

# **Annual Report 2002**

## **EXECUTIVE SUMMARY**

Pursuant to the provisions contained in Section 28 of the Punjab office of the Ombudsman Act 1997, I have the honour to present the Annual Report on the working of this office for the year 2002. The mandate of this Office comprising protection of the rights of people, ensuring adherence to the rule of law, redressing and rectifying injustice done to a person through mal-administration, suppressing corrupt practices is provided in the preamble of the Act referred. Powers vested in this office have been exercised through quasi-judicial process to redress grievances of people brought to the notice of this office through complaints or by taking Suo Moto cognizance. This report provides an over-view of the performance of this office, identification of ailments in the governance and recommendations to improve the working of different Government agencies.

2. The entire Government machinery is under obligation to protect rights of persons granted in the constitution and ensure that through misuse/abuse of administrative powers none is deprived of what is due to him under the laws/rules. People aggrieved from commission/omission of the Government functionaries many a times find it difficult and cumbersome to initiate process of law which also otherwise is time consuming and expensive. History is witness to the fact that civilizations declined where justice was denied. The office of the Ombudsman serves as a forum for inexpensive and speedy redressal of grievances according to the provisions of the Act and relevant laws. Complaints received are investigated by the Investigating Officers in collaboration with the concerned departments and the complainants, and basing upon the facts of the case and relevant provisions of rules/laws directions are passed to the Departments for implementation.

3. This public document attains importance from the fact that it is circulated widely to all Administrative Secretaries of the Province, Heads of the Attached Departments, Autonomous/Semi Autonomous Bodies and the press. It is expected that the report will be read by them and will serve as a pointer to ascertain weak areas leading to mal-administration affecting adversely rights of the employees and public at large. Recommendations specific to the Departments and general in nature though not exhaustive yet provide some insight for taking appropriate actions to streamline procedures to avoid recurrence of incidences amounting to denial of due rights or causing loss to the individuals or group of persons. Recommendations if institutionalized will serve a long way in resolving the problems of the public reducing number of complaints. It is expected from the free press that they will provide independent and well-considered feedback aimed at further improving the performance of this office.

4. The Provincial Ombudsman Punjab is a member of International Ombudsman Institute. Copies of the Report are also sent to the members of the International Ombudsman Institute. At the international forum of Ombudsman, views are exchanged which provide opportunity of learning for the protection of human rights. It projects efforts of our society in redressing wrongs committed against the human rights.

5. As regards the principle and concept of providing justice to citizens without fear or favour, these have been enshrined in all statutes, edicts, proclamations, policy documents of States and Societies since times immemorial. Justice at the door step has been a cherished dream of all Governments. In an environment of a weak system, partially or wholly politicized, institutions responsible for providing relief to the aggrieved and the oppressed also suffer. It is in this situation that the institution of Ombudsman beacons and comes to the rescue of the common man.

6. The complaints received by the Ombudsman during the year under report were 8586. The total alongwith the balance brought forward from the previous years comes to 14,237. Out of these, 10437 complaints were disposed of during the year. This has been made possible because of dedicated efforts of all the concerned officers/officials in the Office of the Ombudsman and cooperation extended by the Departments. In this regard we are thankful to the Lahore High Court for providing services of four Additional District and Sessions Judges to make up the deficiency of the Investigating Officers. On the average, each Investigating Officer processed 1095 complaints and disposed of 802 which comes almost to 73% disposal rate. In other words each Investigating Officer handled roughly 91 cases per month. In quite a few cases having time limit implications, relief was provided telephonically in hours, ensuring speedy disposal.

7. The Office of the Ombudsman is fully cognizant of the delay occurred in some cases. This was mainly because of judicial norms being followed, requiring notices to be served upon the respondent agency and sometimes on the complainant as well. Further, time-lag became unavoidable because of the legalities and technicalities involved. Another cause of delay was late submission of reports by the Departments. In such an environment persuading or even chasing the Departments/agencies proved time consuming and arduous. It is through determined and deliberate efforts of the officers of Ombudsman that this institution has been able to provide relief to the aggrieved. So much so that in 945 cases where the complainants after lodging the complaints did not pursue, the Office of the Ombudsman continued efforts relentlessly till the finalization of their cases.

8. Despite a number of problems being faced, this institution has steadily gained recognition and confidence, both in the public and in the Provincial Organizations, which is evident from the number of complaints

received in this office during the past six years. The inflow of such a large number of complaints manifests the confidence being reposed by the aggrieved in this institution.

9. The complaints received during the year of report can be broadly categorized as follows:-

**a. Complaints by Govt. Functionaries:**

These complaints were lodged mostly by the lower category of employees for the redressal of their grievances emanating from maladministration in service matters e.g. grant of selection grades, promotions, proforma promotions, move-overs, arrears of pay, grant of aid out of Benevolent Fund, appointment against disabled quota, issuance of L.P.C., finalization of pending chronic inquiries, reinstatement in service, release of pensionary and other retirement benefits, reimbursement of medical charges, completion of service books, grant of increments and allotment of quarters etc.

