawa Dam, It was also admitted that compensation of the land could not be paid to the complainant due to non availability of funds.

It was further revealed that funds were demanded from the Govt. by the Project Director Small Dams Organization Islamabad for the said purpose and he submitted PC-I Form to Secretary Irrigation vide his letter No.PD/DDO/99/9081-84/10-G-XXV dated 28-02-1999.

The funds were not provided to the Project Director by Secretary (I&P)/Government till 19-06-2003.

In view of the abovementioned position, Secretary (Irrigation & Power) was directed to look into the grievance of the complainant and to arrange funds for payment of compensation of land to her within three months after receipt or the direction of this office.

Complaint No.6295/2002-D-III-835/2002

GRANT OF REGULAR SCALE

Parveen Mai D/o Muhammad Veryam, R/o Chak NO.5/4-R, Markaz Rangpur, Tehsil & District Muzaffargarh complained that she was appointed as untrained teacher in the Government Girls Primary School, Tauqirabad by the Deputy District Officer, Kot Adu, vide order dated 2.12.1990. However, she was removed from the service in 1999. As a result of service appeal filed by her, she was re-instated in the service. During the period she was removed from the service. She had qualified PTC examination on 28.4.2000. She made a request to the Agency for grant of regular scale as PTC to her with effect from 28.4.2000, but to no avail. She, therefore, approached the Provincial Ombudsman Punjab, for redressal of her said grievance.

The matter was taken up with the Agency, which allowed the regular scale of PTC Teachers to the complainant.

The grievance of the complainant was redressed with the intervention of the Provincial Ombudsman.

Complaint No.3128/2003-D-III-146/2003

PROMOTION

Iftikhar Ahmad S/o Ata Muhammad, R/o Derikhan Khurd, Tehsil Phalia, District Mandi Bahauddin, complained that he was declined promotion by the Agency in an arbitrary manner, despite of the fact that he had qualified his M.A.(Political Science) Examination in the Second Division Teachers, junior to him had been promoted, but the complainant was ignored by the Agency, due to some ulterior motives.

The matter was taken up with the Agency, as a result thereof the complainant was promoted as SS Political Science, in BPS-17, on regular basis vide its Notification dated 15.4.2003.

The grievance of the complainant was, thus, got redressed after about 12 years with the intervention of this office.

Complaint No.8506/2002-D-III-60/2002

NON-RECEIPT OF ROLL NUMBER SLIP

Farzana Kauser R/o Dhoke Haib, P.O. Gujjar Khan, District Rawalpindi, complained that she filed her Admission Form for B.A, Supplementary Examination through Registered Post No.853 dated 27.8.2003 but due to non-receipt of Roll Number Slip she could not appear in the said examination which resulted in loss of her time and money, thus, she was deprived of her valuable rights.

While finding mal-administration on the part of the Agency, in the instant case, the Vice-Chancellor, University of the Punjab, was directed to proceed against the concerned officials under E&D Rules. He was further directed to allow a chance to the complainant for appearing in the examination, on the basis of fee/dues already deposited by the complainant.

The grievance of the complainant was, thus, redressed.

Complaint No.7387/2002-D-III-947/2002

REFUND OF REGISTRATION FEE

Tabassum Rahat, R/o New Chauburji Park, Lahore complained that she had been running Gehawara-i-Taleem High School, for the last 50 years. A sum of Rs.4600/- was deposited by her as enrolment fee for the year 2000 while a sum of Rs.5775/ was deposited during the year 2001. All of a

sudden, affiliation of the school was cancelled by the Agency, without notice in arbitrary manner. A request was made by the complainant for refund of the deposited fee but the same was declined by the Agency without any justification. These circumstances compelled her to approach this office for redressal of her said grievance.

The matter was taken up with the Agency and it was directed to refund fee of 37 students of the above-mentioned school.

The grievance of the complainant was, thus, redressed.

Complaint No.3419/2002-D-III-213/2002

ISSUANCE OF RESULT CARD & ROLL NO. SLIP

Humera Bashir R/o Chak No.7 U.C.C. Tehsil & District Sheikhpura complained that she appeared in the Supplementary Examination of Intermediate under Roll No.8120. Result Card was not issued to her by the Agency. On an inquiry from the office of the Agency, it came to her knowledge that she was failed in the English-paper. It was last chance for her but no intimation was given to her by the Agency. The examination was to commence shortly, within a period of 6 or 7 days. The complainant made her best efforts to see the Chairman of the Board, but she was not allowed by the staff. These circumstances compelled her to approach the office of Provincial Ombudsman.

The matter was taken up with the Agency on urgent basis. At the first stage, Result Card was got issued in her favour.

As a next step, the Admission Form of the complainant was got accepted by the Agency.

And, as a final step, Roll No. Slip was got issued from the Agency for appearance her appear in the examination.

The grievance of the complainant was, thus, redressed with the intervention of the Provincial Ombudsman.

Complaint No.3783/2003 D-III-240/2003

ABUSE OF POWERS

Muhammad Shahzad, R/o Mandi Bahauddin complained that he was a poor man. The local police intended to involve him, along with his sister, in a criminal case despite of the fact that they were innocent.

The matter was taken up with the Agency which declared the complainant as innocent in case FIR No.41 dated 2.2.2003.

Thus the grievance of the complainant was, thus, redressed with the intervention of the Provincial Ombudsman.

Complaint No.C-1613/ADV-I-60/2003

IMPLEMENTATION OF PROMOTION ORDER PASSED BY THE PUNJAB SERVICE TRIBUNAL, LAHORE

Mr. Jahangir resident of Al-Qureish Street Block C, New Shamasabad Colony Khanewal Road, Multan contended that a direction had been issued by the Punjab Service Tribunal, Lahore vide order dated 13.3.2002 for his promotion to the Rank of Sub-Inspector of Police but it had not been implemented.

The matter was taken up with the Agency. During the course of proceedings the complainant produced a copy of order dated 8.3.2003 whereby the order passed by the Punjab Service Tribunal, Lahore *ibid*, had been implemented. The complainant had been promoted as Officiating Inspector of Police w.e.f. 5.8.1982 instead of 26.10.1986 and confirmed as Inspector w.e.f. 5.8.1982 instead of 21.10.1988.

The grievance of the complainant had thus been redressed in the manner mentioned above. The complaint was disposed of as redressed.

Complaint No.C-5602/ADV-I-435/2002

FALSE INVOLVEMENT OF THE COMPLAINANT IN A CRIMINAL CASE

The complainant Bashir Ahmed resident of Sanjarpur Tehsil Sadiqabad District Rahimyar Khan alleged that two tractors were purchased by Bashir Ahmad accused from Zarif Khan Pathan and the complainant stood surety for the completion of the transaction. The said accused did not pay the price in accordance with the agreement and sold the tractor. The accused thereafter started making different applications against the complainant and

Zarif Khan Pathan (Vendor). The complainant also alleged that he had been falsely involved in an abduction case registered vide FIR No.151 dated 18.7.2002 u/s 365 PPC at P.S. Kot Sabzal District Rahimyar Khan.

A notice was issued to the Agency and it was reported that investigation was conducted in the aforesaid criminal case which revealed that it was a false case and same was cancelled as a result of the intervention of this office. Thus grievance of the complainant stood redressed. The matter was disposed of accordingly.

Complaint No.C-1339/ADV-I-48/2003

DELAY IN THE ISSUANCE OF POSTING ORDER AFTER SELECTION

Mst. Rahat Firdous (complainant) resident of Mohallah Munirabad Gali No.4, Faisalabad alleged that she was selected as a Female Warden but had not been posted on different pretext. She learnt that some other candidate had been appointed against the vacancy.

The matter was taken up with the Agency. The Superintendent Headquarters Jail Multan reported that appointment order of the complainant had been issued and she had been posted in District Jail Jhelum. On receipt of clarification in her favour about the medical fitness certification issued by the Medical Superintendent District Headquarters Hospital Jhelum she had been posted at District Jail Kasur, where she joined the duty.

The grievance of the complainant had been redressed. The matter was disposed of accordingly.

Complaint No.C-7865/ADV-I-593/2002

DELAY IN THE PAYMENT OF ARREARS OF PAY.

M/S Abdul Sattar and Noor-ul-Hassan (complainants) alleged that payment on account of arrears of pay w.e.f. 1.7.2002 had not been paid to them by the Deputy District Officer (Water Management) Sialkot.

The matter was taken up with the Agency. Both the complainant appeared in this office on 21.4.2003 with their joint application stating therein that due to the intervention of this office payment of arrears of pay had been made to them.

The grievance of the complainants had been redressed. The complaint was disposed of accordingly.

Complaint No.C-5177/ADV-I-296/2002

EXTENSION IN THE VALIDITY DATE OF THE PERMIT ISSUED

Mr. Muhammad Naseeb Ullah Khan, Managing Director Zycopharma Shah Noor Multan Road, Lahore (complainant) alleged that the sanction granted by the Excise & Taxation Department for the issuance of permit for receipt of rectified spirit was valid upto 30.6.2002. The letter dated 11.6.2002 had been personally collected by the Managing Director of the complainant company on 24.6.2002 on visit to the said office and as such it was not possible to receive the rectified spirit upto 30.6.2002. The complainant had requested for extension of the validity date of the permit issued to him.

The matter was taken up with the Agency. The Agency reported that all the licenses and permits had been granted for one financial year which expired on 30.6.2002 and as such the permit in favour of the complainant could not be issued beyond 30.6.2002. Fresh permit in lieu of the expired one had been issued to the complainant on 21.8.2002 and the excise duty already recovered from the complainant had been adjusted against the fresh permit. The complainant availed the permit and obtained the consignment of rectified spirit. The grievance of the complainant therefore, stood redressed. The complaint was disposed of accordingly.

Complaint No.551/02/C-VI-88/02

APPROVAL OF THE MEDICAL REIMBURSEMENT BILL.

Abdul Majeed Khera lodged the complaint that his son was admitted in Sheikh Zaid Hospital, Rahim Yar Khan for treatment. Dr. Qazi Abdul Samad of the said Hospital advised C.T. Scan of his son. Since the said facility was not available in the said Hospital, he had to get it done from a private Hospital. He thereafter submitted a medical reimbursement bill for the expenses met by him on the C.T. Scan of his son but the Medical Superintendent, Sheikh Zaid Hospital, R.Y. Khan refused to countersign the same.

The matter was taken up with the Medical Superintendent, Sheikh Zaid Hospital, R.Y. Khan. The matter was still pending investigation when the complainant intimated this Office through FAX Message that the Medical Superintendent, Sheikh Zaid Hospital R.Y. Khan had redressed his grievance.

The grievance of the complainant was thus redressed with the intervention of the Provincial Ombudsman.

Complaint No.2598/02-C-VI-211/02

PAYMENT FOR REPAIRING VARIOUS ARTICLES SUCH AS BED ETC. OF D.H.Q. HOSPITAL, SAHIWAL

Ghulam Dastgir of M/S Qadri Mughal Bros., High Street (Jinnah Road) Sahiwal lodged the complaint that he had repaired and painted 172 number of iron beds and 65 number of bed side lockers of D.H.Q. Hospital, Sahiwal on 3.1.2001 against the total cost of Rs.66,900/- but he had not been paid his bill by the said Hospital.

The matter was taken up with the Medical Superintendent, DHQ Hospital, Sahiwal. The Medical Superintendent reported that the payment of Rs.63,991/- after deducting income tax had been made to the complainant Firm vide cheque No,936736, dated 19.11.2002.

The grievance of the complainant was thus redressed with the intervention of the Provincial Ombudsman.

Complaint No.2016/02-C-VI-178/02

PERMISSION TO SIT IN THE EXAMINATION.

Asima Khalil and others lodged the complaint that they had completed the one year Mid-Wifery Course from the Lady Willington Hospital, Lahore at their own expense but the Medical Superintendent of the said

Hospital had neither sent their name for Examination nor issued the experience certificate.

The matter was taken up with the Medical Superintendent, Lady Willington Hospital who submitted in writing that the complainants had appeared in the Examination after the issuance of Roll Nos. to them and their grievance had been redressed.

The grievance of the complainant was thus redressed with the intervention of the Provincial Ombudsman.

Complaint No.4984/02-C-VI-351/02

SANCTION OF EXTRA ORDINARY LEAVE WITHOUT PAY FOR THE PERIOD FROM 9.10.1972 TO 16.5.1974.

Mst. Zulaikha Saeed, P.T.C. Teacher, Govt. Elementary School, Chak No.712/GB, District Toba Tek Singh lodged the complaint that she was sent to training for the period from 9.10.1972 to 14.6.1973. She after completing the training joined her duty on 17.5.1974. It was complained that the Education Department had not issued any orders for the period of training despite the fact that the Enquiry Officer had also recommended the sanction of Leave without Pay for the said period.

The matter was taken up with the Secretary Education (Schools), Government of the Punjab, Education Department and the Deputy District Education Officer (W), Kamalia.

The D.E.O. (W) Kamalia reported that the case of Extraordinary Leave without Pay of the complainant for the training period from 9.10.1972 to 14.6.1973 and absence period from 15.6.1973 to 14.6.1974 was sent to Education Department, Government of the Punjab, Lahore vide letter No.800, dated 9.10.1999 through the Distt. Education Officer (W), Toba Tek Singh but no decision was received from the Government.

The matter was then taken up with the Section Officer (S. IV), Education Department, Government of the Punjab. The Education Department through its Deputy Superintendent reported that Orders regarding sanction of the leave to the complainant had been issued. A copy of the Office Order No.SO(S.IV)5-4/99, dated 26.12.2002 was also produced which showed that ex-post facto sanction was accorded for the grant of Extraordinary Leave without Pay w.e.f. 9.10.1972 to 16.10.1974 in respect of the complainant under Revised Leave Rules 1981.

The grievance of the complainant was thus redressed with the intervention of the Provincial Ombudsman.

Complaint No.C-572/2002-Adv-II-40/2002

EXCESSIVE WASA TARIFF

The complainant represented by her husband Muhammad Ashraf stated that she got water connection in 1982 and after two months, she lodged an application for its disconnection because no water supply was made. To meet the domestic need, she got installed mechanised pump. Later, the surface-water became unsuitable for health. She applied through her husband Muhammad Ashraf, for water connection afresh in 1992. She

complained that she had been discriminated on account of excessive bill viz-a-viz those of her neighbors having same covered area. She also came to know that her address was not properly recorded. She approached the WASA office for correction in address of her property as well as revision in bill but it was of no avail. She urged that she be saved from the excesses of WASA field staff but no action was taken.

She, therefore, sought from the Provincial Ombudsman, direction to the authority for redressal of her grievance. The Agency in response to our notices submitted that the complainant, owner of the property No. SE-25-A-S-210/73 had inadvertently given the address which was not correct. The same, however, had been set right. The Agency maintained that at the time of sanction of un-metered connection in 1982, the tentative ARV was proposed at Rs. 1115/- on the ground that the complainant did not provide copy of ARV fixed by Excise and Taxation Department. Furthermore, due to incorrect property address, the bills could not be delivered to the complainant, resultantly, the bill made on proposed ARV accumulated. The complainant, however, was obliged under clause 1 of letter of sanction of water connection, to get the bill from WASA if it was not delivered. The Agency stated that due to her default in payment of bills, the connection of 1992 was cancelled in the year 1998. The Agency admitted that proposed ARV of Rs. 1115/- was notional and lately, the complainant had provided the ARV of Rs. 480/- pertaining to the year 1991-92 which admittedly was given effect from 1-1-1997. Resultantly on the direction of this office, the bi-monthly tariff @ Rs. 911/- on the basis of ARV of Rs. 1115/- was reduced to Rs. 218/- per bi-monthly bill with effect from 1-1-1997 to 31-12-2002. However, Director Revenue (Aziz Bhatti Town) WASA, LDA was directed to ensure delivery of bill, charge complainant to pay 50% of the arrear bill and recover the balance through installments @ Rs. 1000/- per bill along-with current bill. The version in the complaint was substantiated and brought to fruition.

Complaint No.C-2635/02-Adv-II-249/2002

REFUND OF DEPOSIT

Malik Fateh Muhammad said that he had pledged his house for availing loan facility from the then Merchantile Cooperative Finance Corporation Sargodha now under liquidation. The Punjab Cooperative Board for Liquidation (PCBL) was appointed as its liquidator. Since he could not make payment in time, he was declared defaulter and arrested. He settled the issue through private transaction and paid the said liability but the property could not be released on account of non issuance of NOC by PCBL. He was aggrieved and invoked jurisdiction of the office of Ombudsman for direction to the authority for issuance of requisite NOC. The Agency in response, confirmed that the loanee had cleared off loan on 7-8-1999 but the original re-payment slip was not provided to the office of CFC concerned for verification of the amount credited in the PCBL account. It was further reported that NOC was in process with NOC Verification Committee and would shortly be issued. This complaint stood fructified.

Complaint No.C-3670/2002/ADV-I-396/02

PRAYER FOR CORRECTION OF REVENUE RECORD.

Complainant Syed Bashir Hussain alleged in the complaint that he had landed property in Mouza Panwana Tehsil Pasrur District Sialkot. Fard Badar No.02 dated 14.12.2001 had not been correctly prepared by the Revenue Staff. The complainant requested for correction of revenue record as per his entitlement.

The matter was taken up with the Agency. The Agency reported that all the concerned parties were summoned and necessary corrections were made in the revenue record. The grievance of the complainant thus stood redressed with the intervention of this office.

Complaint No.C-6896/2002/ADV-I-508/02

PRAYER FOR PROPER INVESTIGATION OF A CRIMINAL CASE.

Complainant Muhammad Zahoor alleged in the complaint that theft of wheat and goats had been committed at his house but no action was taken by the local police beside report. The complainant requested intervention for proper investigation of the case.

The matter was taken up with the Agency. The Agency reported that case F.I.R. No.26 under section 380 PPC P.S. Chak Baidi District Pakpattan had been registered and challan submitted to the competent court of law for trial. The grievance of the complainant was thus got redressed with the intervention of this office.

Complaint No.C-4923/2003/ADV-I-412/03

PRAYER FOR PAYMENT OF RS.50,000/-

Complainant Muhammad Amin alleged that an amount of Rs.51,000/- had been deposited by him in Pasban Cooperative Finance Corporation Ltd. Kharala District Jhelum. His request for payment of an amount of Rs:50,000/- was not being entertained by the Punjab

Cooperatives Board for Liquidation, Mall View Plaza Bank Square, Lahore.
Hence this complaint.

The matter was taken with the Agency. The Punjab Cooperatives Board for Liquidation, Lahore reported that the complainant be directed to attend their office for receipt of the aforementioned amount. The grievance of the complainant was thus got redressed by this office.

Complaint No.C-4445/2003/ADV-I-271/03

PRAYER FOR REGISTRATION OF A CRIMINAL CASE.

Complainant Muhammad Afzal alleged in the complaint that a theft of his Generator valuing Rs.25,000/- was committed and the matter was reported to the local police for registration of a criminal case but without away.

The matter was taken up with the Agency. The District Police Officer, Rajanpur reported that the grievance of the complainant had been redressed by way of compromise executed between the complainant and the accused.

The grievance of the complainant was thereby got redressed by this office.

Complaint No.C-3665/2003/ADV-I-166/03

PRAYER FOR ACTION FOR WRONG ASSESSMENT OF PROPERTY TAX.

Complainant Syed Raza Hussain alleged in the complaint that he had purchased property No. 107/J Gulberg-III Lahore on 05.01.2002. He had been making payment of property tax regularly. He had already made payment of property tax on 20.12.2001, 30.10.2002 and 30.2.2003 amounting to Rs.26,676, 28,600 and 32,290 respectively. Excise & Taxation Department issued him a notice for payment of additional tax amounting to Rs.14,379/-. The complainant alleged that the demand made by the Agency was illegal and was liable to be set-aside.

The matter was taken up with the Agency. The matter was under process with the department when the complainant appeared in person and filed an application that due to intervention by this office, his grievance had since been redressed.

Complaint No.5793/02-C.VI-382/02.

SANCTIONING OF MEDICAL REIMBURSEMENT BILLS.

Syed Ghulam Ali Shah lodged a complaint stating therein that he retired as Senior Clerk from the Office of Superintendent Police, Bahawalpur. While in service, he submitted medical reimbursement Bills amounting to Rs.20,6080/- and 10,450/- to the Office of Inspector General of Police Punjab through the D.I.G. Bahawalpur. The said bills were sent to the Health Department for scrutiny but the same are lying with the Section Officer (P.H.), Government of the Punjab, Health Department since 1997 without any action.

On notice, the Section Officer (P.H.), Govt. of the Punjab, Health Department intimated through an endorsement of his letter that the medical reimbursement bills of the complainant were sent to the Medical Superintendent, Bahawalpur Victoria Hospital for scrutiny which had not been received back.

The matter was further pursued with the Section Officer, Government of the Punjab, Health Department. He then sent a Photostat copy of the two letters bearing No. SO(PH)17-264/98 dated 06-08-2003 and SO(PH)17-364/98 dated 06-08-2003 whereby the medical reimbursement claim amounting to Rs.19,418/- and Rs.10,451/- in respect of the complainant had been cleared and sent to the Section Officer (Police-IT) Government of the Punjab, Home Department for making payment to the complainant.

Thus the grievance of the complainant was redressed by the Respondent Agency through the intervention of the Provincial Ombudsman.

Complaint No.6326/2002-POP/C-II-464/02

INCLUSION OF AREA IN THE CCA OF THE OUTLET.

Diwan Ali a land owner of Chak No.287/GB Tehsil and District Toba Tek Singh, lodged complaint that in the year-1995, he applied to the Executive Engineer/ Divisional Canal Officer Lower Gogera Canal Division Faisalabad for including his agricultural land measuring 121/2 Acres in the culturable commanded Area (C.C.A.) of the outlet. He accepted his request vide his order dated 30-09-1996.

The case was then submitted to the Superintending Engineer, Lower Chenab Canal East Circle, Faisalabad for confirmation. He returned the case to the Executive Engineer after about 8 months on the ground that there was ban on the addition of new area into the CCA.

It was stated that the ban was lifted in August-2001 but his case was not confirmed/finalized by the Superintending Engineer despite of his repeated visits to the concerned offices of the respondent agency. He sought intervention of the Provincial Ombudsman for the redressal of his grievance.

The matter was taken up and pursued with the Executive Engineer and the Superintending Engineer. In the reply submitted by Sub Divisional Canal Officer Bhagat Sub Division on behalf of the Executive Engineer, it was intimated that the Superintending Engineer confirmed the order of the Executive Engineer/Divisional Canal Officer, whereby he allowed inclusion of the land of the complainant into the CCA of the aforementioned Rajwah.

The grievance of the complainant was redressed after about 8-years with the intervention of the Provincial Ombudsman.

Complaint No.5144/2002-POP-C-II-385/02

IMPLEMENTATION OF MUTATION IN THE REVENUE RECORD.

Gul Muhammad complainant filed complaint through Muhammad Shafi, his General Attorney, stating that he purchased land measuring 3-Kanals & 8-Marlas situated in Mauza Mehrabwala Tehsil Ahmedpur Sharqia District

Bahawalpur from one Ghulam Muhammad son of Khair Muhammad vide mutation No.790 attested/sanctioned on 28-11-1994.

It was complained that the said mutation was not implemented in the Register Haqdar-e-Zameen. He approached the District Officer(Rev) Bahawalpur and Tehsildar Ahmedpur Sharqia for the purpose but of no avail.

It was prayed that direction be issued to the District Officer (Rev) Bahawalpur and Tehsildar Ahmedpur Sharqia for the implementation of the aforesaid mutation in the revenue record.

On notice Tehsildar Ahmedpur Sharqia submitted his report dated 01-07-2003 from which the following facts were revealed.

Mutation No.790 of oral sale was entered by the Patwari on 16-10-1994 with reference to Mutation No.628. The said mutation No.790 was attested/sanctioned by the Revenue Officer halqa on 28-11-1994 but mutation No.628 on the basis of which Ghulam Muhammad Vendor had to acquire ownership. Rights of the land he alienated/sold vide Mutation No.790, was cancelled by the Revenue Officer halqa on 21-01-1996.

Mutation No.628 was entered to implement the order of Addl. Dy. Commissioner(Cons) Bahawalpur dated 07-11-1992 but it was cancelled/rejected by the Revenue Officer Halqa on the ground that the certified copy of the order was not produced before him.

In view of the above said position, mutation No.790 was not implemented in the subsequent Register Haqdar-e-Zameen (Misl-e-Haqiat).

However, on the application of the complainant submitted to the District Collector, Mutation No.628 was reviewed with his permission and it was attested/sanctioned on 01-02-2001 implementing the orders of Addl. Deputy Commissioner (Cons) dated 07-11-1992.

Both the Mutations thus attained legal status/sanctity and the complainant become bonafide owner of the land he purchased vide mutation No.790.

It was stated in the reply submitted by Tehsildar that the change in ownership of the land inquestion would be reflected in the current Register Haqdarane-Zameen, which was under preparation.

The grievance of the complainant was redressed.

Complaint No.5784/2002-POP/C-II-428/02

REVALIDATION OF CHEQUE FOR AN AMOUNT OF Rs.79.979/-AND PAYMENT THEREOF.

Muhammad Aslam Senior Executive M/s Ahmad Enterprises 1-Mcleod Road Lahore, lodged complaint that Executive Engineer Sadiqia Canal Division Bahawalnagar issued Cheque No.252405 dated 14-04-1998 for an amount of Rs.79,979/- in favour of aforementioned Firm. The National Bank/Treasury Branch Bahawalnagar refused to make payment on the ground that it required revalidation as the due date for making payment had expired.

It was complained that payment of the aforementioned amount had not been made to him despite that he approached the concerned authorities several times since June-1998. He sought intervention of this office in connection with revalidation of the Cheque and payment of the amount.

The matter was taken up and pursued with Executive Engineer Sadiqia Canal Division Bahawalnagar, Chief Engineer Bahawalpur Zone and Secretary Irrigation Government of the Punjab.

The Irrigation Department sought advice of the Finance Department as the Cheque could not be encashed during the relevant financial year 1997-98 and also it could not be got revalidated for payment during the subsequent Financial years. The Finance Department advised the respondent Agency to meet out the liability of Rs.79,979/- out of the quarterly release of funds under Grant No.09 Irrigation (M&R).

In the final reply submitted by Executive Engineer Sadiqia Canal Division Bahawalnagar dated 01-08-2003, it was intimated that payment of Rs.79,979/- had been made to M/S Ahmed Enterprises Lahore vide Cheque No.D-823896/DO-8239 dated 27.06.03. The cheque was got cashed by the Firm on 30-06-2003.

After 5-years the grievance of the complainant was redressed.

Complaint No.3910/2002-POP-C-II-292/02

NON IMPLEMENTATION OF AWARD IN RESPECT OF THE LAND ACQUIRED BY WAPDA FOR DRAINS.

Muhammad Zubair Khan and other complainants owned agricultural land in villages Shareen and Mohar Wali Tehsil and District Jhang. They lodged complaint that WAPDA, SCARP construction Circle, Faisalabad, acquired some of their land in the aforementioned villages in September-1976 for Sargodha Drain and 2-L Drain under Land Acquisition Act 1894.

It was complained that the award had not been implemented in the revenue record by the Revenue Department during the last 26-years despite of repeated requests of the complainants and the WAPDA Authorities.

It was prayed that direction be issued to the Revenue Authorities of Jhang District to implement the award in the revenue record through mutations.

The matter was taken up and pursued with District Officer (Revenue) Jhang and Project Director SCARP Construction Circle, WAPDA, Faisalabad for about a year.

In the reply eventually submitted by Sub Divisional Officer WAPDA dated 20-08-2003 and District Officer (Revenue) Jhang dated 11-08-2003, it was stated that award had been implemented in the revenue record vide mutations No.1813 dated 22-03-2003 and No.1820 dated 23-5-2003 of Mauza Moharwali and mutations No.1257 & 1258 dated 10-05-2003 of Mauza Shareen.

After about 26-years the grievance of the complainants was redressed.

Complaint No.5338/2003-POP/C-II-273/03

DESILTING OF THE WATER COURSE.

Muhammad Bashir, a land owner of Chak No.377/JB Tehsil & District Toba Tek Singh and irrigator of Outlet No.17712/R of Rajbah Khewrra, lodged complaint that Abdul Sattar son of Ghulam Rasool, a share holder of the aforesaid outlet, was not co-operating in desilting of the water course at the instance of the Ziladar halqa and the Deputy Collector. Consequently the canal water was not smoothly conveyed to the land of the complainant.

It was prayed that direction be issued to the concerned authorities for desilting of the water course.

Report was called for from Executive Engineer/ Divisional Canal Officer and Dy. Collector Jhang Canal Div. Jhang in the matter. In the reply submitted by Dy. Collector dated 13-09-2003, it was stated that the desilting of the water course had been done on 13-09-2003.

The grievance of the complainant was got redressed.

Complaint No.6084/2002 D-II 854/2002.

PAYMENT OF COMPENSATION.

The complainant Qaim Ali alleged that his son Imtiaz Ahmed Constable No.10619 died in an accident while performing his duty with Worthy Governor of the Punjab. The Worthy Governor of the Punjab graciously announced compensation for the family of the deceased to the tune of Rs.5 Lac, but, the said payment was not made therefore, complainant filed this complaint for redressal of the said grievance.

The matter was pursued with the Agency and a report was furnished. The brother of the complainant Prof. Muhammad Aslam filed a letter that with the intervention of this office their grievance had been redressed. The complaint was disposed of being fructified.

Complaint No.R.P, 73/2003 D-II R.P 40/03

REVIEW PETITION OF ORDER OF THIS OFFICE DATED 16.01.2003 THROUGH WHICH COMPLAINT NO.1274/2002 D-II 894/2002 WAS DISPOSED OF.

Mian Bilal Bashir being transferee of a plot filed complaint No.1274/2002 of D-II 894/2002 against L.D.A in respect of imposition of transfer fee against him. The said complaint was decided in favour of the complainant, Mian Bilal Bashir vide order dated 16.01.2003. Against the said order, Agency/L.D.A, filed revision petition on the grounds that their vital financial interests were involved with the policy of transfer fee and in case the said order remained intact it was likely that the Agency/L.D.A would suffer continuous financial loss and as such order dated 16.01.2003 be

reviewed and set aside. The review petition was contested by Mian Bilal Bashir.

After hearing both the parties, the review petition was decided vide order dated 05-09-2003 against the Agency/L.D.A, on the premises that the Agency/L.D.A, instead of availing remedy as provided Under Section 32 of the Punjab Office of The Ombudsman, Act, 1997 within 30 days filed this time barred review petition without any plausible explanation about the delay. It was further held in the said order that "law helps the vigilant and not those who sleep over their rights". It was also observed that order dated 05-09-2003 was passed according to merit of the case.

Complaint No.IMP. 225/2003 C-111 14/03

CORRECTION OF NAME/PARENTAGE IN THE M.Sc. DEGREE.

Mr. Munir Ahmed Munir S/o Khair-ud-din, Lecturer Government Shalimar College, Baghbanpura, Lahore, filed the complaint that he had passed his M.Sc in Botany, from Government College Lahore, in 1997. The degree issued by the Punjab University contained errors in his name as well as in the name of his father. His name was recorded as Munir Ahmad instead of Munir Ahmad Munir, and his father's name was recorded as Abdul Latif instead of Khair-ud-din, i.e., the actual name of his father.

The matter was taken up with the agency concerned i.e. Controller of Examinations University of the Punjab, Lahore. At first the University authorities shifted the blame to the Government College Authorities who had transmitted the record to the University for publication of the result. However, on the request of this office Registrar Government College conducted an enquiry and verified that the complainant's correct name was Munir Ahmad Munir and his father name was Khair-ud-din. The report; of the Registrar, Government College was sent to the University Authorities for

making necessary correction in their record and issuance of a duplicate degree to the complainant under the Rules. The implementation of the direction was pursued with the University. This office was ultimately informed that, notification dated 02.06.2003 had been issued correcting the particulars of the complaint as requested by him. Thus, long-standing grievance of the complainant was got redressed.

Complaint No.3945/2003 C-III 76/2003.

REQUEST FOR RESTORATION INTO SERVICE.

Ansar Abbas S/o Noor Akbar (Late) Ex-Junior Clerk, Government Girls Higher Secondary School, Chak: No.170/JB, Tehsil & District Jhang, filed the complaint that his father Noor Akbar was a PTC Teacher who died during the service. He applied for appointment under Section 17-A of the Punjab Civil Servants (Appointment & Condition of Service) Rules, 1974. He was appointed as Junior Clerk in the Government Girls High School, but after 4 months and 15 days, his services were terminated by the EDO (Education) vide his Order dated 11.04.2003. He requested that, the illegal orders passed by the EDO(E) may be cancelled and his appointment may be restored.

The matter was taken up with the .agency concerned i.e. EDO(E) Jhang. It transpired that agency had cancelled the appointment considering it as irregular. The legal position in the matter was explained to the agency and as a result the EDO(E) re-validated the petitioner's appointment, vide his Order dated 27.11.2003. Thus the complainant was restored into service due to the intervention of this office.

Complaint No.3777/03 DI-167/03

PRAYER FOR REGISTRATION OF CRIMINAL CASE.

Complainant Abdul Rasul alleged in the complaint that the respondent were engaged in selling pesticides and the Suzuki Car bearing Registration No. RNE-8360 owned by the complainant was purchased by the accused for consideration of Rs.1.00 lac against as receipt, was issued in his favour. The respondent conducted ceremony for balloting of prizes at Multan. The complainant was entitled For one Motor-cycle and Rs.10,000/- cash as prize which had not been handed over to the complainant. He requested for action against the accused.

The matter was taken up with the agency and it was reported that a criminal case FIR No. 257/2003, offence under section 420,468,471 PPC, P.S. Zahir Peer, District Rahimyar Khan had been registered against the accused. The complainant put in appearance and submitted an application that his grievance had been redressed.

By the intervention of this office, the grievance of the complainant was redressed.

Complaint No.C-842/2003/D-I-21/2003

PRAYER FOR REGISTRATION OF CRIMINAL CASE.

Complainant Mst. Sitara Jabeen alleged in the complaint that she being resident of Chak No. 59-F, Tehsil Hasilpur, District Bahawalpur, requested SHO P.S. Sadar Hasilpur District Bahawalpur for registration of a criminal case against the accused persons, but in vain.

The matter was taken up with the Agency and a report received that case F.I.R. No. 234/03 dated 09.08.2003 offence under section 380, 448, 149 PPC P.S. Sadar Hasilpur District Bahawalpur had been registered. The grievance of the complainant was, therefore, redressed.

COMPLAINT No.C-1743/02-C-IV-237/02

REMISSION OF MARK-UP AND PENAL MARK-UP.

The complainant Rang Elahi filed this complaint alleging that PS1C, Lahore Region, sanctioned a loan of Rs.5,00,000/- in his favour @ 7% Per Annum Simple Mark-up and. first installment amounting to Rs.2,00,000/- (actually it should have been 2,50,000/-) was released. The complainant further alleged that for the 2nd installment, the PS1C wanted to charge 12% P.A., Simple Mark-up due to which he did not take the 2nd installment and tried to clear the Principal amount and as such paid Rs.2,71,767/- but the PS1C was demanding Rs.71028/- more charging mark-up @ 12% P.A. instead of 7% P.A. The complainant prayed for ordering the PS1C, to remit the extra amount charged as 12% Mark-up and Penal Mark-up.

The matter was referred to the Regional Director, P.S.I.C. Lahore and the complainant was directed to see the Regional Director, in person.

After reconciliation of accounts, the R.D. PSIC, Lahore informed that the account of the complainant was cleared.

The complainant as per his written submission stated that due to intervention of this office, his problem was solved.

COMPLAINT No.6029/2002/C-IV -412/02

NON-PAYMENT OF MARRIAGE GRANT OUT OF HAJ AND WELFARE FUND SCHEME.

The complainant Muhammad Amin a Skilled Worker, MIDC-PSIC, Sialkot filed this complaint alleging that he applied to the PSIC, Lahore for grant of Financial Assistance out of Haj and Welfare Fund Scheme for the marriage of his two daughters on 23.04.2000, but no such grant 'Was sanctioned and paid to the complainant, despite repeated requests, hence the complaint.

The matter was referred to the Managing Director, PSIC, Lahore and Regional Director, PSIC, Gujranwala.

After a prolonged correspondence, the PSIC, H.O. Lahore informed that the grant was sanctioned and paid to the complainant amounting to Rs.20,000/-.

The complainant as per his written submission stated that as per direction of the Ombudsman, the PSIC, H.O. Lahore had paid Rs.20,000/- to him through cheque.

COMPLAINT No.9496/2002/C-IV-552/2.

REFUND OF SECURITY DEPOSIT.

The complainant Muhammad Aslam an ex-lease holder filed this complaint alleging that while depositing the lease money he also deposited security amounting to Rs.8301/- but the same had not been refunded to him, despite repeated requests, hence the complaint.

The matter was referred to the Director General, Mines & Mineral Dev. Lahore, Dy. Director Mines Sargodha and Dy. Director (Accounts Wing) Mines, Lahore.

After a protracted correspondence, the D.G. Mines & Minerals Punjab, Lahore and District Accounts Officer Khushab reported that refund has been made to the complainant.

Due to intervention of this office, the grievance of the complainant was redressed.

COMPLAINT No.C-7943/2002/C-IV-490/02

REMISSION OF PENAL MARK-UP AND SIMPLE INTEREST.

The complainant Mumtaz Bagum widow of Agha Abdul Haq filed this complaint alleging that her husband took a loan of Rs.2,50,000/- in the year 1990 from PSIC, T.T.Singh and had been paying the instalments regularly in

his life time. The complainant further alleged that after the death of her husband, she had also been clearing the account but the PSIC was still out to recover an amount of Rs.1,77,368/-. The complainant prayed for intervention.

The matter was referred to the PSIC, Head Office, Lahore and Regional Director, PSIC, Faisalabad. After a protracted correspondence, the Regional Director, PSIC, Faisalabad ordered remission of the out-standing balance under Revised Incentive/Relief Package.

Due to intervention of this office an amount of Rs.1,77,368/- was remitted to the complainant.

COMPLAINT No.C-6258/02/ C-IV -419/02

REFUND OF RS.20522/- RECOVERED FROM THE PENSIONARY EMOLUMENTS.

The complainant Malik Muhammad Siddique a retired Assistant Food Controller filed this complaint alleging that at the time of awarding him pensionary emoluments in the year 1992 an amount of Rs.20522/- was recovered from him illegally and since then he had been requesting the Department for refund of the same, but nothing was done, hence this complaint.

The matter was referred to the D.F.C. Mianwali, Dy. Director Food Sargodha, Director Food Punjab, Lahore, Secretary to Govt. Punjab, Food Department, Lahore, Finance Department, A.G. Punjab, Lahore and District Accounts Officer, Mianwali.

After a chain of correspondence among the sister departments, the D.F.C. Mianwali reported that the disputed amount was refunded to the complainant on 27.08.2003.

Due to intervention of this office, the claim amounting to Rs.20522/- of the complainant pending since 1992 was settled.

COMPLAINT No.C-702/2003-C-IV-40/03

APPOINTMENT AGAINST ORPHAN QUOTA.

The complainant Muhammad Jamshed filed this complaint alleging that his father Muhammad Shafi had been working in Govt. Printing Press, Lahore as Book Binder and died during service on 02.09.1997 and he applied for his appointment against orphan quota, but nothing had been done, hence this complaint.

The matter was referred to the Superintendent, Govt. Printing Press, Lahore, Controller, Printing & Stationery Punjab Lahore and Secretary to Govt. of Punjab, Industries, Mines & Mineral Dev. Department, Lahore.

After a chain of correspondence and on the direction of this office, the complainant was appointed as cycle porter.

The complainant as per his written submission submitted that due to intervention of this office, his grievance pending since the year 1997 was redressed.

Complaint No.5048/2002 D-III 948/2002

RE-INSTATEMENT IN SERVICE.

Mahboob Ahmad Lecturer, Govt. Inter College Mustafa Abad District Kasur, complained that he worked as a Lecturer in the Government Inter College, Mustafa Abad, District Kasur. During his service, he was suspended on 20.3.1995 due to the alleged in-efficiency, while conducting the Examination of B.A. He was acquitted of the charges by a competent court but the agency had not re-instated him in the service, as Lecturer. These circumstances had compelled him to approach this office for redressal of his said grievances.

The matter was taken up with the Agency, who after a lengthy correspondence, re-instated the complainant, vide order dated 11.19.2003. Thus the grievance of complainant, relating to the period of 1995, was got redressed with the intervention of the Provincial Ombudsman.

Complaint No.317/2003 D.III 41/2003

RE-CHECKING.

Faisal Bashir S/o Muhammad Bashir Goriaya R/o Sui Gas Road, Mohallah Gulshan Town Near Lodianwala, Gujranwala, complained that he appeared in Part-I of H.S.S.C. Examination for the year 2002. On rechecking, under the rules, gross discrepancy was found by him in the Mathematics-Paper and said discrepancy was pointed out, by him, to the Controller of Examinations but of no avail. These circumstances had compelled him to approach this office for redressal of his grievance.

The matter was taken up with the Agency and it was during investigations that a committee of three members, already constituted by the Board, found the following discrepancies and omissions, committed by the Sub-Examiner, while marking the Answer-Sheets of the complainant: -

- i)- Q.No.1(c) Q. No.3(a) Q. No.9 (c) were attempted by the candidate; and, were crossed out, firstly, by the Sub-Examiner, but he did not award any marks.
- ii)- Question No. 6(c) and 9 (c) were correctly attempted by the complainant. The Agency failed to rebut the observations made and conclusions drawn by its own committee, therefore, the grievance of complainant was redressed under a direction to the Chairman of the agency by reconsidering the case of a complainant for the purpose of redressal of his grievances.

Complaint No.4841/2003 D-III 319/2003

CORRUPTION.

Karamat Hussain S/o Shahadat Ali, Mohallah Farooq-e-Aaza Tehsil Pindi Bhattian District Hafizabad, complained that on 31.5.2003, at about 10-11.A.M. Saifullah A.S.I. Traffic Staff, City Chiniot, obtained a sum of Rs.500/- from him, under duress and undue coercion. Therefore, he was compelled to approach to this office for redressal of his grievance.

The matter was taken up with the Agency, who dismissed, the above named officer from the service, vide order dated 4.8.2003. The grievance of the complainant was, thus, redressed with the intervention of Provincial Ombudsman Punjab.

Complaint No.5300/03 D-IV-262/2003.

ISSUANCE OF BUILDING PLAN

Mst. Iffat Anis wife of Dr. M. Anis Nagi R/o 22-Ganga Ram Mansion, the Mall Lahore complained that she deposited an amount of Rs.8,780/- on 22.01.03 vide Serial No.3303, Bank of Punjab Chauburji branch Lahore for issuance of building plan from the agency for her House No. (997/2) SWIII-14-S-44, Hassan Villa Hari Lodge Street Krishan Nagar Lahore but the agency had not issued the same.

Matter was taken up with the agency. The agency submitted that the needful had been done. The complainant also submitted that her grievance had been redressed.

Complaint No.4365/03 D-IV-213/2003

ISSUANCE OF CERTIFICATE OF TALAQ.

Mst. Afshan Aziz had moved this complaint. She submitted that her husband divorced her on 04.08.1999 and she had received the notice of divorce through registered post. She alleged that Nazim, U.C No. 10 Timber Market Ravi Road Lahore had not issued certificate for effective Talaq after expiry of 90 days and as reconciliation efforts had failed in between the parties. She prayed that the agency may be directed to issue necessary certificate for effective Talaq.

Notices were issued to the agency, Nazim U.C No.10 submitted that Certificate of effective Talaq had been issued to the complainant and her grievance had been redressed.

Complaint No.5574/03 D-IV-314/03

ISSUANCE OF COPY OF NIKAH NAMA.

Syed Shahid Raza R/o Sher Shah Colony Raiwind Road Lahore submitted that he contracted marriage on 03.01.1996 with Mst. Zohra D/o Syed Noor Hassan Shah, but the Nazim Union Council concerned had not issued copy of Nikah Nama inspite of his several requests.

Matter was taken up with the agency. T.M.O, TMA Sahiwal submitted that copy of Nikah Nama had been issued to the complainant. Accordingly, grievance of the complainant was redressed.

Complaint No.3515/03 D-IV-144/03

DIS-CONNECTION OF WATER SUPPLY.

Mst. Kausar Ghulam Muhammad, SST, R/o H.No.102 Jinah Colony District Bahawalnagar submitted, that T.M.A. Bahawalnagar deprived her from Water Supply by dis-connection from the main supply line, though there were no arrears against her.

Matter was taken up with the agency. T.M.O submitted that water connection had been restored, and grievance of the complainant had been redressed.

Complaint No.8083/02 D-IV-1083/02

ISSUANCE OF LICENCE FOR STAMP VENDER.

Nisar Ahmed S/o Fajar Ali R/o Mouza Sher Wan Tehsil Jihanian District Khanewal submitted that his brother Rana Abdul Jabbar was Stamp Vender of Jihanian Kacheri. He died due to cardiac failure leaving behind a widow and two children. He applied to the DO(R) Khanewal for issuance of Licence for Stamp Vendor, but he refused to do so.

Matter was taken up with the agency. DO(R) Khanewal submitted that Licence for Stamp Vender had been issued to the complainant and his grievance had been redressed.

Complaint No.C-7920/2002-Adv-II-810/02

Payment of Compensation

The complainant was aggrieved due to non-payment of daily compensation of vehicle impounded for election duty from 7-10-2002 to 10-10-2002. He contended that his vehicle No. LHJ-4818, Pick-Up Loader was impounded by SHO PS Changa Manga for election duty. He was not paid the compensation granted/announced by the Govt. of the Punjab. He approached the concerned SHO of the said Police Station for the said purpose but it was of no avail. He lodged complaint to the office of Ombudsman,

soliciting therein direction to the authority for redressal of his grievance. Notices were issued and the proceeding was taken up. During the course of proceeding, the complainant submitted in writing that SHO Changa Manga Distt. Kasur had paid the impugned compensation in full settlement of the issue, and paid his thanks to the intervention of the Hon'able Ombudsman, Punjab. This complaint stood fructified.

Complaint No.C-7401/2002-Adv-II-779/03

LEVY OF EXCESSIVE PROPERTY TAX

Muhammad Rafique and others (4) have complained about excessive tax as well as correction of record pertaining to the property No. B – III - 20/ E-1. They agitated that the field staff of the Excise and Taxation Department Hasilpur allotted same number to the five discrete units constructed in the same premises. Resultantly, tax of Rs. 9180/- on the whole unit comprising said independent five units was levied. They lodged an appeal against such assessment treating the said independent units of houses as one which remained pending decision. They were aggrieved that each of their unit was below taxable limit and the field staff was pressurizing for the demand which they could not meet. This gave rise to the complaint. The complainant sought intervention of this forum for direction to be issued to the authority for redressal of his grievance. The Agency admittedly accepted the contention of the complainants and stated that the property had been bifurcated and given separate unit numbers as well as assessment of each unit had been revised. The grievance stood redressed. Owner of each separate unit cleared off his tax liability and all were fully satisfied. This complaint was brought to fruition.

Complaint No.C-3887/2002-Adv-II-385/02

ISSUANCE OF PT I FORM

The complainant agitated non-supply of PT-I of property No. SEXX-IS-6/D, Fateh Garh, Lahore. He contended that he had made an application to the concerned office but no response was given. He sought direction be issued to the authority for grant of relief. The Agency, during proceedings submitted that the said property was assessed in the name of Mst Ghulam Zuhran w/o Zahoor Uddin, owner of the property in question, who had died on 15-4-1990. It was reported that Malik Zahoor Uddin was not the only legal heir. He admittedly applied for change in the ownership of the property according to Shariat Law. When the proceedings were to be finalized, one, Mr. Asif Mehmood raised some objections, same were considered and rejected. The proceedings for change of the ownership were finalized and entry of legal heirs made in the ownership column PT-I and the Register was accordingly amended. This complaint was brought to fruition.

Complaint No.1097/2002-POP/C-II-78/02

NON PAYMENT OF PENSION/GRATUITY AND GP FUND.

Sufi Muhammad Khan retired as Moazzan/Khadim Jamia Masjid Hanfia, C-Block Okara w.e.f. 15.4.1996 after attaining the age of superannuation. It was complained that pension had not so far been granted to him by the Auqaf Department nor the pensionery dues/commutation and G.P. Fund had been paid despite of best efforts on his part. He sought intervention of this office for the redressal of his said grievance.

The matter was taken up and pursued with District Manager Auqaf Okara. On the intervention of this office the pension papers of the complainant were prepared by District Manager Auqaf Okara.

It, however, revealed during investigation of the complaint that District Okara was is Lahore Zone in the year 1996 when the complainant retired from Government service. The pension case of the complainant was sent to Zonal Administrator Auqaf Lahore Zone by District Manager Okara.

The case was then pursued with Zonal Administrator who eventually sent the pension papers of the complainant to the Chief Administrator Auqaf for further action/proceedings.

The Audit Officer of the office of Chief Administrator Auqaf who appeared in this office on 30.10.2003, stated that PPO was issued in favour of the complainant on 11.8.2003. He further stated that the pensionary dues including the gratuity, total amounting to Rs.1,80,280/- had been paid to the complainant through cross cheque No.296773 dated 14.10.2003. He further stated that G.P.Fund amount of Rs.23686/- had also been paid to the complainant. Written reply to the above effect was also submitted by the complainant.

The grievance of the complainant was redressed after more than seven years with the intervention of this office.

Complaint No.6637/2003-C-III-272/2003

REQUEST FOR PATENT OF PENSION FROM ONE PLACE I.E. MARKET COMMITTEE, GOJRA.

Muhammad Khursheed S/o Ch.Khair Din, Retired Inspector Market Committee, Gojra, District Toba Tek Singh, filed the complaint that he had served as Inspector Market Committee, Gojra, for about 35 years and was transferred to Market Committee Jaranwala at the fag-end of his service for about one and a half year. Presently he was receiving his pension of Rs.123.60 from Jaranwala, and the remaining pension from Market Committee Gojra. He requested that his pension may be consolidated at Gojra as permissible under the Rules.

The matter was taken up with the agency concerned i.e. Director Agriculture (E&M) Punjab, Lahore. On the intervention of this office the agency processed the case of the complainant under Rule 80 of the General Market Committee Rules, 1979 as amended, and allowed him to draw his consolidated pension at Gojra, thus said grievance stood redressed.

Complaint No.IMP.314/2003 C-III 18/2003

REQUEST FOR ISSUE OF STAMP-VENDING LICENSE

Muhammad Tahawwar Ali S/o Ch. Muhammad Hanif R/o Chak No.69/EB, Tehsil Arifwala, District Pakpattan, filed the complaint for grant of stamp-vending license on the basis of his qualifications and experience.

The matter was taken up with the agency concerned i.e. D.O. (R) Pakpattan. As the agency reported that no vacancy was available, the

complaint was disposed of with the direction that complainant should be considered as soon as a vacancy becomes available under intimation to the office of the Ombudsman. Subsequently the complainant filed a petition on 14.07.2003 requesting for implementation of the order of the Ombudsman dated 19.09.2002. The report of the agency was obtained. It has been finally reported by the DO(R) Pakpattan that on his request the EDO(R) had created a vacancy of stamp-vender at Malka Hans, Tehsil Arifwala, and the petitioner had been appointed as stamp vendor against newly created vacancy. Thus the grievances of the petitioner were redressed on the intervention of this office.

Complaint No.IMP.385/2005 C-III 25/2003

REQUEST FOR THE DECLARATION OF RESULT

Muhammad Afzal S/o Niaz Ahmad and Tariq Aziz S/o Muhammad Sadiq R/o Chak No.109/9-L, Post Office Budhu Dhakko, District Sahiwal, originally filed the complaint that they had appeared in B.Ed Examination held by the Punjab University in 1998, under Roll Nos.7215 & 7216 respectively. Their results were withheld by the agency on the grounds that District Sahiwal was outside the territorial jurisdiction of the Punjab University. They cited the identical case of one Mr. Nazim Ali already decided by the Ombudsman in favour of the petitioner. The complaint was disposed of with the direction that controller of Examination will put up the cases of the petitioners in the meeting of Syndicate for consideration in the light of the previous precedent.

The matter was perused for the implementation of the direction. The agency processed the cases of the petitioners and presented it in the meeting of the Syndicate, where it was decided that the result of the petitioners be

declared. As a consequence of intervention of this office, the result of the petitioners was announced and they repeatedly qualified their Examination. This long-standing problem of petitioners was sorted out.

Complaint No.C-4914/2002-428/2002(C-I)

BENEFIT OF NOTIFICATION DATED 6.3.2002 ISSUED BY THE FINANCE DEPARTMENT.

Mr. Shahid Naseem , Junior Science & Math. Teacher, Government Shah Din Aslam Middle School, Shadbagh, Lahore complained that the Accountant General, Punjab has not extended benefit of notification No.S.O(SNE)9-5/2000 dated 6.3.2002 issued by the Finance Department, whereby the Senior Science & Math. Teachers and Senior School Teachers have been allowed to avail new pay scales alongwith 50% of pay package, in view of an objection that the Secretary Finance, Government of the Punjab had not issued to the Accountant General, Punjab, audit copy of notification. The complainant, therefore, requested that the Secretary Finance, Government of the Punjab may be directed to issue audit copy of the notification dated 6.3.2002 to the Accountant General, Punjab, so that the complainant may receive the benefit of notification issued by the Secretary Finance, Government of the Punjab.

The Secretary Finance, Government of the Punjab accordingly was directed to issue audit copy of the notification dated 6.3.2002 to the Accountant General, Punjab, who immediately complied with the directions issued by this office and issued audit copy of the notification to the Accountant General, Punjab, who further extended the benefit of notification to the complainant as well as to other Senior Science & Math. Teachers and Senior School Teachers. The grievance voiced in the complaint thus was got redressed.

Complaint No.C-7752/2002-663/2002(C-I)

PAYMENT OF REMUNERATION.

Miss. Ghazal Shaheen complained that she had performed duty as Invigilator in Government Girls High School No.1 Attock for Matriculation Examination, held by the Board of intermediate & Secondary Education, Rawalpindi, nevertheless she had not been paid remuneration for the duty performed by her. She, therefore, requested that the Secretary, Board of Intermediate & Secondary Education, Rawalpindi may be directed to make payment of the remuneration for the duty performed by the complainant.

The matter was taken up with the Secretary, Board of Intermediate & Secondary Education, Rawalpindi for the redressal of grievance voiced in the complaint and he immediately despatched cheque No.961085 dated 18.3.21003 to the complainant at the address given by her in the complaint. The grievance voiced in the complaint thus was got redressed.

Complaint No.C-889/2002-83/2002(C-I)

REIMBURSEMENT OF UNDELIVERED AMOUNT OF COMPENSATION.

Mr. Tahir Ahmed Khan Advocate lodged complaint on behalf of the Pakistan Mutual Insurance Company (Guarantee) Ltd, Lahore that Rs.300000/- were placed at the disposal of the Secretary, District Regional Transport Authority, Khanewal for disbursement of claims to the injured persons who met with an accident on 13.11.2000 and 28.10.2000 while traveling in vehicles Nos. MNW-2595, RID-735 and LPT-2685 and that the amount not so disbursed may be got refunded to the Insurance Company.

The matter was taken up with the Secretary, District Regional Transport Authority, Khanewal, who provided the list of injured persons, who had been paid the compensation and further gave details of Rs.8000/- which could not be disbursed, as some of the claimants did not turn up to receive the amount. The Secretary, District Regional Transport Authority, Khanewal further issued cheque in the sum of Rs.8000/- for the refund of the amount in favour of the Insurance Company, with the condition that the amount, so refunded shall be made available for disbursement to the remaining injured persons, as and when they turn up. The complainant received the cheque. The grievance voiced in the complaint accordingly was got redressed.

Complaint No.C- 4975/2002-430/2002(C-I)

RECONSTRUCTION OF SERVICE BOOK.

Mr. Muhammad Aslam complained that he had served as Ex-Field Motivator in Population Welfare Department w.e.f. 11.11.1973 to 13.12.1981 and that he has not been handed over his service book relating to the period mentioned above by the District Population Welfare Officer, Kasur. He, therefore, requested that the District Population Welfare Officer, Kasur may be directed either to hand over the original service book and if the same is not available with him, he may issue copy of the service book after getting the same reconstructed in accordance with law.

The matter was taken up with the Secretary, Population Welfare Department, Government of the Punjab, who directed the District Population Welfare Officer, Kasur to deliver copy of service book, after getting the same reconstructed in accordance with law. The District Population Welfare

Officer, Kasur accordingly delivered copy of service book to the complainant. The grievance voiced in the complaint thus was got redressed.

Complaint No.C-8634/2002-741/2002C-I)

PAYMENT OF SALARY LOOTED BY SOME DACOITS FROM THE CASHIER OF THE SCHOOL.

The employees of Government Primary School, Sultanabad, Sargodha lodged complaint that they had not been paid their salary for the month of April, 1997 by the Dy. District Education Officer (M), Sargodha. They contended that the salary for the month mentioned above was drawn by the cashier of the school from National Bank of Pakistan, Sargodha, however he was deprived of the amount by some dacoits while he was on his way back to the school. They further contended that they were being deprived of their legal right to receive the salary for no fault of their own.

The matter was taken up with the Dy. District Education Officer (M), Sargodha and the Secretary Finance, Government of the Punjab. The Secretary Finance, Government of the Punjab sanctioned additional budget to enable the Dy. District Education Officer (M), Sargodha to make payment of salary to the employees of the school for the month of April, 1997. The Dy. District Education Officer (M), Sargodha submitted bill to the District Accounts Officer, Sargodha, who passed the same, with the result that the employees of the school were paid their salary for the month of April, 1997.

Complaint No.C-3002/2002-291/2002C-I)

HOUSE PURCHASE ADVANCE ON OUT OF TURN BASIS.

Kamal-ud-Din, Laboratory Technician, Jinnah Hospital, Lahore lodged complaint that he is a permanent employee of Health Department, Government of the Punjab, therefore, he applied to the Secretary Finance, Government of the Punjab for house purchase advance on out of turn basis. He further submitted that he was allowed to avail house purchase advance on out of turn basis by the Secretary Finance, Government of the Punjab, as a result of draw of lots, nevertheless the Secretary Finance, Government of the Punjab had declined to make payment of the amount sanctioned in complainant's favour as house purchase advance, in view of an objection that as the complainant was serving in Jinnah Hospital, Lahore, an Autonomous Body, therefore, he should approach the Chief Executive Jinnah Hospital, Lahore to avail the house purchase advance. The complainant contended that the Chief Executive Jinnah Hospital, Lahore had nothing to do with the house purchase advance, as the complainant was a permanent employee of Health Department, Government of the Punjab and could at any time be transferred back to his parent department, therefore, the Secretary Finance, Government of the Punjab should abide by his own order passed in favour of the complainant.

The Chief Executive Jinnah Hospital, Lahore submitted report that the complainant being a permanent employee of Health Department, Government of the Punjab, the Secretary Finance, Government of the Punjab should pay the amount of house purchase advance already sanctioned in his favour. The Secretary Finance, Government of the Punjab also declined to

abide by his order, by which he had sanctioned house purchase advance in favour of the complainant.

It was not disputed by the Secretary Finance, Government of the Punjab that the complainant was a permanent employee of Health Department, Government of the Punjab, therefore, it was observed that the Secretary Finance, Government of the Punjab should abide by his own order by which he sanctioned house purchase advance in favour of the complainant,, as a result of draw of lots and to pay the amount to the complainant. The grievance voiced in the complaint accordingly was thus got redressed.

Complaint No.C-5521/2003-381/2003(C-I)

TRANSFER OF G. P. FUND.

Mr. Nazir Ahmed Bhatti complained that he in February, 1996 had submitted an application to the District Accounts Officer, Gujrat for the transfer of his daughter's G.P.Fund to the District Accounts Officer, Mandi Bahauddin ,nevertheless the District Accounts Officer, Gujrat did not accede to his request. In the second round he contacted an officer of the Accountant General, Punjab in open Kachery held in Gujrat, who passed an order to the District Accounts Officer, Gujrat for the transfer of the G.P. Fund but this time again the amount was not transferred as requested by the complainant. He further contended that lastly he also met the Accountant General, Punjab personally for the transfer of the amount and his this effort also remained abortive. He, therefore, invoked jurisdiction of the Provincial Ombudsman, Punjab for the redressal of grievance voiced in the complaint.

The matter was taken up with the District Accounts Officer, Gujrat for the redressal of grievance voiced in the complaint in accordance with law, who without hesitation transferred Rs.32478/- to the District Accounts Officer, Mandi Bahauddin vide transfer memo. No.Fds/DAO/GRT/Ft/HM/56 dated 8.8.2003. The grievance voiced in the complaint thus was got redressed.

Complaint No.C- 8335/2002-716/2002(C-I)

REGISTRATION OF THE ORGANIZATION.

Mr. Abdur Rahim, General Secretary, Rural Area Development Organization, Paghwari Murree invoked jurisdiction of the Provincial Ombudsman, Punjab for the redressal of grievance that the District Officer, Social Welfare, Rawalpindi had failed to process complainant's application submitted for the registration of the organization. The complainant, therefore, requested that the District Officer, Social Welfare, Rawalpindi may be directed to process complainant's application in accordance with law.

The District Officer, Social Welfare, Rawalpindi was accordingly directed to process and finalize complainant's application and he on intervention by the Provincial Ombudsman, Punjab got approval from the Director General, Social Welfare, Women Development & Bait-ul-Maal, Punjab for the registration of the organization and passed orders accordingly. The grievance voiced in the complaint accordingly was got redressed.

Disadvantaged Groups

Complaint No.214/2003/D-I-02/2003

NON ATTESTATION OF MUTATION

Complainant Mst. Nazir Begum, lodged a complaint of corruption against Shamshad Shah, Revenue Patwari, alleging that he had been demanding Rs.12,000/- as illegal gratification for attestation of mutation

The matter was referred to the respondent Agency which submitted comments to the effect that on the basis of registered sale deed, Mutation No. 4497 had since been sanctioned on 28-1-2003.

Thus the grievance of the complainant stood redressed due to intervention by this office.

Complaint No:C-4751/2003/D-I-228/2003

DISTRICT POLICE OFFICER, RAHIMYAR KHAN.

Complainant Mst. Kausar Parveen alleged in the complaint that she had instituted a suit for dissolution of marriage against Muhammad Aslam which was pending adjudication in the court of learned judge, Family Court, Sadiqabad. The respondents were threatening her for dire consequences, and she had requested for registration of a criminal case against him.

The matter was taken up with the Agency. It was reported by the Agency that the complainant had patched up the matter with the accused persons and the grievance of the complainant had, therefore, been redressed.

Complaint No. 8258/2002- C-I-710/2002.

PAYMENT OF PENSIONARY BENEFITS.

Mian Umar Daraz, PET (Rtd.), Government Elementary School Dhal, Tehsil Bhalwal, District Sargodha complained that he had retired from service w.e.f. 31.08.2002. He submitted his case for payment of pensionary benefits on 16.10.2002 to the District Education Officer (M), Sargodha vide diary No.2784, but the District Education Officer (M), Sargodha did not forward his case to the District Accounts Officer, Sargodha, with the result that the complainant has not been able to receive his pensionary benefits, so far.

The matter was taken up with the District Education Officer (M), Sargodha and the District Accounts Officer, Sargodha. The District Education Officer (M), Sargodha forwarded complainant's case to the District Accounts Officer, Sargodha, who finalized payment of pensionary benefits and in consequence thereof the complainant received the pensionary benefits. The grievance voiced in the complaint was thus got redressed.

Complaint No.6940/2002- C-I-578/2002

SCHOLARSHIP OUT OF BENEVOLENT FUND.

Mr. Abdul Qayyum, Teacher (Rtd), complained that the marriage of his daughter took place in March 2002. He submitted an application to the District Education Officer (SE), Attock, for onward transmission to the

Administrative Officer (B.F), Lahore for marriage grant but his application was misplaced in the office of the District Education Officer (SE), Attock. He, therefore, desired that his application may be got traced out by the District Education Officer (SE), Attock and be sent to the Administrative Officer (B.F), Lahore for necessary action in accordance with law.

The District Education Officer (SE), Attock was directed by this office to trace out the complainant's application which was traced out and sent to the Administrative Officer (B.F), Lahore for necessary action. The Administrative Officer (B.F), Lahore further processed and finalized the complainant's application, in consequence thereof the complainant was issued a cheque for Rs.3500/-. The grievance voiced in the complaint was thus got redressed.

Complaint No.7586/2002-C-I-639/2002

PAYMENT OF ARREARS OF FINANCIAL GRANT OUT OF BENEVOLENT FUND.

Mst. Shameem Akhtar, Widow of Ghulam Dastgir Shah, a deceased teacher, lodged complaint that she had been paid financial grant out of Benevolent Fund for the period from February, 2002 to September, 2002, whereas the arrears relating to the period from 01.04.2001 to 30.09.2001 have not been paid by the Secretary, District Benevolent Fund Board, Sahiwal. She, therefore, requested that the Secretary, District Benevolent Fund Board, Sahiwal may be directed to make payment of arrears out of Benevolent Fund to the complainant at the earliest.

The Secretary, District Benevolent Fund Board, Sahiwal was directed accordingly to look into complainant's grievance and to make payment of

arrears out of Benevolent Fund to the complainant. He, as a result of efforts made by this office, issued Cheque No.942592 in the sum of Rs.8000/- in favour of the complainant accordingly. The grievance voiced in the complaint was thus got redressed

Complaint No.7210/2002- C-I-605/2002

ISSUANCE OF FAMILY PENSION/PPO.

Mst. Jewan Bibi, Widow of Shah Alam lodged complaint that her husband, ex-employee of Police Department, had expired and that the District Accounts Officer, Sahiwal had not issued family pension/PPO in her favour, despite repeated written requests. She, therefore, requested the Provincial Ombudsman for intervention and redressal of her grievance.

The matter was taken up by this office with the District Accounts Officer, Sahiwal and as a result of efforts made by this office, he issued family PPO No.1571 in favour of the complainant. The grievance voiced by the widow was thus got redressed.

Complaint No.4960/2002- C-I-429/2002.

PAYMENT OF FAMILY PENSION ETC.

Mst. Bakhtan, aged 80 years, complained that her son, Mushtaq Ahmed, ex-employee of the office of the Superintendent, Live Stock Experiment Station, Rakh Ghulaman, District Bhakkar died on 20.11.2001 while in service as a result of heart failure. He left behind no other legal heir except the complainant as mother and that the complainant had not been

paid family pension, Group Insurance, G.P. Fund and leave encashment by the Agency for which she requested intervention by the Provincial Ombudsman.

The matter was accordingly taken up with the Superintendent, Live Stock, Experiment Station, District Bhakkar and the District Accounts Officer, Bhakkar for payment of family pension, Group Insurance, G.P. Fund and leave encashment etc., to the complainant. The Superintendent, Live Stock Experiment Station, Rakh Ghulaman, District Bhakkar and the District Accounts Officer, Bhakkar as a result of efforts made by this office, made payment of family pension, Group Insurance, G.P. Fund and encashment of 180 days leave to the complainant. The grievance voiced in the complaint was thus got redressed.

Complaint No.7729/2002- C-I-660/2002.

FINANCIAL GRANT OUT OF BAIT-UL-MAAL.

Abdul Ghafoor, resident of Chak No.493/JB, Tehsil Shorkot, District Jhang lodged a complaint that he having no source of income and being not in a position to earn his livelihood due to his poor physique applied to the District Officer, Social Welfare/Secretary, District Bait-ul-Maal Committee, Jhang for financial grant out of Bait-ul-Maal. He was not informed about the fate of his application by the said Authority despite repeated requests. The complainant, therefore, requested the Provincial Ombudsman for intervention and redressal of his grievance.

The District Officer, Social Welfare/Secretary, District Bait-ul-Maal Committee, Jhang was asked accordingly by this office to look into the request of the complainant and proceed in the matter in accordance with law.

As a result of efforts made by this office, the District Officer, Social Welfare/Secretary, Bait-ul-Maal Committee, Jhang issued a Cheque of Rs.3,000/- to the complainant as grant from the Punjab Bait-ul-Maal. The grievance voiced in the complaint was accordingly got redressed by the Provincial Ombudsman.

Complaint No.2992/2002- C-I-302/2002

PAYMENT OF G.P. FUND TO THE WIDOW.

Mst. Manzoor Fatima, widow of Manzoor Hussain complained that her deceased husband, ex-Revenue Patwari, served in Lahore and Sahiwal Districts from 23.12.1957 to 1977 and thereafter in District Multan upto 1984, when he had met with an accident and expired. The complainant received family pension and gratuity etc., whereas she could not receive the amount of G.P. Fund. She, therefore, requested the Provincial Ombudsman for intervention and direction to the District Accounts Officer, Multan to get transferred the amount of G.P. Fund of the deceased from Lahore and Sahiwal Districts and make payment to the complainant.

The matter was taken up with the District Accounts Officer, Multan who after due processing issued final payment authority to the tune of Rs.13169/- to the District Accounts Officer, Khanewal for payment of G.P. Fund accumulation of the deceased to the complainant. The payment was received by the complainant and thus the grievance voiced in the complaint was got redressed.

Complaint No.2307/2002- C-I -225/2002.

FINANCIAL GRANT OUT OF BENEVOLENT FUND.

Muhammad Amin, a blind person, applied to the Provincial Ombudsman, Punjab that his son namely Aamer Amin, a worker in the Blind Institute Sheranwala Gate, Lahore, had been retired from service on medical ground and was allowed Rs.1100/- per month by the District Coordination Officer, Lahore as financial grant out of Benevolent Fund but his son having become insane could not draw the said emolument. The complainant therefore, being the father of the incapacitated person requested the DCO to issue the requisite cheques in his name but the Agency did not pay any heed to his submission. He, therefore, requested the Provincial Ombudsman to intervene and direct the DCO Lahore to make payment of the amount to him.

The matter was accordingly taken up with the District Coordination Office, Lahore, who as a result of efforts made by this office, made payment of the requisite amount to the complainant. The complainant informed this office that he had received the amount. The grievance voiced in the complaint was thus got redressed.

Complaint No.323/2002 C-III 43/2002

PAYMENT OF MONTHLY AID OUT OF BENEVOLENT FUND.

Mst. Jannat Mai, Widow of Late Ghulam Shabbir R/o City Sargodha, filed a complaint that her husband was a Government servant who died during service on 19.12.1988. She applied for monthly aid out of Benevolent Fund, to the then Commissioner/Chairman, Benevolent Fund Management

Board. She had come to know that her monthly assistance had been sanctioned but she had not received anything so far.

The matter was taken up with the D.C.O. Sargodha District, who informed that monthly aid (Case No. 1673) had been sanctioned in her favour, but payment could not be made as the complainant had not conveyed her Bank Account No. The complainant was asked to fulfill the requirement whereupon she conveyed her Account No.11549-9, National Bank of Pakistan, City Branch, Sargodha. D.C.O. Sargodha accordingly got deposited Rs.136271/- i.e., arrears of monthly aid, in her said Account. This fact was also verified by the concerned Manager of the National Bank. Thus the arrears of monthly aid over-due to the complainant widow since long were got paid to her by this office.

Complaint No.4913/2002 C-III 146/2002

MONTHLY AID FOR A DISABLED PERSON.

Abdul Hameed S/o Taj Din, R/o Nai Abadi Hajipura, Lahore, filed a complaint that he was formerly a turbine-operator, in the Irrigation Department. During service he met with an accident and his leg was amputated at the knee-joint and as such he was declared invalid and retired from service. He applied for monthly aid out of Benevolent Fund, as a disabled person of Category-A, but his case was turned down by the District Benevolent Fund Board considering him as not eligible. He therefore, requested the Provincial Ombudsman for intervention.

The report of the DCO/Secretary District Benevolent Fund Board was obtained. He explained that the case of the complainant for grant of monthly aid had been turned down on the medical report of the M.S. Services

Hospital, Lahore, wherein he had placed his disability in Category-B because of amputation of his leg below knee-joint.

The relevant record of the District Benevolent Board was examined in this office and it was found that it contained two different reports of medical authorities; one placing his disability in Category-A and the other defining his disability in Category-B. The matter was, therefore, referred to M.S. Services Hospital again to constitute a Medical Board for re-examining the complainant and determining the correct position. On re-examination, the Medical Board finally determined the disability of the complainant as that of Category-A. As a consequence, the District Benevolent Fund Board finally sanctioned the requisite monthly aid in favour of the complainant. Thus a well- deserved relief was provided to a disabled person through the intervention of this office.

Complaint No.Imp 419/2002 C-III 22/2002

PAYMENT OF PENSIONARY BENEFITS TO THE WIDOW.

Mst. Maqbool Kausar, Wife of Muhammad Jalil ex-Manager Auqaf, R/o Mustaq Street No.48-B, Sanda Kalan, Lahore, filed a complaint/petition requesting for payment of arrears of pensionary benefits of her husband who had served in Auqaf Department for over 25 years and expired during service on 22.06.1998. Further, only partial payment of the dues had been made by the Department in spite of the orders of the Ombudsman.

The matter was taken up with the Auqaf Department, Government of the Punjab. They reported that pensionary benefits, i.e., gratuity amounting to Rs.3,01,213/- and monthly pension @ Rs.2,453/P.M. had been sanctioned and paid. Only the arrears of group insurance were yet to be paid. The

matter was followed up for the remaining payment. As a result, the Auqaf Department finally delivered Cheque No.369887 dated: 16.01.2002, for Rs.25,000/- on account of group insurance to the widow and thus total payment of pensionary dues of the deceased was made to the complainant widow. The complainant also acknowledged the payment. Thus well-deserved pensionary benefits of the deceased employee of the Auqaf Department were got delivered to his widow through the intervention of this office.

Complaint No.7861/2002-C-II-562/2002

GRANT OF FAMILY PENSION

Mst. Sultana Begum, W/o Hafiz Muhammad Abdullah approached this office with the grievance that her husband, who retired as Imam/Khateeb, Jamia Masjid, Darbar Hazrat Sakhi Zain-ul-Abedin, Sarwar Shah Kot, Multan expired on 11.11.1998. Family pension was sanctioned by the Chief Administrator Auqaf vide his order dated 31.5.2000 in her favour but the PPO was not issued nor arrears of pension were paid to her. She sought intervention of the Provincial Ombudsman for the redressal of her grievance.

The matter was taken up with Zonal Administrator Auqaf, Multan and the Chief Administrator Auqaf, Punjab and as a consequence, PPO was issued to the complainant and arrears of pension upto December 2002 were also paid to her. The complainant admitted in writing about issuance of PPO etc. The grievance of the poor widow was thus got redressed.

Compliant No.1048/2003-D-III-101/2003

AWARD OF SCHOLARSHIP.

Somia Iqtadar, daughter of Iqtadar Ahmad, 23-Cooper Road, Lahore, complained that by securing 921 marks in F.Sc . (Pre-Medical) under Roll No.780, for the Session – 1998, she was entitled to the award of Scholarship. She was a regular student of M.B.B.S. Class in King Edward Medical College, Lahore, under Roll No.88, but the Scholarship was erroneously declined to her by the Agency. In these circumstances, the complainant approached this office for redressal of her grievance.

The matter was taken up with the Agency, and keeping in view the entitlement, orphan status and merit of the complainant, the agency was directed to release merit scholarship in favour of the complainant.

The grievance of an orphan student was thus redressed with the intervention of this office.

Complaint No.3491/2002-D-III-629/2002

RELEASE OF PENSION.

Facing a failure before the District Police Officer, Gujranwala for the release of pension-papers in his favour, the complainant namely, Haji Muhammad Saeed came to this office alleging unfair and arbitrary treatment towards him by the Agency. It was contended that he was enrolled as Tailor-master in District Police Lines on 30.6.1973. A false case was registered against him on 23.6.1997.

He was acquitted by the Special Judge, Anti-Corruption, Gujranwala on 6.3.1997. He was re-instated in service and ultimately retired from service. The D.P.O., Gujranwala did not prepare his pension case for the release of Pension and G.P. Fund, besides his requests. Therefore, he sought intervention of the Provincial Ombudsman for redressal of his grievance.

The matter was taken up with the Agency and pension papers were got prepared and sent to the D.A.O., Gujranwala for the release of Pension. In compliance, copy of letter No.2548/PC dated 21.01.2003 was made available on the record by the Police Department.

The grievance of the complainant was thus redressed.

Complaint No.7167/2002-D-III-932/2002

REGISTRATION OF A CASE

Shabbir Hussain S/o Ghulam Mhammad R/o Aseer, Tehsil Malkwal, District Mandi Bahauddin, complained that his minor son, namely Qadeer Hussain was abducted by the Zamindar of the locality, namely, Zaheer Abbas for the purpose of sodomy. His son was, accordingly, subjected to sodomy in a deserted place. He approached the local police for registration of a case, but of no avail. Being aggrieved, the complainant requested the Provincial Ombudsman for intervention.

The matter was taken up with the Agency. A case u/s PPC 337, 12/7/79 Islamic Laws was registered by the Police against the accused on 11.3.2003 and a copy of the FIR was made available on the file to this office.

The grievance of the complainant was thus got redressed.

Complaint No.IMP.84/2003-D-II-IMP-13/03.

IMPLEMENTATION OF ORDER DATED 01.10.2002 IN COMPLAINT NO.4250/2002

The complainant Mst. Afzal Jan, a widow, resident of District Jhelum, rented out her building for use and occupation of office of Water Management Specialist, a Wing of Agriculture Department in Jhelum. After closure of that project, the Agency neither paid arrears of rent to the complainant nor vacated the rented premises. All bemoanings of the widow proved a cry in the wilderness before the Agency and she had no option but to knock the door of this office for redressal of her grievance.

The matter was referred to the Agency and with the intervention of this office, the grievance of the complainant was redressed. The Agency not only vacated the said premises but also all outstanding dues of rent were also paid to the complainant.

In this way, the long outstanding grievance of a widow was got redressed by this office.

Complaint No.6668/2002/D-IV-1021/2002

GRANT OF PENSIONARY BENEFITS

Sadiq Masih S/o Bhag Masih of District Sheikhpura complained that T.M.O. Safdarabad had not released his pensionary benefits besides his repeated requests and as such he wanted interference by the Provincial Ombudsman for the redressal of his grievance.

On receipt of notice from this office, the Agency finally cleared the pensionary dues of the complainant.

His grievance was thus redressed with the active intervention of this office.

Complaint No. 6210/2002/D-IV-997/2002

RELEASE OF PENSIONARY BENEFITS

Muhammad Zubair Saifi S/o Ghulam Nabi, (Rtd) Teacher, M.C Middle School, Mehmood Booti, Lahore filed a complaint against City District Government, Lahore alleging that his pensionary dues were not being paid by the concerned authorities. He thus approached this office to interfere in the matter.

This office issued notices to the respondent Agency and the case of the complainant was yet in process, when the complainant intimated in writing that his grievance had been redressed with the intervention of this office.

The compliant was thus disposed of for being fructified.

Complaint No. 5777/2002-D-IV-996/2002

RELEASE OF PENSIONARY BENEFITS.

Complainant Mst. Shagufta Rifat, Widow of Ata Ullah, R/o Model Town-C, Bahawalpur stated that her husband died while he was in service. She, therefore, made a three-fold complaint, i.e., non-payment of family pension, non-provision of employment to her son as provided by Rule 17-A, of the Government Servants (Appointment and Conditions of Service) Rules, 1974 and employment to her daughters. She approached the Provincial Ombudsman to help her out as the respondent Agency had not listened to her in this regard.

On receipt of notices from this Office, the Agency and the ADLG Bahawalpur furnished report stating that all the pensionary dues had been paid to the complainant and her one son had been employed as Secretary, Union Council but her daughters could not be recruited under the rules.

Grievances of the complainant were thus redressed by the District Government Bahawalpur because of active intervention of this office. Thus the complaint of widow was disposed of for being fructified.

Complaint No.3272/2002 D-I-81/2003

NON-ISSUANCE OF EXEMPTION LETTER.

Complainant, Mst. Wafa Naz alleged that her land measuring 3 Kanals and 7 Marlas situated at Mauza Niaz Beg, Tehsil and District Lahore was acquired for Muhammad Ali Johar Scheme and the respondent agency

allocated her plot No.26, Block 'R', in the said Scheme. The complainant deposited development charges but exemption letter had not been issued to her. She alleged that the Record Keeper has misplaced her file malafidely. The complainant as such requested for initiation of suitable action.

A notice was issued to the agency who reported that a criminal case had been got registered for loss of record and duplicate file of the complainant was prepared and her grievance was redressed.

Due to intervention by this office, the grievance of the complainant stood redressed.

Complaint No.1248/02-D-IV-368/2002

ENHANCEMENT IN PENSION.

The complainant, a widow, lodged a complaint stating therein that her husband Syed Akbar Ali Shah Gillani, Octroi Clerk of Town Committee, Shah Kot, Tehsil Safdarabad, retired after superannuation and later on died on 20.01.1996. The complainant was being paid Rs.364/- per month as pension. She alleged that her pension had not been increased in the light of Government Notification No.FD-SR-III-4-22/97 of the year 1997 and Notification No.FD-PC-2-1/01 dated 22.10.2001.

On receipt of Notices from this office, T.M.O. Safdarabad reported that pension of the complainant had been increased in view of the above said Notification. Arrears had also been paid to her.

Thus, the complaint was fructified by the intervention of this office.

Complaint No.C-8493/ADV-I-653/2002

SANCTION OF GRANT FROM BENEVOLENT FUND.

Mr. Muhammad Rafique (deceased), husband of the complainant Mst. Rashidah Begum Mohallah Rehmanpura Gali No.10 Darzianwali Qaddafi Road, Girjakh Gujranwala served as JV Teacher in a Government High School Taley District Gujranwala. Muhammad Rafique had died six years after his retirement. Complainant (widow of the deceased) had requested for sanction of grant out of benevolent fund in her favour.

The matter was taken up with the Agency. The complainant submitted an application that due to the intervention of this office the Commissioner/Chairman Divisional Benevolent Fund Board, Gujranwala had sanctioned the requisite grant in her favour. The complainant expressed thanks for the redressal of her grievance. The complaint was disposed of accordingly.

Complaint No.C-2416/2002/C-IV-267/2002.

PAYMENT OF LEAVE ENCASHMENT.

The complainant Feroze Masih a retired Sweeper alleged that he was retired on medical grounds in the year 1998 and since then he had been requesting for the payment of 6 months encashment in lieu of L.P.R. but nothing was done, hence this complaint.

The matter was referred to the Conservator of Forests, Bahawalpur, Secretary Forests, Lahore, Director B&A (Forests) Lahore and Finance Department, Lahore.

After a chain of correspondence cheque No.609823 amounting to Rs.4429/- was issued in favour of the complainant.

The matter pending since the year 1988 was thus solved, due to intervention by this office.

Complaint No.6962/2002-C-IV-453/2002.

APPOINTMENT AGAINST INVALIDATED/ INCAPACITATED RETIRED GOVT. SERVANT QUOTA.

The complainant Mst Abida alleged that her father Muhammad Sabir a Class-IV Employee of Education Department was retired on Medical grounds and she applied for her appointment under S&GAD Notification dated 18.2.1997, but nothing was done, despite repeated requests. The complainant prayed for intervention of the Ombudsman.

The matter was referred to the E.D.O. (Education) Bahawalnager and D.E.O. (S.E.) Bahawalnager who after a chain of correspondence reported that the complainant was appointed as a Class-IV employee in BS-1, in Govt. Girls High School, Jandwala District Bahawalnager and she had joined her place of posting.

The complainant as per her written submission confirmed the report of the Department stating that due to intervention by this office, her grievance was redressed.

Complaint No.C-6811/2002/C-IV-474/2002.

DELAY IN PAYMENT OF GROUP INSURANCE.

The complainant Nazeeran Bibi alleged that her husband Allah Rakha as EST was declared medically unfit and retired on 14.02.2001 whereafter he died on 15.05.2001 and she submitted her claim to the State Life Insurance of Pakistan, Lahore but no Group Insurance emoluments were paid to the bereaved family, despite applications sent to the Governor Punjab, Lahore and others. The complainant prayed for intervention by the Ombudsman.

The matter was referred to the Executive District Officer (Education) R. Y. Khan and State Life Insurance Corporation of Pakistan (Group & Pension) Lahore Zone, Lahore.

After a chain of correspondence the Assistant Manager, (Legal) (Group & Pensions) Lahore Zone, informed this office that the claim of late Allah Rakha had been paid to the family of the deceased for an amount of Rs.60,000/- as per cheques No. 135449 and 135450 through the Deputy District Education Officer (M.E.E.) Khanpur.

The Dy. District Education Officer (M.E.E.) Khanpur confirmed the report of the State Life Insurance of Pakistan and submitted that the cheques were sent to the complainant and her daughter according to their shares. The Dy. D.E.O. (M.E.E.) Khanpur also placed on record the photo copies of the cheques issued in favour of the complainant and her daughter. Two years old matter was thus solved due to intervention by this office.

Complaint No.7170/2002-POP/C-II-519/02

REIMBURSEMENT OF MEDICAL CHARGES AMOUNTING TO RS.7678/-.

Syed Mujtaba Hussain Zaidi retired Administrative Officer of the office of Chief Engineer Irrigation Bahawalpur Zone lodged complaint that he submitted claims for reimbursement of medical charges, amounting to Rs.7677/91 in the office of Chief Engineer Irrigation Bahawalpur Zone during the years 1992, 1993, 1994 & 1996 on account of treatment of his ailing wife which were not being paid despite repeated requests.

Report was called for from Chief Engineer Irrigation Bahawalpur Zone in the matter. In the initial report submitted by him, it was stated that the payment of the aforementioned amount could not be made due to non availability of funds. It was stated that Secretary Irrigation had been requested to provide funds amounting to Rs.1,00,334/- to clear all the outstanding medical charges reimbursement claims pending with him.

The matter was also pursued with the Secretary Irrigation who directed the Chief Engineer to make payment of the aforementioned amount to the complainant as the claim was of less than Rs.10,000/- and was within his competency to, sanction the same.

The Chief Engineer thereupon vide his order dated 14-04-03 granted sanction for the reimbursement of medical charges amounting to Rs.7722.91/-.

The representative of the Chief Engineer, while appearing in this office on 03-05-2003 stated that the District Accounts Officer Bahawalpur passed the bill on 29-04-2003 for an amount of Rs.7722.91/- and that the said amount had been paid to the complainant.

The grievance of the complainant was thus redressed after more than Ten Years with the intervention of this office.

Complaint No.C-6804/02-Adv-II-710/2002

EXEMPTION FROM PAYMENT OF PROPERTY TAX

The complainant voiced his grievance against Excise and Taxation office for denying him exemption from tax on property No. BIV-1252 on the ground of self-occupation of owner, who is a retired Government servant. He stated that the unit was double-storey building. The ground floor was under self-use and the upper floor was rented out. He claimed exemption from the tax payment to the extent of his independent portion under self-occupation. The complainant sought intervention of this forum for necessary exemption. The Agency in response to the notice admitted that the double storey unit was partly under self-occupation and partly let-out. During 1998 - 99 to Dec 2001, the let-out portion was rented out @ Rs. 1500/- PM and accordingly the ARV worked out Rs. 16200/- carrying tax of Rs. 3240/- per year. The Agency adhered that from 1998 to 2001, property tax was worked out @ Rs. 3540/- per year, after giving allowance of exemption of self-occupied portion. The Agency further admitted that the unit under self-occupation of this complainant was held separate and was independent from the rented portion. In all fairness, each portion be given separate property No. and be made admissible under sec 4 (gg) of PUIPT Act 1958. The contention of the compliant thus substantiated. The Assessing Authority admittedly accepted to redress the genuine grievance through grant of relief. The complaint thus stood fructified.

Complaint No.1645/2003 D-II 127/2003.

REQUEST FOR DEMARCATION.

Mst. Hameed Katoon of Mianwalli alleged in her complaint that demarcation of her land had not been conducted by the concerned Agency. Being aggrieved, she approached the Provincial Ombudsman, to issue direction to the DC.O to help her out of the agony.

With the active efforts of this office, the needful was done and the complaint of the lady was disposed of being fructified.

Complaint No. 7428/2002 D-II 1017/2002

REQUEST FOR PAYMENT OF PENSION.

Complainant, Munawar Hussain Tariq from abroad sent a complaint to this office stating that after the death of his father, Ch. Abdul Karim, who served the Agriculture Department many years, family pension was not being paid to the widow of the deceased, Mst. Ghulam Ayesha, mother of the complainant. He, therefore, prayed for the release of the pension to the widow.

On receipt of notice from this office, the grievance was resolved and pension to the widow of Ch. Abdul Karim was released.

Thus, by the intervention of this office, the family pension was got released to a widow and the complaint was disposed of being fructified.

Complaint No.7679/2002 D-II 1053/2002.

PAYMENT OF DUES.

Complainant Mst. Hanifan Bibi widow of Muhammad Rafique from District Sargodah lodged a complaint stating therein that her husband, who was serving as Veterinary Assistant in L & D.D Department, died on 28-06-2000. She applied for grant of death claim of Rs.30,000/- but the Agency did not pay any heed to her request. After failure, she approached the Provincial Ombudsman, seeking her help.

By the efforts of this office, an amount of Rs.25,000/- through cheque No. 394783 was paid to the complainant and her grievance stood resolved.

Complaint No.3685/2002 D-II 220/2003.

SANCTION OF MUTATION OF INHERITANCE.

Mst. Shehzan Begum Widow of Ghulam Nabi brought grievance that Agency, Revenue Department was neither entering nor sanctioning mutation of inheritance in favour of her as well as in favour of her son Adnan Hussain. When the matter was referred to the Agency and a report was asked to be filed, it was reported that mutation of inheritance of Ghulam Nabi deceased was sanctioned in favour of his legal heirs. As a result thereof the complaint was disposed of being fructified.

Complaint No.1760/2003-D-III-170/2003

ABUSE OF POWERS

Zahida Perveen, R/o Madni Market, Chowk Sarwar Shaheed, Tehsil Kot Adu, District Muzaffargarh, complained that, after availing maternity-leave, from 9.12.2002 to 9.3.2003, she was not taken up on duty, by the Principal, Government Girls High School, Tehsil Kot Adu, in an arbitrary manner. She had one minor son who was physically disable. Therefore, he required full attention by her. Her class-result was 100%.The said Principal treated her in a rough manner. Therefore, she approached this office for redressal of her grievance.

The matter was taken with the Agency which took the complainant on duty under its letter No.327 dated 18.6.2003. She was allowed to perform her duties in the previous place of posting i.e. Government Girls Higher Secondary School, Chowk Sarwar Shaheed, Tehsil Kot Addu.

Thus, grievance of the complainant was redressed with the intervention of Provincial Ombudsman.

Compliant No.7886/2002 D-III-1027/2002

FINANCIAL ASSISTANCE

Mst. Dawa Jan, R/o Haroon Abad, District Bahawalnagar complained that her husband died, leaving behind one daughter whose marriage was solemnized on 15.3.2001. He applied for Marriage Grant from the office of District Benevolent Fund Board, Bahawalnagar, but to no avail.

The matter was taken up with the Agency which allowed the marriage grant of Rs.5000/-, in favour of the complainant, from the Welfare Fund.

The grievance of the complainant was, thus, redressed with the intervention of the Provincial Ombudsman.

Complaint No.3934/2003 C-III-79/2003

REQUEST OF A PRISONER AT JHANG TRANSFER TO CENTRAL JAIL, MULTAN.

Muhammad Javed Iqbal S/o Muhammad Sharif a condemned prisoner, District Jail, Jhang, filed the complaint that he was convicted in a case under Section 302 PPC, registered at Police Station Kamalia. According to him he was resident of Tehsil Kabirwala, District Khanewal. His old parents and a handicapped brother live in Tehsil Kabirwala and it is highly inconvenient for them to visit him in District Jail, Jhang. He, therefore, requested that he may be transferred to Central Jail Multan, on compassionate grounds.

The matter was taken up with the agency concerned i.e., Secretary, Home Department Government of the Punjab, Lahore. In its first report, the agency defended its order of transferring the complainant to District Jail Jhang, but later on keeping in view his family circumstances the petitioner was transferred to Central Jail, Multan. The petitioner was thus granted desired relief on the intervention of this office.

Complaint No.557/2003-POP/C-II-29/2003

GRANT OF FAMILY PENSION AND PAYMENT OF GRATUITY.

Qari Muhammad Saif Ullah Khalid, husband of Mst. Razifa bibi complainant, was Khateeb Jamia Masjid, The Mall Murree. He expired on 06-04-2000.

The complainant came to this office with the grievance that family pension had not been sanctioned by the Auqaf Department despite that a period of more than two years had since passed. The amount of gratuity had also not been paid. She sought intervention of the Provincial Ombudsman for the redressal of her grievance.

The matter was taken up and pursued with Zonal Administrator Auqaf Rawalpindi Zone and the Chief Administrator Auqaf, Punjab.

In the reply eventually submitted by the Zonal Administrator dated 16-08-2002, it was stated that the family pension had been granted to the complainant. An amount of Rs.2,35,493/- as arrears of pension and gratuity were paid to her on 19-06-2003.

The grievance of the complainant was redressed.

Complaint No.C-653/2003-Adv-II-57/2003

ALLOCATION/POSSESSION OF PLOT

Mst Amtul Rauf criminated excesses to which the staff of LDA had subjected her by depriving her right for allotment of plot in lieu of the owned land measuring 3 kanals and 7 marlas acquired in 1979 for M.A.Johar Town Scheme. Ever-since, neither allocation of plot in M.A. Johar Town was finalized nor exemption proceedings finalized nor possession of plot was delivered. She ran from pillar to post but it was of no avail. She sought direction to the authority for grant of relief in respect of her genuine grievance. The Agency admittedly stated that action in this case which was over due, had not been finalized. The case history was a sad reflection of ill-working, routine rut, inordinate delay and inefficiency perpetuating among

Sections of Record Keeper, S.O/LD, DDE, LAC & DDE Accountant. The movement of the file started on 30.6.1992 whereafter on 12.1.1995 the Allocation Committee resolved to allocate a plot without ascertaining the status of the plot which was under illegal possession. Thereafter, for six years, the file showed no movement until on 31.7.2001.to 31.12.2002, the file had moved to and fro among the same sections of LAC, DDE etc. The staff had been so care-free with prevailing inertia that they did not pin-point the status of the then allocated plot under illegal occupation until this office took cognizance of the issue and that the complainant, on visit of the site, found it so. On perusal of the record file, it can not remain un-noticed that the working of the said Sections of LDA was far from being satisfactory which situation in this context called for revamping at middle and lower tiers of LDA set-up. It was after persistent goading and follow-up action of this forum that the case had been finalized.

The complainant was given revised allocation/possession of plot No. I Block Q, M.A. Johar Town Scheme, Lahore vide LDA (Estate) office No.

Complaint No.C.5429/2002-Adv-II-568/02

EXEMPTION FROM PAYMENT OF PROPERTY TAX

The complainant widow claimed to have owned and had self-occupied house No. 180 Asif Bloock, Allama Iqbal Town Lahore. She was aggrieved on account of tax demand of Rs. 1325/- for the year 2002-2003. She stated that he husband expired on 05.01.2002. She agitated that the demand was illegal, void and in-operative u/s 4 of PUIPT ACT (V) of 1958 duly amended and enforced w.e.f. 1.7.1989. She invoked the jurisdiction of this forum for grant of relief. Cognizance of the issue was taken and proceedings persistently followed. The Agency regretted its apathy and submitted to have accepted the contention in the complaint and in

confirmation thereof issued necessary Clearance Certificate. This complaint was brought to fruition.

Complaint No:3838/2002 D-III 237/2003

ILLEGAL HARASSMENT.

Syeda Saqia Kausar Bokhari D/o Syed Nazir Hussain Shah Bukhari R/o Mouza Jasooki, Gujrat, complained that her father died since long in the past. He owned a valuable property. Her brother-in-law, namely Syed Muzhar Hussain Shah, had extended threats of abduction as well as murder to her. The complainant had succeeded her father in all of the properties. The said brother-in-law intended to deprive the complainant from inheritance. The matter was reported by her to the Police, but of no avail.

The matter was taken up with the Agency. Necessary protection was provided to her by the Agency and a case was registered by the Agency against Syed Muzhar Hussain Shah and he was sent to Jail under a Judicial Remand.

The grievance of the complainant was, thus, got redressed, with the intervention of Provincial Ombudsman Punjab.

Complaint No.C- 6716/2002-567/2002(C-I)

REVISION OF FINANCIAL ASSISTANCE.

Mst. Khalida Jabeen widow lodged complaint that the amount of financial grant out of Benevolent Fund had not been revised by the Administrative Officer (B.F), Lahore , on the basis of BS-18 allowed to complainant's deceased husband after his death w.e.f. 16.7.1999. She, therefore, requested that the Administrative Officer (B.F), Lahore may be directed to revise the amount of financial grant out of benevolent fund on the basis of BS-18.

The matter was taken up with the Administrative Officer (B.F), Lahore for doing the needful in accordance with law and he as a result of efforts made by this office revised the amount of financial grant out of benevolent fund on the basis of BS-18 allowed to complainant's deceased husband after his death. The grievance voiced in the complaint thus was got redressed.

Complaint No.C-6144/2002-511/2002(C-I)

ISSUANCE OF DUPLICATE COPY OF FAMILY PPO.

Mst. Nusrat Parveen widow complained that she has not been issued family PPO on the death of her deceased husband, ex employee of office of the D. P. I (C), Punjab Lahore by the Accountant General, Punjab. She contended that the Accountant General, Punjab had issued family PPO to the Treasury Officer, Lahore which had been misplaced in the transit. She, therefore, requested that the Accountant General, Punjab may be directed to

issue duplicate copy of family PPO to the Treasury Officer, Lahore so that the complainant may receive the family pension.

The matter was taken up with the Accountant General, Punjab for issuance of duplicate copy of family PPO who in compliance issued duplicate copy of the family PPO to the Treasury Officer, Lahore, with the result that the complainant was paid the arrears of family pension and was also delivered the family PPO to receive the pension in future. The grievance voiced in the complaint thus was got redressed.

Complaint No.C-5204/2003-363/2003(C-I)

FINANCIAL GRANT OUT OF ZAKAT REHABILITATION PACKAGE.

Miss. Saadia Zameer, resident of House No.20 Shafqat Street No.90, Main Bazar Chaman Bagh, Rajgarh, Lahore complained that she had submitted an application to the Chairman, District Zakat & Ushr Committee, Lahore on 7.11.2002 vide diary No.1900 for financial grant out of zakat Rehabilitation Package and that no action, so far, has been taken on her application by the respondent. She contended that her father is an aged person having no source of income, therefore, she being the elder daughter of her father intended to purchase knitting machine to earn her livelihood and also to support and look after her father namely Allama Zameer Ahmed Bin Yamin, ex-journalist.

The Chairman, District Zakat & Ushr Committee, Lahore accordingly was directed to process complainant's request in accordance with law, who during local inquiry found complainant's request as genuine, therefore, issued cheque No.B-481640 in the sum of Rs.10000/- in favour of the complainant out of zakat Rehabilitation Package for the purchase of a knitting machine.

Community Welfare

Complaint No.5222/2002- C-I-447/2002

POSTING OF ADEQUATE TEACHING STAFF IN GOVT. BOYS PRIMARY SCHOOL, KHAGLANWALA, TEHSIL ESA KHEL, DISTRICT MIANWALI.

Mr. Ata Muhammad etc., residents of Village Khaglanwala, Tehsil Esa Khel, District Mianwali, complained that the Executive District Officer (Education), Mianwali had not posted adequate teaching staff in Government High School, Village Khaglanwala, Tehsil Esa Khel, with the result that the students of the school were not being taught properly. They, therefore, requested that the Executive District Officer (Education), Mianwali may be directed to post adequate teaching staff in the school.

The Executive District Officer (Education), Mianwali was accordingly directed to post adequate teaching staff in Government High School, Khaglanwala, Tehsil Esa Khel. Accordingly, on intervention by the Provincial Ombudsman, Punjab the E.D.O. (Education), Mianwali posted adequate teaching staff in the school and thus grievance of the residents of the area was got redressed.

Complaint No:4157/2002 C-III 129/02

CLEARANCE OF VILLAGE PATH.

Sikandar Khan S/o Malay Khan, R/o Kot Fattoki, Tehsil Chunain, District Kasur, filed a complaint on behalf of the residents of the village, Kot Fattoki, that village-path situated in Khasra Nos.571 & 573 had been encroached upon by the adjoining land-owners, namely Noor Muhammad etc. As a consequence, the majority of residents of the village were suffering

great inconvenience due to encroachment of the said common path. It was requested to the Provincial Ombudsman that the village thorough-fare may be got retrieved.

A report in this behalf was obtained from DDO(R) Chunian, who personally appeared and revealed that the encroachment had been removed and the village path in question retrieved. The legal action taken by the DDO(R)/Collector Chunian, thus provided necessary relief to the residents of the village. Thus a public nuisance was removed and relief provided to the residents of the village, on the intervention of this office.

Complaint No.899/2003-C-II-48/2003

RESTORATION OF ELECTRICITY CONNECTION OF LIFT PUMPS

Muhammad Aamer Rafique, Muhammad Aslam and other complainants, land owners of Chak Nos.24/2-R, 25/2-R and 26/2-R, Tehsil and District Okara, lodged a complaint that canal water was supplied for the irrigation of agricultural land of the aforementioned Chaks through lift pumps for which electricity was supplied by WAPDA.

Since the electricity bills were not paid regularly and in time by the Sub Divisional Canal Officer and Executive Engineer, Okara Canal Division, the electricity supply was frequently disconnected by WAPDA authorities and the meters were also removed by them. Resultantly the canal water supply to their land was interrupted. During the last six months ending February 2003, meters were removed thrice by WAPDA authorities on account of non-payment. The non-supply of canal water, therefore, badly affected the standing crops. They approached the Sub Divisional Canal Officer and Executive Engineer, Okara Canal Division but of no avail. The complainants being aggrieved requested the Provincial Ombudsman to intervene and direct the XEN Okara Canal Division for payment of outstanding electricity bills and get the electricity connection of the lifts pumps restored.

Notices were accordingly issued to the Executive Engineer, Irrigation Okara Canal Division and Superintending Engineer, Lower Bari Doab Canal Circle Sahiwal.

In his reply dated 19.3.2003, the SDO admitted that the electricity connection of the lift pumps was disconnected thrice by WAPDA authorities on account of non-payment of electricity bills. The reason was non-provision of funds by the Government in that behalf. This position was brought to the notice of the Chief Engineer, Multan Zone who arranged some funds to clear the outstanding bills. In the meanwhile, the control of lift pumps was transferred to the Executive Engineer, Balloki Canal Division who on the directions of this Office got the electricity connection restored after making payment of outstanding bills and the lift pumps started functioning at site. The grievance of the complainants was thus got redressed by this Office. However, the Chief Engineer Irrigation, Multan Zone was advised to ensure constant provision of funds under the relevant Head of Account to the XEN Balloki Canal Division for payment of electricity bills of the lift pumps.

Complaint No.7414/2002-C-II-527/2002

GRIEVANCE AGAINST ILLEGAL 'NAKKA' AND WRONG 'WARA BANDI'

Ch. Muhammad Javed and other complainants, the land owners of Chak No.184/RB, Tehsil Safdarabad, District Sheikhpura and irrigators of outlet No.26508/R of Rajbah Neelianwala (Rajbah Shahkot), lodged complaint that Muhammad Tufail, Muhammad Ikram and other respondents, had made illegal 'Nakka' at Killa No.19. It was complained that the Irrigation Department did not take any action against them nor 'Tawan' cases were initiated against them. They also applied for 'Tarmim' in 'Wara Bandi' as the existing 'Wara Bandi' was defective and incorrect but that case was also lying unattended. They, therefore, had to approach the Provincial Ombudsman for intervention.

On notice, the Executive Engineer/Divisional Canal Officer, Upper Gogera Canal Division, Sheikhpura, got the new 'Wara Bandi' sanctioned by the Deputy Collector/Sub Divisional Canal Officer, Upper Gogera Canal Division. 'Tawan' cases were also initiated against the respondents to be decided in accordance with law in due course of time. Muhammad Javed complainant also confirmed the said actions.

The grievance of the complainant was thus got redressed.

Complaint No.IMP-133/02/C-IV-28/02

POSTING OF S.S.T. (SCIENCE)

The complainants lodged this Implementation Petition stating that no Science Teacher had been posted by the Education Department in the High School of their village despite direction issued by the Ombudsman and the future of the students was being ruined.

Notice was issued to the agency. The E.D.O. Chakwal informed that Mr. Inayat Ullah S.S.T. (Science) had been posted in the Govt. High School, Pira Fathial, who resumed duty in the said school. The grievance of the complainants was thus got redressed by this office.

Complaint No.2157/02-DI-171/02

GRANT OF SALARIES IN ACCORDANCE WITH NEW PAY SCALES

The complainant, being the General Secretary, Parks and Horticulture Authority (PHA), Staff Union, Lahore, voiced a complaint that the respondent Agency had not granted salaries to the work-charged and daily wages employees according to the new Pay Scales and as such prayed for redressal of their grievances.

On a notice from this office, the respondent Agency stated that the case for revision of pay scales had been submitted to the Governor Punjab for approval. After its receipt, the new pay scales would be granted to the employees of PHA.

In view of the report submitted by the respondent Agency, the grievance of the complainant having been redressed, the case was concluded.

Complaint No.3792/02/D-IV-832/2002

NON-PROVISION OF BASIC AMENITIES

A complaint was filed by Noor Muhammad, R/o Iqbal Colony, Sargodha alleging that T.M.O Sargodha was not providing clean drinking water and street-lights. The said Administration is also reluctant to repair the dilapidated roads in Sargodha, which was causing great hardship to the public. The complainant invited attention of the T.M.O. a number of times but to no avail. Finally he approached the Provincial Ombudsman for interference for the sake of public welfare.

Notices were issued to the agency which took necessary step to solve the public problems and as a result, the complainant filed acknowledgment that his grievances had been redressed. The complaint was thus disposed of for being fruitful.

Complaint No.3203/02-D-IV-783/02

NON-SUPPLY OF DRINKING WATER/ ARRANGEMENT FOR SEWERAGE SYSTEM

Aamir Waheed Sheikh and others, R/o Main Bazar, Lala Musa, District Gujrat, lodged a complaint alleging that the Town Committee Lala Musa/TMO Kharian, District Gujrat were not providing drinking water as well as sewer system in Halqa No.3 of Lala Musa Town. The complainants requested the Provincial Ombudsman to issue direction to the authority for providing these facilities.

Notice was issued to the Agency to report in the matter. The Agency after making arrangement for the supply of neat and clean water pipes and that of sewerage system, reported that the needful had since been done. With the submission of this report the grievance of the complainants stood fructified.

Complaint No.C-7052/ADV-I-529/2002

REMOVAL OF UNAUTHORIZED SPEED BREAKERS.

It was contended by Mr. Abdul Razik Khan (complainant) residents of Chak No.395/JB Sada Arrian Tehsil & District Toba Tek Singh that the residents of Chak No.392/JB and 395/JB Sada Arrian in District Toba Tek Singh had raised illegal obstacles on Link Road causing hindrances to the smooth flow of traffic. The complainant requested for the removal of those obstacles.

The matter was taken up with the Agency. The District Officer (Roads) Highway Division, Toba Tek Singh reported that suitable action was taken and unauthorized speed-breakers constructed by the residents of both the villages, mentioned above were removed. The grievance of the complainant was therefore redressed. The complaint was disposed of accordingly.

Complaint No.C-7289/ADV-I-548/2002

ILLEGAL DEMAND OF COMMISSION FEE BY THE COMMISSION AGENTS IN GRAIN MARKET TOBA TEK SINGH

The complainant Mr. Shaukat Ali President of Anjuman-e-Rehri Chhabri Farooshan Toba Tek Singh contended that the Commission Agents in the Grain Market were demanding commission on sale of vegetables etc. without any justification and in violation of the rules on the subject.

The matter was taken up with the Agency. The Secretary Market Committee Toba Tek Singh reported that the matter was attended to and the grievance of the complainant had been redressed. The complaint was disposed of accordingly.

Complaint No.7507/02-POP-C-II-530/02

SUPPLY OF WATER FROM 'KURRAM' RIVER.

Khizar Hayat Khan, a land owner of Mauza Khaglanwala Tehsil Essa Khel District Mianwali, lodged complaint on behalf of the land owners who irrigated their land from River Kurram stating that an area measuring about 2000 Acres was irrigated from River Kurram through private 'Wayalat' (private channels). It was stated that in January-1986 irrigation Department took over control of 'Kass Umar Khan' to which water was also supplied from River Kurram.

It was complained that River water was not adequately supplied to the 'Wayalat' (private channels) by the Irrigation Department in accordance with 'Rewaj-eAabpashi' of the 2nd statement of the year 1907-08 of Essa Khel Tehsil. The intervention of the Provincial Ombudsman was sought for in the matter.

Report was called for from XEN Irrigation Kala Bagh Canal Division, Daud Khel District Mianwali and Chief Engineer Irrigation Sargodha Zone in the matter.

In the reply submitted by the Executive Engineer on 07-01-2003 and 06-03-2003, it was admitted that the control of 'Kass Umar Khan' canal system at River Kurram was taken over by the Irrigation Department in the year-1986. It was stated that the Department was running the Project

according to their own system and procedure. The private land owners had their own supply and regulatory system to irrigate their lands from River water. The Department had no concern with it.

The reply further showed that 'Abiyana' was not assessed against the land owners who irrigated their land through 'Wayalat' (private channels). Demand of 'Abiyana' was raised against those land owners who irrigated their land by 'Kass Umar Khan' maintained by the Department.

It further revealed that there was no Head Regulator across River Kurram which could regulate the water supply from the river. Temporary diversion was made by the Department by raising bund after each freshet. An amount of Rupees One Million was spent for the purpose every year. The private land owners had their own arrangement for diverting the River water to their lands.

Admittedly a large area was irrigated from River Kurram but there existed no Head Regulator across the River to regulate the water supply.

In view of the position, Secretary Irrigation was directed to take immediate necessary steps to get included the scheme for construction of the Head Regulator at River Kurram in the Annual Development Programme for the year 2003-2004 and arrange funds for its execution on priority basis in the public interest.

Complaint No.3535/02 D-II 465/2002

COMPLAINT FOR REDRESSAL OF GRIEVANCE.

The complainants voiced their grievance that Market Committee received huge amount from them, i.e. commission agents for the purpose of shifting the Market to a new site belonging to the Pakistan Railways. They further stated that the Market could not be shifted at the new site and allotments made in their favour were cancelled without refund of money. They were also put under payment of fine.

By the efforts of this office, the grievance of the complainants was redressed as the Market was shifted to the new place through a proper notification by the concerned quarters. Further more, the fine imposed on them was also set aside as being not justified.

Complaint No.3208/2003 D-II 177/2003

COMPLAINT FOR REDRESSAL OF GRIEVANCE.

The complainant, General Secretary, Human Rights and Civil Liberties from Khushab sought that District Government Khushab did not provide relief to the people of District Khushab against drought by committing violation Article 25 of the Constitution of Pakistan, whereas other District Governments provided relief to their people against drought.

The matter was taken up with the concerned Agency. The District Government Khushab, reported that through a project namely "DERA", different schemes had already been started. Some of them had been completed and the others were under process.

The complainant through his rejoinder intimated that he was satisfied as his grievance stood resolved with the efforts of this office.

Complaint No.3212/03-D-III-207/03

USE OF SCIENTIFIC CALCULATORS IN THE EXAMINATION

Shahid Bukhari R/o Faisal Town, Lahore, complained that the candidates appearing in General Maths & Statistics-Papers of B.Sc. Examination were deprived of the facility of using scientific calculators in the Examination Hall, by the Centre Superintendent which had affected the complainants as well as the other candidates adversely.

The matter was taken up with the Agency, which issued directions to all the Centre Superintendents to allow the use of scientific calculators, without mini computer to the complainants, as well as to other candidates, in the subjects of Statistics, Mathematics and Computer Studies.

The grievance of the complainant was, thus, got redressed with the intervention of the Provincial Ombudsman.

Compliant No.2088/2003-D-III-214/03

SPECIAL CHANCE

Muhammad Hamid Sultan alongwith 32 students, lodged a complaint to the effect that he was a poor student and was unable to afford further expenses for his education. Most of the students had passed their 2nd year Examination. They had been studying in the 3rd year for the last 8 months. Only one subject of 1st year was to be cleared by them. They were to be over-age in the near future for the purpose of their admission in other fields. Therefore, a request was made by them to the Agency for a special chance of examination, but to no avail.

The matter was taken up with the Agency which allowed a Special Chance to the complainant as well as to other students whose result was declared "No Chance" in the Second Annual Examination 2002.

The grievance of the complainants was, thus, redressed with the intervention of the Provincial Ombudsman.

Complaint No.C-3989/03/ADV-I-210/03

PRAYER FOR PROVISION OF SOFT DRINKING WATER.

Complainant Haji Malik Muhammad Hanif etc. alleged in the complaint that drinking water supplied by Water and Sanitation Agency, Rawalpindi Development Authority Rawalpindi was contaminated and not suitable for human consumption.

The matter was taken up with the Agency. The Managing Director Water and Sanitation Agency, Rawalpindi Development Authority, Rawalpindi reported that the grievances of the complainants had since been redressed.

Complaint No.C-4635/2003/ADV-I-315/03

PRAYER FOR ISSUANCE OF BILLS REGULARLY.

Complainant Muhammad Amjad Farooq alleged in the complaint that water and Sanitation Agency, Faisalabad Development Authority Faisalabad was not issuing the bills regularly resulting in hardship for making payment of these bills.

The matter was taken up with the Agency. Water and Sanitation Agency, Faisalabad Development Authority, Faisalabad reported that the grievance of the complainant had since been redressed. The complainant also submitted an application intimating this office that due to intervention by this office his grievance had been redressed.

Complaint No.5407/2003 C-III-106/2003

REMOVAL OF ENCROACHMENTS.

Abdul Majid & others R/o Chak No.37/10-R Tehsil Jahanian, District Khanewal, filed the complaint that a development scheme comprising of soling of streets and sewerage drains had recently been completed after spending about Rs.49 lacs. Some of the persons namely Khuda Buksh S/o

Rukan Din, Shafqat S/o Fazal Din, etc had raised encroachments on the drains and blocked the flow of the water. As a result of blockage, the remaining part of the drain as well as the soling of the streets was being damaged. The complainants requested for immediate removal of the abstraction from the drain.

The matter was taken up with the agency concerned i.e., DCO Khanewal, who requested the Tehsil Nazim, Incharge Tehsil Municipal Administration Jahanian, to remove the encroachments on the drain. The Tehsil Nazim/Incharge TMA Jahanian finally reported that the encroachments pointed out by the complainant had been removed in order to protect the sewerage as well as soling recently constructed by the development agency. The complainants also showed satisfaction over the action taken by the agency. Thus a public nuisance was got removed and the public property was protected by the intervention of this office.

Complaint No.8172/2002/C.V-198/2002

GRANT OF SANCTION FOR COMPUTER SCIENCE CLASSES

The complainant lodged complaint alleging that the Principal Govt. College for Women Wahdat Colony, Lahore did not allow the students to adopt computer Science as subject during the year 2002 to 2003 which created hardship for the students in their Educational Career. It was further alleged that as per version of the Principal, the Secretary Higher Education Lahore did not permit Computer Classes. The complainant prayed for ordering the Education Department to start Computer Science Classes in the interest of students.

The report was called from the Principal who reported that N.O.C of Secretary Education Punjab is necessary to run the B.C.S Classes. She

further reported that permission of Punjab University is also necessary for this purpose. In view of the report of the Principal, the matter was referred to Special Secretary Education Lahore to file report in this respect but of no response despite 17-Notices. Special Secretary Higher Education, Lahore was therefore contacted on Phone on 7-6-2003 and was asked to depute an officer to attend, whereupon Principal of the College attended this office the same day and filed her second report and also stated that the subject of Computer Science was introduced in BA/BSc Classes in her college during the year 2003-2004. Due to intervention of this office a large numbers of students were thus benefited.

Complaint No.7109/2002/C.V-221/02

RESTORATION OF ELECTRIC/WATER CONNECTION

The complainant lodged this complaint alleging that there was no water connection in Govt. Girls Middle School Hassan Park Ghorey Shah Lahore and due to non-availability of water the students were facing great difficulty. It was further stated that the connection had been disconnected by the WASA, Lahore due to non-payment of bill which had arisen to the tune of Rs.12,500/-. It was prayed that an enquiry be got conducted into the matter and grievance of the students be got redressed.

Matter was referred to the Dy. DEO (W-EE) Lahore Cantt: and Director General WASA, Lahore. During the proceedings of the case the complainant submitted that Electricity had also been disconnected and the students were facing much inconvenience. The DEO (W-EE) Lahore Cantt was asked to explain the matter who submitted that Electric connection and water connection were got installed by some philanthropist without the permission of the department and the department was not bound to pay the bills.

The department was directed to resolve the problem in the best interest of the students. The case was still under process when the

department reported that Electric bill as well as water supply bill have been paid and both the connections have been regularized.

The complainant stated that due to intervention of this office the grievance of the students was redressed.

Complaint No.5199/2002/C.V-185/02

AWARD OF SCHOLARSHIP

A complainant lodged complaint stating that during the year 1999-2000 the students of his school appeared in 5th class examination out of whom two students stood 1st in the District and one 2nd in the district but they were not awarded scholarship by the Education Department despite repeated requests. The complainant prayed for intervention by the Ombudsman.

Notices were issued to the agency i.e., DEO (M-EE) Okara, District officer (Budget & Finance) Okara and Secretary Finance Punjab Lahore. The case was still under process when Mr. Miraj Din Gill DEO (EE-M) Okara made statement on 19-08-2003 that three students of the school of the complainants namely Sajid Ali, Tahir Yaqub and Muhammad Tahir had been awarded scholarship vide order dated 18-08-2003.

Due to intervention of this office three students got scholarship.

Complaint No.3468/03 D-IV-138/03

DEVELOPMENT WORK

Muhammad Younis S/o Ali Bahadur R/o Post Office Maryala Tehsil Jand District Attock complained that the agency provided a Water Supply Scheme to his village but the same had been disconnected and water supply had been stopped for last 12 months for unknown reasons.

Matter was taken up with the agency. TMO, TMA Attock submitted that Peer Abbas Mahai-ud-Din MPA had provided funds for development work vide letter No.1053/EDO(F&P)/AK/AA/DOP dated 30.08.2003. Complainant also submitted that his grievance had been redressed.

Complaint No.1350/2002-POP/C-II-273/02

SUPPLY OF ELECTRICITY.

Mst .Zareena Akhtar Begum and other lady complainants, the residents of Ahata Hazrat Pir Shah Ali Rangraze Inside Pakistan Railways Headquarter office, Empress Road, Lahore, lodged complaint that the said property belonged to Auqaf Department, Government of the Punjab where they were residing for the last about 100-years.

It was stated that electricity was supplied to them by the Pakistan Railways on commercial rates for the last about 50-years. They regularly paid the electricity charges.

The electricity was disconnected on 17-01-2001 by the orders of Federal Minister for Railways. The residents of the property approached Lahore Electricity Supply Company (LESCO) Authorities, WAPD, Lahore for supply of electricity. Demand notice for an amount of Rs.3,28,390/- was issued by LESCO to Secretary Auqaf on 25-10-2001 for installing main electricity line with 50 KV transformer.

It was complained that Secretary Auqaf refused to deposit the aforesaid amount with LESCO despite that they were tenants of the Auqaf Department. It was stated that they were without electricity for the last more than 2-years.

It was prayed that direction be issued to Secretary Auqaf, Government of the Punjab to arrange supply of electricity to the residents of the above said Abadi and deposit the amount of demand notice with LESCO Authorities.

The matter was taken up and pursued with Secretary/Chief Administrator Auqaf Punjab, Lahore. During investigation of the complaint it was brought to the notice of this office that LESCO Authorities revised the demand Notice and issued fresh Demand Notice for Rs.2,21,861/- to Secretary Auqaf Department.

The Auqaf Department eventually deposited the aforesaid amount with the LESCO, on 15-04-2003. The matter was then further pursued with LESCO Authorities to install the main electricity line for the aforesaid Abadi/Property.

Mr. Farzand Ali husband of Mst. Iqbal Begum complainant who appeared in this office on 24-09-2003 stated that main electricity line had been installed and the grievance of the complainants had been redressed. He submitted written statement of the complainants to the above effect also.

The representative of the Auqaf Department who was also present in this office on 24-09-2003 confirmed the aforesaid position.

The grievance of the complainants was got redressed.

Complaint No.5636/2003-POP/C-II-291/03

SHORTAGE OF CANAL WATER AT THE TAIL OF RAJBAB GHULAM WAH.

Ch. Nazir Ahmad & Other complainants, the land owners of Mauza Gurmani Gharbi Tehsil Kot Addu District Muzaffargarh and irrigators of Rajbah Ghulam Wah, lodged complaint that the big land owners belonging to Qureshi, Gurmani & Khar Tribes, who were also irrigators of the said Rajbah, irrigated their land unauthorisedly and consequently there occurred acute shortage of canal water at. the 'Tail'.

It was complained that virtually they were not receiving canal water at the 'Tail' for the last about three years. They brought the matter to the notice of the concerned officers of the respondent Agency, District Nazim Muzaffargarh, Chief Minister Punjab and Governor Punjab but of no avail.

It was prayed that direction be issued to the Executive Engineer and the Sub Divisional Officer to ensure authorized supply of canal water at the 'Tail' of the Rajbah.

Report was called for from Executive Engineer Kot Addu Canal Division, Kot Addu in the matter. In the reply submitted by him dated 03-09-2003, it was stated that he alongwith sub Divisional Canal Officer repeatedly inspected and checked the 'Tail' of Ghulam Wah minor during current Kharif season and observed that the 'Tail' was drawing Canal water as per its due share. The statement showing 'Tail' position for the period from 01.05.2003

to 06.09.2003 was also submitted with the reply, the perusal whereof revealed that by and large the 'Tail' was drawing canal water as per sanctioned scale of one foot at the 'Tail'.

The reply further showed that the occurrences of theft of canal water from the aforesaid minor were reported to the local police for registration of criminal cases against the culprits. The 'Tawan' cases initiated against the land owners, who irrigated their lands from unauthorised supply of canal water, were also reported to be under process and would be decided in due course of time.

The Sub Divisional Canal Officer who appeared in this office on 29-09-2003 to defend the complaint stated that they were exercising strict vigilance to minimize the incidents of theft of canal water from the Rajbah to the maximum extent and to ensure authorised supply of canal water at the 'Tail'.

In view of the above stated position, no further intervention was deemed appropriate by this office in the matter.

COMPLAINT No.RP.160/2002-C-IV-11/02.

AWARD OF STIPEND.

The petitioner filed this petition for reviewing the earlier order dated 07.10.2002 passed by the Provincial Ombudsman Punjab in Complaint No.3439/2001/C-IV-187/2002, wherein it was held that: -

"As per report of the D.E.O. (S.E.) Gujrat no funds were allocated by the Govt. for payment of stipend to the students, the complaint is, therefore, disposed of with the observation that the D.E.O. (S.E.) Gujrat will disburse the scholarship to the students entitled as soon as the funds are received."

The matter was referred to the E.D.O. (Education) Gujrat, D.E.O. (S.E.) Gujrat and E.D.O. (Finance & Planning) Gujrat.

After a protracted correspondence the E.D.O. (F&P) Gujrat informed that the funds had been allocated.

The D.E.O. (S.E.) Gujrat was moved in the light of the report of the E.D.O. (F&P) Gujrat and the D.E.O. (S.E.) Gujrat informed that stipend was released in favour of the entitled students for the period 01.04.1999 to 31.3.2001 and 01.04.2003 to 31.03.2004.

The son of the complainant did not come on merit, he was therefore, not awarded the scholarship. Any how 37 male students and 24 female students were awarded the scholarship due to intervention of this office, which were pending payment since the year 1999.

Complaint No.1451/2003 D-II 108/2003.

NON-AVAILABILITY OF BORE AND TURBINE

The complainant Muhammad Aslam from District Khushab filed the complaint that Government installed Turbines in the area for supply of water on the basis of 50% contribution by the concerned Land Lord and 50% by the Government. Subsequently however, the Government abandoned the said scheme. The complainant sought that direction be issued to the Agency/D.C.O, Khushab to provide necessary funds for the said purpose.

The matter was taken up with the Agency and a report was furnished that under the "Dera Project" the Government had started a scheme to install 300 Peter Pumps in the area on the same terms and conditions as were for installation of Turbines.

The complainant filed his rejoinder that their grievance had been resolved with the intervention of this office. The complaint was disposed of being fructified.

Complaint No.6882/2003 D-III 455/2003

RESERVATION OF SEATS FOR THE PURPOSE OF ADMISSION

Bilal Ahmad S/o Wlayat Hussain Mohallah Imranpura, Jalalpur Jatan, District Gujrat, complained that he appeared in B.A. Examination for the year 2003, and result thereof, was not declared since then, by the Agency. It was in the mean time that the University of Engineering and Technology got conducted an Entry-Test on 27.7.2003 for the purpose of Admission in higher classes. It was agitated by the complainant, before this office, that he was, thus, to be deprived of his right of Higher Education. No seat was reserved by the admission committee for the candidate whose result had been with held by the Board of Technical Education Punjab Lahore. These circumstances compelled the complainant to approach this office for redressal of his grievance.

The matter was taken up with the Agency. Who accommodated the complainant as well as other students by providing one week extension in time for filing applications for Admission. This extension in time was to be commenced from the declaration of result by the B.O.T.E. Punjab, Lahore.

The grievance of the complainant, as well as of the other candidates, was, thus, got redressed with the intervention of Provincial Ombudsman Punjab.

Complaint No.7325/2003 D-III 489/2003.

MATRIC-EXAMINATION UNDER THE OLD COURSE

Umar Farooq etc. R/o 28-Main Multan Road, Chouburgi, Lahore, complained that they appeared in annual examination, of matric, for the year 2003 but they failed to qualify the said examination. The Admission-Form, for

re-examination, was declined by the Agency, on the grounds that complainants were required to appear in the examination, in accordance with the New Syllabus & Scheme. The refusal was pleaded, by the complainants, as arbitrary, unjust & unwarranted, under the previous practice and procedure of the Agency. In these circumstances, the complainants had approached this office for redressal of their grievances.

The matter was taken up with the agency who provided a Special Chance to the complainants, for clearance of the Matric-Examination, in accordance with the Old Syllabus.

Special permission was granted to the complainants with the intervention of Provincial Ombudsman, Punjab. The grievance was thus redressed.

Complaint No.7791/2002 D-III1011/2002.

POSTING OF SCIENCE-TEACHERS.

Muhammad Azhar Advocate & others, R/o Talamba City, Tehsil Mian-Chanoo, Khanewal, complained that there was no Science-Teacher in the Girls Higher Secondary School, Talamba despite the fact that the city had a population of about 50,000/60,000 persons. The students had no option but selection of Arts-Subjects only. This was a height of mal-administration on the part of the Agency. Therefore, the complainant were compelled to approach the office of Provincial Ombudsman Punjab, Lahore for redressal their grievances.

The matter was taken up with the Agency, who appointed a Science Teacher in the school, vide order dated 13.10.2003.

Thus the grievance of the complainant was, redressed, with the intervention of the Provincial Ombudsman, Punjab.

Complaint No.5700/2003-POP/C-II-295/03

**INTERVENTION IN THE POSSESSION OF SCARP TUBEWELLS
OBTAINED ON LEASE**

Mian Ghazanfer Ali and others land owners of Mauza Jalalpur Jadeed Tehsil Shahpur District Sargodha, lodged complaint that after the closure of SCARP Tubewells by the Government in the area, they got on lease Tubewells No.ARA-2, ARA-3 and SHP-28 for a period ,of 25 years under the Government policy after payment of Rs.10,000/-per Tubewell.

It was complained that the owners of the land where the aforesaid tubewells had been installed did not allow them to use the Tubewells and claimed that the Tubewells also belonged to them despite that they had already received compensation of the land from WAPDA Authorities. The land belonged to WAPDA/Government but due to the negligence of the respondent agencies land could not be mutated in favour of WAPDA/Government.

It was further complained that they brought the matter to the notice of the concerned authorities but with no result.

It is prayed that direction be issued to the District Officer(Rev)/District Collector Sargodha and all other concerned officials/officers to transfer the land in favour of WAPDA/Government and mutation/mutations be accordingly attested/sanctioned.

The matter was taken up and pursued with Project Director SCARP Construction Circle, WAPDA, Faisalabad and District Officer (Revenue) Sargodha District.

On notice the District Officer (Revenue) Sargodha appeared, in this office on 23.10.2003 and stated that mutation No.167 of Mauza Jalalpur

Jadeed was entered by the Patwari on 4th June-1998 in favour of Provincial Government/WAPDA but was rejected, by the Revenue Officer Halqa on 23.6.1988. He further stated that he took up the case on judicial side and decided the matter vide his order dated 20.10.2003 whereby the appeal against the aforementioned mutation had been accepted and the revenue officer halqa had been directed to proceed further to sanction mutation No.167 in favour of the Government/WAPDA. He submitted photo copy of the order also.

The complainant who was present in this office also expressed his satisfaction over the decision of the District Officer (Revenue) Sargodha in the matter.

The grievance of the complainant was redressed.

Complaint No.C-4197/2003-280/2003C-I)

VIOLATION OF TRAFFIC LAWS.

Sardar Muhammad Ali Dogar, resident of Chak No.5/WB, District Vehari lodged complaint that the drivers of vehicles plying from Sahiwal route did not complete the journey upto the last terminals and that the passengers were not being issued tickets. He, therefore, requested that the Secretary, Punjab Provincial Transport Authority, Lahore may be directed to take necessary legal action against the defaulters.

The matter was taken up with the Secretary, Punjab Provincial Transport Authority, Lahore and the Secretary, District Regional Transport Authority, Sahiwal for the redressal of grievance voiced in the complaint. They, therefore, conducted surprise raid , with the result that as many as 17

drivers of the vehicles plying from Sahiwal route were challaned in accordance with law. They further directed the Adda Manager to ensure that the vehicles plying from Sahiwal route must complete the journey upto the last terminals and tickets are issued to the passengers. The grievance voiced in the complaint thus was got redressed.

Complaint No.IMP176/2001-361/2000(C-I)

MAINTENANCE OF CHILDREN PARK IN TAJPURA LDA, HOUSING SCHEME, LAHORE.

Mr.Riaz Ahmed, resident of House No.8 Block-A, Tajpura LDA Housing Scheme, Lahore lodged complaint that the Director Horticulture (North), PHA, Lahore and the Managing Director, WASA, LDA, Lahore had failed to maintain the children park, Tajpura LDA Housing Scheme, Lahore, with the result that the inhabitants of the locality were facing great hardship due to solid waste lying at the site. He, therefore, requested that the Director Horticulture (North), PHA, Lahore and the Managing Director, WASA, LDA, Lahore both may be directed to maintain the children park situated in Tajpura LDA Housing Scheme, Lahore at the earliest.

The Director Horticulture (North), PHA, Lahore and the Managing Director, WASA, LDA, Lahore both were directed to maintain the children park situated in Tajpura, LDA Housing Scheme, Lahore, under intimation to this office. The Managing Director, WASA, LDA, Lahore in compliance with order passed by the Provincial Ombudsman, Punjab set right the sewerage system provided in the locality, to enable the Director Horticulture (North), PHA, Lahore to maintain the children park. The complainant intimated in writing that the Director Horticulture (North), PHA, Lahore had properly maintained the park by removing solid waste lying at the site.

Complaint No.C-4210/03-294/03(C-I)

OVER-CHARGING OF FARE.

Mr. Muhammad Yousaf, resident of Main Street Jamia Masjidwali, Post Office, Basko, Tehsil & District, Gujrat complained that he had submitted applications, to the Chief Minister, Punjab, the Secretary Transport Government of the Punjab, the Secretary, District Regional Transport Authority, Gujrat and the Dy. Superintendent of Police (Traffic), Gujrat for taking necessary legal action against the transporters plying vehicles at Lala Musa-Gujrat route found charging excess fare from the passengers and that all his efforts made in this respect had went in vain. He, therefore, requested the Provincial Ombudsman, Punjab for necessary legal action in the matter.

The matter was taken up with the Secretary, District Regional Transport Authority, Gujrat and Dy. Superintendent of Police (Traffic), Gujrat for the redressal of grievance voiced in the complaint, who immediately took notice of the allegation, with the result that as many as 33 vehicles plying at Lala Musa-Gujrat route were checked on surprise visit and fined Rs.13200/-. The respondent further undertook to make surprise checking of the vehicles a permanent feature in future. The grievance voiced in the complaint thus was got redressed.

Complaint No.IMP 10324/99-1022/99-C-I)

IMPLEMENTATION OF ORDER PASSED BY THE PROVINCIAL OMBUDSMAN, PUNJAB.

Mr. Raheel Bari Malik, Chief Executive, M/S Bari Studios Ltd. Multan Road, Lahore lodged complaint that the Excise & Taxation Officer, Multan Road Circle, Lahore had under assessed the property bearing No.S-94-R-155

known as Shah Noor Studios, Multan Road, Lahore, in as much as a portion of the property let out by the owner to the Collector of Customs, Naba Road, Lahore as state ware house at Rs.22632/- P.M had not been assessed for the purpose of recovery of property tax, resulting in substantial loss of revenue to Government exchequer. The complainant requested that the Collector of Customs, Naba Road, Lahore may be directed to produce the lease agreement executed between him and the owner of the property, so that the loss of revenue caused to Government exchequer may be made good by the owner and he further requested that necessary legal action may also be taken against the defaulting officers/officials of the Excise & Taxation Department.

The Collector of Customs, Naba Road, Lahore was asked to produce lease agreement and he in compliance produced a copy of the agreement, by which it was proved that a portion of the property was in occupation of the Collector of Customs, being used as state ware house at a monthly rent of Rs.22432/-. The Secretary, Excise & Taxation, Government of the Punjab, therefore, was directed vide order dated 25.7.2000 to hold an inquiry for fixing responsibility for causing substantial loss to Government exchequer and to take necessary steps in accordance with law to make good the loss of Government revenue. The Secretary Excise & Taxation, Government of the Punjab implemented the order dated 25.7.2000 passed by the Provincial Ombudsman, Punjab, in consequence thereof Rana Dilshad Ahmed, Assistant Excise & Taxation Officer, (Rtd) was found responsible for causing loss to Government exchequer, therefore, a penalty of recovery of the amount equal to 1% accumulated benefit of pension was imposed upon him as provided under Rule 1.8 (b) of the Punjab Civil Service Pension Rules. The loss caused to Government exchequer in the sum of Rs.358243/- was made good, by making recovery of the amount from the owner of the property.

Environment

Complaint No.4701/02/D-IV-867/2002

SANITATION PROBLEM

Complainant Syed Athar Hussain, R/o Shahdara Town, Lahore alleged that one Muhammad Younas had been slaughtering chickens in Street No.83, Ghorey Shah, Shahdara Town, Lahore, causing pollution in connivance with the Officers/officials of the T.M.A. Ravi Town, City District Government, Lahore. The complainant drew attention of the concerned authorities but to no avail; hence this complaint.

On receipt of notices from this office, the T.M.O., Ravi Town, furnished a report intimating that the problem of the complainant was solved.

Thus, with the intervention of this Office, the grievance of the complainant was redressed.

Complaint No.7541/2003-C-III/331/2003

COMPLAINT AGAINST POLLUTION BY A LEATHER FACTORY

Qazi Muhammad Saddique General Secretary Gulzar Falahi Foundation, Lahore R/o 48-Jinah Town, Thokar Niaz Baig, Lahore, along with residents of the area filed the complaint that Leather Industry was being run by one Asif at 15-Jinah Town, Thokar Niaz Baig. He was reportedly manufacturing Artificial Leather, Plastic sheets and Rexene sheets etc. During preparation of aforementioned products, poisonous smoke and fumes were emitted out of chimneys of the factory which caused pollution in the entire residential area of Jinah Town. The residents lodged complaints, with the District Officer Environment, but no action had been taken.

The matter was taken up with the agency concerned i.e Director General Environment, Lytton Road, Lahore. The report received from the agency revealed that a regular inspection of the factory was conducted by the Inspector concerned under the Rules, and directions to take suitable measures to check pollution were issued to the Management of the Factory to prevent the harmful effect of the pollution. The follow up visit was also conducted and it was found that the Directive had been partially complied with. For further compliance prosecution had been launched under Section 1-5(3) of the PLGO 2001, in the competent court.

Accordingly, suitable action was taken by the Agency to control the pollution due to the intervention of this office.

Development Works

Complaint No.IMP-29/ADV-I-IMP-6/2002

PROVIDING OF WATER AND SEWERAGE FACILITY IN AYUB PARK, VILLAGE ZANDALA DIAL SHAH NEAR G.T. ROAD SHAHDARA, TEHSIL FEROZEWALA, DISTRICT SHEIKHUPURA

This complaint was taken up in this office regarding lack of water supply and drainage facility in Ayub Park, Village Zandala Dial Shah near G.T. Road Shahdara, District Sheikhpura, a locality consisting of one hundred houses. It being a scheme of rural area of District Sheikhpura, Mohtasib Punjab passed an order with directions to the District Coordination Officer, Sheikhpura/ competent authority for including this scheme in the Poverty Alleviation Programme for District Sheikhpura.

The complainant confirmed that the said order of the Provincial Ombudsman had been implemented and he offered thanks about it. The petition for implementation of the order was thus fructified.

Complaint No.2342/2002 DI-65/2002

PRAYER FOR CONSTRUCTION OF ROAD

As per complainant's contention, the respondent Agency had neither constructed the road, nor laid the sewerage system in Qayyum Block, Mustafa Town, Lahore. He approached this office and prayed for redressal of grievance of the residents of the area.

The complaint was processed and finally vide order dated 28-03-2003, the respondent Agency was directed to provide all the basic amenities to the residents of the area within a period of three months under intimation to this office.

Complaint No.2033/02-DI-159/02

LAYING OF SUI GAS PIPELINE

Complainants voiced complaint that despite deposit of full development charges, the respondent Agency had not so far provided Sui Gas to their houses; hence they approached the Provincial Ombudsman for redressal of their grievance.

On a notice from this office the respondent agency approached the Sui Gas authorities for installation of Sui Gas Pipelines to the remaining area of Mustafa Town and assured the supply of Sui Gas as soon as the estimate was received.

In view of the report submitted by the respondent Agency, the complaint was disposed of with the direction that the respondent Agency shall provide Sui Gas facilities to the complainants within a period of four months.

Complaint No.6165/02-DI-409/02

PRAYER FOR PROVIDING OUTLET OF SEWERAGE TO JUDICIAL EMPLOYEES CO-OPERATIVE HOUSING SOCIETY, THOKAR NIAZ BEG, LAHORE.

The residents of Judicial Employees Cooperative Housing Society, Lahore, were facing great inconvenience due to the attitude of the respondent Agency for not giving any outlet of sewerage of water.

The complaint was duly processed in this office and with the intervention of this office, the sewer system of the aforesaid Society was finally connected with Johar Town Scheme.

The grievance of the residents of the Society thus stood redressed.

Complaint No.1076/2003 D-II 83/2003.

ESTABLISHMENT OF PLAY LAND AT BAGH-E-SHAHEEDAN. MURREE.

The complainant Mst. Seema Ahmed voiced her grievance that she executed an agreement with the Agency/Municipal Committee Murree (Defunct) on 12.05.1984 for the establishment of Children Amusement Park at Bagh-e-Shaheedan Murree. The Assistant Commissioner Murree (Defunct) selected a piece of land and sent a letter with his recommendations to the Deputy Commissioner, Rawalpindi (Defunct) for the above said purpose. The Assistant Commissioner, however, vide his letter No.309/ACM dated 17.05.1986 asked the complainant to stop the construction work and intimated to the complainant that she would be provided new site for the establishment of the park. The complainant continuously perused the matter with the Department since 1986 but this longstanding matter remained undecided.

The matter was taken up with the Agency who raised objections that five years agreement executed on 12.05.1984 between the parties had already expired as such complainant was not entitled for any redress/relief.

The complainant also filed her rejoinder with the version that as she had never been handed over possession of the site for the establishment of the park, question of expiry of the agreement period did not arise.

The complaint was disposed of in favour of the complainant on the grounds that firstly the Agency committed maladministration by keeping this matter pending for such a long period. Further that establishment of Amusement Park for Children at Murree would add new resort for the tourists and without any financial contribution by T.M.A Murree, it would add to their income.

Complaint No.7144/02-POP/C-IV-459/2002

CONSTRUCTION OF BUILDING OF SCHOOL ALONG WITH BOUNDARY WALL, AND UPGRADATION OF ELEMENTARY GIRLS HIGH SCHOOL

The complainants Haji Muhammad Hussain Gondal and another filed this complaint alleging that the Zamindars of the village got mutated 5 Acres of land in favour of the Education Department for school building but the Departments concerned were reluctant to construct the same on the pretext that sufficient funds were not available. The complainants prayed for intervention.

The matter was referred to the E.D.O. (Education) M.B. Din, D.C.O. M.B. Din, E.D.O. (Works & Services) M.B. Din and D.O. (Building) M.B. Din.

After a protracted correspondence, the school building was completed. The Education Department reported that Boys High School has been shifted in the newly constructed building and in the old building Girls High School (newly upgraded) had been shifted.

The E.D.O. (Education) M.B. Din further reported that Headmistress had been posted in the Girls High School along with a clerk, 1 SST, 2 ESTs, 2 SVTs, 4 PTC Teachers, 1 PET, 2 Class-IV Workers and, One Naib Qasid. However 2 SSTs, 1 DM, 1 LA, 1 N.Q. and 2 Class-IV employees would be posted in the Girls High School as and when fresh recruitment was made.

Complaint No. 1. 2468/2002/C-IV-269/02.

2. 2482/02/C-IV-272/02.

3. 3038/2002/C-IV-300/02.

CONSTRUCTION OF MINI DAMS IN SKASSER VALLEY DISTRICT KHUSHAB TO OVER-COME THE SHORTAGE OF DRINKING AS WELL AS IRRIGATION WATER.

A number of complaints were received from the residents Soan Skasar Valley pointing out that adverse effects of drought on the residents/farmers of the Skasser Valley were caused because the water level of the wells meant for drinking as well as Agricultural purposes had gone down and the crops were damaged considerably. All the complainants suggested to take Preventive Measures for future in the shape of constructing Mini Dams to overcome-the situation once for all.

In some other similar complaints disposed of on 11.12.2002, the matter was taken up with the XEN Small Dams Div. Irrigation & .Power Department, Chakwal, Director General Abad, Rawalpindi and District Coordination Officer, Khushab.

In these complaints, the XEN Small Dams Div. Chakwal reported that investigation on the following dams sites in Sakassar Valley was carried out during the past by the Small Dams Organization.

- (i) Sabral (On Wanadha Nullah)
- (ii) Kufri (On Athail Nullah)
- (iii) Pattan (Near Village Rattan)
- (iv) Kuraddi(On Keri Nullah)
- (v) Kaila (On Kaila Nullah)
- (vi) Uchali (Near Village Uchhali)
- (vii) Kathwai(On Kathwai Nullah)

As a result of investigations it was conclusively decided that there was hardly any possibility for the construction of Small Dama in Sakassar Valley due to the following reasons: -

- (i) The slopes of the Nullahs are very steep.
- (ii) Good storages are not available.
- (iii) Sediments loads are very heavy.
- (iv) The rocks are faulty which allow excessive.

An index plan feasibility reports were also annexed with that report. The XEN also requested the complainants in those cases, to indicate feasible sites for the proposed dams so that he may arrange joint visits to the sites.

One of the complainants Syed Anwar-ul-Husnain Sherazi, pointed out some site which was visited by the XEN along with the complainant. It was reported that the proposed site was not feasible for the construction of a Small Dam as being a poor storage site.

The complainants in these cases were not satisfied with the reports of the XEN Small Dams. D.G. Abad, Rawalpindi was, therefore, directed to send some responsible officer to visit the area.

The D.G. Abad, Rawalpindi in this context reported that the area was again visited by the team of Feasibility Study of Mini Dam Cell of Abad and a joint study was undertaken by the Water Resources NARC Survey and Small Dams Organization I&P Department Government of the Punjab, which revealed that Soan Sakassar Valley was located in an area where Lime Stone was in significant formation. The Lime Stone was disintegrated and not massive. It is, therefore, not possible to construct Small Dams in that area due to the fragmented and disintegrated rocks as the water could not be stored in such an area.

Under the circumstances, vide orders dated 11.12.2002, the Zilla Nazim, Khushab was asked to look into the matter and take positive steps to solve the problem of the complainants.

In reply, the Agency reported that project comprising construction of 16 Mini Dams, 50 Water Ponds, 50 Check Dams, had formally been approved by the Chief Minister Punjab, for the development of 'Soan Valley' and 'Mohar Area' of District Khushab. The Agriculture Department was deputed to prepare technical and economic feasibility report through Abad Rawalpindi, and submit the requisite scheme to the competent forum for approval.

Finally, the Agency reported that a 'Relief Package' comprising of peter engines and other implements, Mini Dams, Check Dams and Water Ponds had been approved for the drought affected areas of District Khushab. The grievance of the complainants was thus conceded and redressed by the Government.

Complaint No.7145/2002/C-IV-460/2002

MAINTENANCE AND REPAIR OF BASIC HEALTH UNIT

The complainant complained that since the construction of Basic Health Unit, Dharkan Kalan District M. B. Din it had neither been maintained nor repaired properly. It was further alleged that its boundary wall had also not been constructed despite repeated requests. Hence this complaint.

The matter was referred to the E.D.O. (Health) M.B. Din D.C.O. M.B. Din, E.D.O. (F&P) M.B. Din and D.O. (Building) M.B. Din.

After a chain of inter Departmental correspondence due to intervention of this office an estimate amounting to Rs.2,80,000/- for the requisite repair/ construction work was approved. The funds were allocated and the work was completed before close of the financial year 2002-03.

Complaint No.28/2003/C-IV-06/2003

CONSTRUCTION OF VETERINARY DISPENSARY

The residents of Village Dhabola, Agroya Sarang, Bhagat, Karmanawala, Babu Manga and several other villages filed this complaint alleging that there was a Veterinary Hospital in Phalia, which was about 15 K.M. away from these villages and it was very difficult for them to take their ailing cattle to Phalia. They further alleged that the residents of village Dharekan Kalan mutated 8 Kanals and 8 Marlas of land for construction of Veterinary Dispensary but no Dispensary was constructed despite repeated requests to the authorities concerned. The complainants prayed for intervention of this office.

The matter was referred to the D.C.O. M.B. Din, E.D.O. (Agriculture) M.B. Din and D.O. (Buildings) M.B. Din.

After a protracted correspondence an estimate amounting to Rs.6.22 Lac was prepared and sanctioned.

Due to intervention of this office, the construction work at site has been completed and the staff already posted is working.

Complaint No.5898/2003/C-IV-170/2003.

WIDENING/IMPROVEMENT OF ROAD FROM DINGA UPTO SAMMAN ROAD VIA RAWALPINDI

The Residents of village Channi Mehram, Thatha Nek and Jokalian Tehsil Phalia District M.B. Din filed this complaint stating that Road from Jokalian to Pharianwali connected about 40 villages but the same was so narrow that it could not bear burden of traffic specially in crashing season when the Tractor Trolleys fully loaded ply on the same. The complainants had been approaching the highups for improvement/widening of -the Road but nothing was done; hence this complaint,

The matter was referred to the Chief Engineer, Highway, Department, Lahore S.E. Highway Department, Rawalpindi; XEN Highway Department, Sargodha and Secretary C&W Department, Lahore.

XEN Highway Division, Sargodha reported that the demand of the complainants for construction of road from Pharianwali to Jokalian had been incorporated in the current ADP Scheme "Widening/Improvement of Dinga Pharianwali Road" reflected at serial No.239 of Annual Development Program 2003-04. The estimate of the scheme had been sent to P&D Department Punjab by the Secretary, C&W Department, Lahore after its vetting in his office for its necessary approval. After approval of the scheme, tenders for allotment of the work would be called after completing codal formalities.

In view of the report of the XEN, the matter was referred to the P&D Department, Lahore. The Chief (Roads) P&D Department reported that the scheme was discussed in the PDWD (Provincial Dev. Working Party) meeting held on 9th Sep. 2003 and was approved in principle and actual execution on the scheme would be taken in hand by the C&W Department.

Due to intervention of this office, the grievance of the complainants stood redressed.

General Nature

Complaint No.IMP-295/ADV-I-40/2001

PAYMENT OF ARREARS OF PAY IN RESPECT OF SERVICES RENDERED BY THE DECEASED IN THE HEALTH DEPARTMENT.

Complainant Ghulam Rasool served as a Chowkidar at Tehsil Headquarters Hospital Gujjar Khan. At the time of his superannuation the requisite retirement orders were not issued by the Agency with the result that he over-stayed in service. An amount of Rs.20,577.40 paid during his over-stay in service was deducted from his pension. The complainant requested for his refund on the ground that he be paid for the services rendered by him.

The matter was reported to be under enquiry with the District Health Officer, Rawalpindi. The Provincial Ombudsman, Punjab passed an order directing the District Health Officer, Rawalpindi to expedite enquiry proceedings keeping in view the fact that the complainant was entitled to payment for the services rendered by him.

Eventually, Government of the Punjab, Finance Department, Lahore accorded ex-post-facto sanction for the requisite payment of arrears of pay. Since in the meanwhile the complainant had expired it required production of succession certificate from the widow of the deceased.

The widow of the deceased was, therefore, advised to produce succession certificate before the District Officer (Health) Rawalpindi for payment of the aforesaid amount. The implementation petition of the widow was thus disposed of on 08.01.2003.

Complaint No.IMP-428/ADV-I-IMP-60/2000

PAYMENT FOR THE WORK DONE BY THE COMPLAINANT

The complainant Muhammad Idrees, Ward No.3, Gali No.1, Mohallah Noorpura Chishtian, Bahawalnagar had carried out construction/conversion of a Mosque School into regular Primary School under the supervision of Buildings Department, Bahawalnagar. He lodged complaint for payment of arrears due to him on that account. On a request from the complainant, the Provincial Ombudsman, Punjab passed an order directing the Executive Engineer, Provincial Buildings Divn., Bahawalnagar for making assessment of the work, scrutiny of the bill, arrangement of the due amount and payment thereof to the complainant after sanction from the competent authority.

Payment of the entire claim of Rs.4,75,714/- was accordingly made to the complainant by the Agency and the grievance of the complainant was thus redressed.

Complaint No.C-5450/ADV-I-311/2002

FREQUENT TRANSFERS OF THE COMPLAINANT

The complainant Arshad Alamgir served as a Black Smith in different Jails under the control of Inspector General of Prisons, Punjab, Lahore. He was posted at New Central Jail, Multan, but only fifteen days thereafter he was further transferred to District Jail, Multan. He felt aggrieved for his frequent pre-mature transfers.

The matter was taken up with the Inspector General of Prisons, Punjab, Lahore, who reposted the complainant at Central Jail, Multan and his grievance was accordingly redressed.

The complainant expressed his thanks about expeditious redressal of his grievance through intervention of this office.

Complaint No.7088/2002-D-III-957/2002

VERIFICATION OF CERTIFICATE

Ghulam Raza Shad F/o Rukhsana Raza, resident of House No.160, Ward No.03, Talagang, complained that her daughter submitted necessary documents in the form of Certificate & Degrees to the University of the Punjab, for verification but these were with-held by the Agency without any justification. The matter was delayed for a long period which caused great inconvenience to her in service matters. The complainant, being aggrieved, requested for intervention of the Provincial Ombudsman.

The matter was accordingly taken up with the University. On our intervention, due verification of documents was done and all the documents were returned to DEO, Chakwal by the University through registered post.

The grievance of the complainant was thus got redressed by this office.

Complaint No.4484/2002-D-III-707/2002

REFUND OF FEE.

Mst. Sajida Sharif D/o Muhammad Sharif Namberdar, R/o Noor Shah, Thesil and District Sahiwal, complained that she submitted her form for the purpose of B.A., Examination. Necessary dues were paid by her but the roll number-slip was not issued to her by Bahauddin Zakariya University, Multan. She sought redressal of her grievance through this office either by issuance of the requisite roll number-slip or by refund of the dues.

The matter was taken up with the Agency. The University finally refunded the dues to the complainant and thus the grievance of the complainant was got redressed by this office.

Complaint No.6245/2002-D-III-863/2002

ISSUANCE OF DEGREE.

Syed Mujahid AKbar S/o Manzoor Muhammad Shah, R/o Mukhtar Colony, Tehsil Bhalwal, District Sargodha, complained that he appeared in the B.Ed. Examination under Roll No.5033 during the year 1994. In the meantime, he also qualified M.Ed. Examination from Allama Iqbal Open University, Islamabad but the said degree was with-held due to non-production of B.Ed. Degree from the University of the Punjab, Lahore. Since his promotion case was ready he sought urgent intervention by this office.

The matter was accordingly taken up with the Controller of Examinations, University of the Punjab and the requisite Degree was got dispatched to the complainant at his given address.

The complaint was thus filed as fructified.

Complaint No.1048/2003-D-III-101/2003

ADMISSION FORM.

Qaisra Hayat D/o Umer Hayat, House No.X600, St. No.35, Rawalpindi, was aggrieved against the refusal of her admission-form by the Agency for the purpose of her appearance in the then forthcoming B.A. Examination, 2003. Previously, she was a student of Waqar-un-Nisa College, Rawalpindi. Due to domestic problems, she shifted to Islamabad College for Girls F.VI. Migration Form was submitted by her after deposit of necessary dues. The Serial Number of Migration Form was 6555. The last date for filing of Admission Form was 8.12.2002, whereas the examination was to be conducted in April, 2003 but she was not informed either by the College authorities or by the Agency about the fate of her request despite repeated requests. The complainant therefore, approached the Provincial Ombudsman for immediate intervention and redressal of her grievance.

The matter was taken up with the Agency and the Vice-Chancellor of the University of the Punjab was directed to make necessary arrangements for the receipt of Admission Form of the complainant by exercising his discretionary powers under Regulation No.13-A.

Accordingly, the Admission Form of the complainant was entertained by the Vice-Chancellor; Roll Number Slip was issued to her and she availed the opportunity of appearing in the examination.

The grievance of the complainant was thus timely got redressed through special efforts of this office.

Complaint No.1180/2003-D-III-106/2003

ISSUANCE OF ROLL NUMBER SLIP.

Shaikh Babar R/o House No.59, Street No. 3, Scheme No.1, Mustafa Abad Dharmapura, Lahore, complained that Admission Form for the purpose of appearing in Matric Examination 2003 was filed by his daughter. Inadvertently Arts Subjects were written by her instead of Science Subjects. He approached the office of the Agency but necessary correction in the Roll No. slip was refused on the grounds that the time-limit had expired. The complainant accordingly approached the Provincial Ombudsman for immediate intervention because in case of non-correction his daughter was to suffer the loss of one academic year.

The matter was accordingly taken up with the University. On a short notice the Controller of Examination made necessary correction in the Roll No.Slip whereby the academic year of the candidate was saved.

The grievance of the complainant was thus timely redressed.

Complaint No.814/2003-D-III-71/2003

APPEARANCE IN MATRIC EXAMINATION.

Nasir Mahmood Sian S/o Inayat Ali, R/o Village Kundan Sian, Tehsil Daska, District Sialkot, complained that Admission Forms of 12 candidates for appearing in the Matric Examination were dispatched by him through registered post dated 29.1.2003. These were to reach the destination within a period of 4/5 days. As per rules the said forms were to be considered if received in the Board office within the stipulated time. Unfortunately, due to

negligence of the Post Office these forms were returned to him on 4.2.2003. It was holiday on 5.2.2003. He approached the Respondent Board on 6.2.2003 but the same were not entertained on the ground of delayed-receipt. The examination was to commence from 1.3.2003, therefore, the Provincial Ombudsman was approached for immediate intervention.

The matter was taken up with the agency and the Chairman of the Board was directed to make necessary arrangements for the receipt of Admission Forms of the candidates because there was no fault on the part of the candidates.

The grievance of the compliant was accordingly redressed.

Complaint No.6627/2002-Adv-II-692/2002

EXCESSIVE WASA TARIFF

Muhammad Jehangir voiced his grievance about excessive levy of WASA tariff. He contended that he was being discriminated viz-a-viz those in his neighbourhood. In this context he cited the bill of Khalid Parawiz of H. No.46/7, St. No.6, Singhpura, Lahore. He approached the WASA Lahore but no action was taken. He sought direction of the Provincial Ombudsman to the authority for rectification of his water bill. The Agency has reported that billing of this petitioner for water and sewerage connection was made on the basis of ARV @ Rs.960/- whereas in case of aforesaid Khalid Parvaiz, the ARV was Rs.480/-. According to RV the case of this complainant fell in the upper slab of WASA tarif which worked out to Rs.323/- per month while in the case of Khalid Parvaiz the tariff came to Rs.109/- per month. The tariff was being

charged in accordance with the prevailing policy of WASA and no deviation in Rules was observed.

Under these circumstances the complainant was asked to approach the Deputy Director (Revenue) Ravi Town, WASA Lahore who would install water-meter on payment of Rs.1032/- and the billing be made on the basis of actual consumption. Accordingly the complaint was disposed of.

Complaint No.5260/2002-Adv-II-546/2002

REFUND OF DEPOSIT SUM

Mr. Pervez Malik lodged the complaint that he was deprived of refund deposit made with the Sui Northern Gas Employees Cooperative Housing Society, Lahore for allotment of a plot. He admitted that due to his absence abroad for a decade he could not pay the remaining installments towards the purchase of plot. On return to Pakistan, he approached the Secretary as well as Managing Director of the Society but all in vain, hence this complaint. He sought direction of the Provincial Ombudsman to the authority for refund of his deposit sum.

In response to notices, the Executive Secretary, Sui Northern Gas Employees Cooperative Housing Society, Lahore attended proceedings and confirmed the contention in the complaint. The representative of the Agency submitted cross cheque No.RP-0394879 dated 26.11.2002 for Rs.80,000/- which was delivered to the complainant who returned the Original Receipts of his deposit to the Secretary of the said Society. Thus the complaint was fructified.

Complaint No.2502/2002-Adv-II-241/2002

EXCESSIVE WATER BILL.

Muhammad Khalid was aggrieved on account of excessive bill amounting to Rs.4400/- in respect of water and sewerage charges by WASA Lahore. He averred that his house comprised two rooms of average construction wherein four family members were living. He being daily wage-earner, pleaded that he was not in a position to bear the burden of said bill. The Agency in response to the proceedings submitted that the water supply was un-metered and the complainant was charged on the average consumption of 10000 gallons per month. Agency also reported that arrangement for supply of meters were being finalized and on availability of the meter subject to payment of its cost. It would be installed in the said premises. It was further added that the earlier payments made would be adjusted against the sum worked out on the basis of average of readings of three consecutive monthly bills and recovery of arrears, if any, would be made by installments. The complainant expressed satisfaction over this arrangement; thus the complaint was fructified.

Complaint No.C-8468/2002-ADV-II-861/02

DISMISSAL OF A WIRELESS OPERATOR APPOINTED ON FAKE MATRICULATION CERTIFICATE

Muhammad Ejaz alleged that that one Zahid Iqbal S/o Muhammad Idrees, Wireless Operator, Police Chowki Ajniewala, District Sheikhpura, got appointed as Police Constable on presentation of fake document of Matric Certificate. The complainant urged that an inquiry should be held and the concerned authority be directed to take appropriate legal action against the

accused. Proceedings were initiated. The Agency submitted report whereby version of the complainant had been found correct because after an inquiry, Board of Intermediate and Secondary Education, Lahore had certified that the impugned Matric Certificate was found bogus.

The respondent, Mr. Zahid Iqbal had concealed the facts at the time of enlistment which was held gross misconduct on his part. The guilt stood proved, therefore, the accused was not considered fit to be retained in service and thus dismissed from service. The contention in the complaint thereby stood substantiated.

Complaint No.C-3326/2002-ADV-II-322/02

REFUND OF DEPOSITS

Hafiz-ur-Rehman, Member of WAPDA Employees Cooperative Housing Society, Sargodha, claimed to have deposited Rs.52,000/- towards cost of plot and development charges etc., for house building in a colony. He had acquired membership of the Society on 21-03-1989 and in accordance with the schedule for payment, deposited the said amount. He expressed financial hardship and urgently requested for refund of his deposited amount for medical treatment of his aged father suffering from acute Blood Pressure and Diabetes. He approached the Society for the purpose but to no avail. He solicited direction of the Provincial Ombudsman to the authority for refund of his deposited amount.

The Agency in response to the notice from this office confirmed receipt of the deposit of Rs.52,000/- as cost of 10 marlas plot and its development charges. Since complainant wanted to withdraw his deposit for genuine cause, in all fairness, the Agency was directed to refund Rs.51,600/-

less membership share money of Rs.400/- in accordance with bye-laws of the Society.

The grievance of the complainant was reportedly redressed by the Agency.

Complaint No.C-6291/2002-ADV-II-656/02

ILLEGAL REDUNDANT REMARKS ON REGISTRATION BOOK

Iftikhar Ahmed was aggrieved on account of illegal remarks 'Transfer on Purchaser Own Risk' made by MRA OKARA on original Registration Book of Toyota Corolla, Model 1986, bearing Mark OKB-68, which he had purchased. A person by the name of Ihtesham Munir Khara, other than owner of the said car, lodged report in PS Saddar Sheikhupura under intimation to MRA Okara that his Registration Book had been lost. Later, on 21-08-2002, he reported to PS Saddar, Sheikhupura that the lost documents of the said car had been found. The complainant, Mr. Muhammad Iftikhar Warraich, submitted an application with certified copies of the report of PS Sarddar Shiekhupura, an affidavit of Ihtesham Munir Khara and copy of NIC to the MRA Okara, but he without ascertaining the factual position stamped the impugned words on the Original Registration Book.

The complainant being aggrieved sought direction to the authority for deletion of uncalled stamp. On intervention by this office, the MRA Okara regretted his fault and agreeing with the version of the complainant, deleted the impugned words stamped on the Registration Book. The complaint thus stood fructified.

Complaint No.IMP.110/03-D-II-IMP-16/03.

COMPLAINT FOR IMPLEMENTATION OF ORDER DATED 01-10-2002.

The complainant Karamat Ali Khan rented out his building to the Live Stock & Dairy Development Department in District Kasur but the Agency failed to make payment of rent at 25% enhanced rate as per terms of rent note executed between the parties. All demands made by the complainant for payment of that rent went unheeded before the Agency and he, therefore, opted to file a complaint before this office for redressal of his grievance.

The matter was taken up with the Agency and with the intervention of this office, the Agency paid an amount of Rs.14600/- on account of enhanced rent to the complainant who issued due receipt showing that his grievance had been redressed. In this way, the grievance of the complainant was redressed with the intervention of this office.

Complaint No.5307/2002-D-II-788/2002

COMPLAINT FOR REDRESSAL OF GRIEVANCES

The complainant, Iftikhar Nabi, a Government Contractor executed some projects of the Agency in District Lahore, but the Agency did not clear his outstanding dues. He was, therefore, constrained to file a complaint before this office.

Since there were a number of Departments/Agencies involved in this matter, reports were obtained from all the concerned Agencies. With the active intervention of this office, the Agencies finalized action at their

respective ends. As a result a cheque of more than Rs.3 Lacs was issued to the complainant and his claim was settled. The complainant has sent a letter of thanks for the efforts made by this office for redressal of his grievances.

Complaint No.6567/2002- C-I-549/2002

TRANSFER OF P.P.O.

Sheikh Ghulam Rasool, 73 years old, complained that he requested the District Accounts Officer, Narowal for transfer of his P.P.O. to the Treasury Officer, Lahore, as he had settled at Lahore, but the District Accounts Officer, Narowal turned a deaf ear to his request with the result that he has to receive his pension from Shakargarh which is causing great hardship to him.

The District Accounts Officer, Narowal was issued notice to transfer complainant's P.P.O. to the Treasury Officer, Lahore, so that the complainant could receive his pension from the present place of his residence.

The District Accounts Officer, Narowal, as a result of efforts made by this office, transferred complainant's P.P.O. to the Treasury Officer, Lahore, from where the complainant has started receiving his pension. Accordingly with the intervention of this office the grievance of the old pension was got redressed.

Complaint No.745/2003-C-I-69/2003.

ISSUANCE OF G.P. FUND SLIP.

Muhammad Hussain, Naib Qasid, Office of the District & Sessions Judge, Bahawalpur complained that the District Accounts Officer, Bahawalpur did not issue Annual G. P. Fund Slip to the complainant despite repeated requests. He, therefore, requested the Provincial Ombudsman to issue necessary directions to the District Accounts Officer, Bahawalpur to issue him the requisite G. P. Fund Slip without further delay.

The matter was accordingly taken up with the District Accounts Officer, Bahawalpur who finally issued the G. P. Fund Slip to the complainant. The grievance voiced in the complaint was thus got redressed.

Complaint No.7422/02 DI-57/03

NON-DEVELOPMENT OF POSSESSION OF PLOT

Anjam Saeed, complainant, purchased Plot No. 200-A in Block 'G', Muhammad Ali Johar Town Scheme, Lahore, on 20-07-1994, through open auction but possession letter was not issued to him. He further added that the respondent Agency was demanding a sum of Rs.42,437, as penalty for building period. He challenged the same contending that it was unjustified. Feeling aggrieved, he approached this office for interference.

The complaint was processed and it was observed that the respondent Agency had prepared possession letter on 26-06-1995 but the same was not delivered to the complainant. On this negligence the respondent Agency was directed to hold a discreet inquiry into the matter

and redress the grievance of the complainant in accordance with law within a period of two months.

Complaint No.6067/2002 DI-44/2003

NON-SUBMISSION OF REFERENCE OF LAND ACQUISITION

Complainant Shamsuddin had submitted papers to the respondent Agency for forwarding the same to the President, LDA Tribunal, Lahore. The same were duly entered by it vide Diary No. 3827, dated 11-10-1999 but were misplaced; hence this complaint.

The complaint was processed and with the intervention of this office, the documents were forwarded to the aforesaid Tribunal by the respondent Agency.

As such, the grievance stood redressed. However, the respondent Agency was directed to hold an enquiry into the matter and initiate action against the delinquent Officers/Officials responsible for misplacing the papers and failure in forwarding the same to the Tribunal with inordinate delay.