The analysis of these complaints would indicate that the affected Govt. functionaries originally made petitions to the concerned departmental authorities but these either remained unattended or were processed in half hearted manner or the rules and regulations were wrongly applied or misinterpreted, giving rise to cause of action. Most of their claims pertained to denial or delay in granting pecuniary benefits for want of proper application of Financial Rules. All the more, budget lapses, time barred cases, non-availability of funds etc., made the matter still worse for the relief seekers.

**b. Complaints against Govt. Functionaries:**

These complaints were presented to the Provincial Ombudsman by individuals or institutions against Govt. Officers or functionaries like Patwaries, Kanoongos, Tehsildars, Excise and Taxation Inspectors, Food Inspectors, Police Officers/officials, Engineers, District/Tehsil Education Officers and clerical staff etc. In this regard it is observed that:-

- (i) The common man in our country has little awareness of his legal rights and even less familiarity with the means available to ameliorate his lot. The rights of citizens were generally found infringed through maladministration by public functionaries/ executives and inordinate delay caused in disposal of their cases. Besides, misuse of authority also contributed to their miseries. People in the rural areas suffered the most because of their illiteracy, poverty and ignorance of basic rights enshrined in the Constitution of Islamic Republic of Pakistan and inaction/wrong actions of the public functionaries.
- (ii) The conduct of Police remained a major cause of complaints. Problems either pertained to traffic violations or to the lodging of FIR at a Police Station. Mostly the complaints of a common man against the Police related to high handedness, corruption, torture and non-registration of FIR which is the most important legal document to bring the Police in action against an offence. On the other hand, influential persons or those who could grease the staff of a Police Station were successful not only in getting the cases registered but also according to their own wishes at the cost of innocents.
- (iii) Another common grievance against the Police is that the Officers, especially the SHO was not accessible to the common man and even the very thought of visiting a Police Station for redressal of grievance remained quite heart rending for a common man.

- (iv) A large number of complaints received reflected that the sufferings of the common man continued at the hands of the Patwari who is the custodian of the entire revenue record pertaining to the area of his jurisdiction. Patwari has a pivotal role in the revenue administration and all supervisory tiers mostly depend upon his reports. The village folk generally have to contact a Patwari for entry/attestation of mutation, issuance of Fard, correction of record and demarcation of land etc. Since the entry/attestation of mutations is necessary for the transfer of proprietary rights through sale, gift, mortgage or inheritance etc., this becomes a function of paramount importance for the land owners. Although as per rules, mutations are to be attested in open assembly yet this procedure is generally not being observed causing undue litigation. In the same context the Supervisory Officer i.e. Kanoongo, Naib Tehsildar, Tehsildar, DDO(R) and EDO(R) were indicated not to be regular in their visits to the areas to keep a check on the working of the Patwari. As a result the public/farmer continues to suffer.
- (v) The role of Registration Branch in every Tehsil is very important. A common man comes into contact with the Registration Branch each time he purchases or sells any landed property. They often suffer because of the ulterior motives of the branch officials and lack of monitoring of branch functioning by the authorities concerned. A number of complaints have brought malfunctioning of this office into our notice.
- (vi) Contractors and farmers have in their complaints highlighted their grievances against the Engineering Departments. It was found that in a large number of cases, payments of contractual liabilities were either kept pending for long or refused without any lawful reasons. On the intervention of the Ombudsman, out of 197 cases, relief was granted to the contractors in 69 cases against their valid claims. Similarly, grievances of a large number of farmers were redressed in regard to irrigation facilities/water courses, Aabyana and illegal Tawan etc.

c. **Service Matters:**

The Punjab Office of the Ombudsman Act, 1997 puts a restraint on the Ombudsman to accept complaints pertaining to

service matters. However, cognizance can be taken only in cases which strictly fall in the ambit of mal-administration. Relief was provided only in those specific cases where the rights of the Government servants were found with-held or kept pending illegally. During the year 2655 complaints were received from civil servants out of which relief was given in 2404 complaints whereas 251 were found not-maintainable.

d. **Institutional Complaints:**

These complaints were filed by individuals or organizations against departments as a whole. The majority of such complaints pertained to the Finance Department and the Board of Revenue to whom the concerned departments had approached for allocation of funds or advice on policy and financial matters. The decision in the departments was held up for want of the advice. A sizeable number of complaints also pertained to the Works Departments on account of the use of sub-standard material and defective construction of roads and buildings or for non-completion of development works according to the schedule.

10. **In-ordinate Administrative Delays**

Analysis of complaints indicated that cause of action in many cases arose because of administrative delays in processing and deciding references by the concerned functionaries of the Government. O&M Wing of S&GAD of the Government of the Punjab vide their Circular letter No.SOIII(O&M)1-3/78 dated 4<sup>th</sup> February, 1979 issued guiding instructions to eliminate delays while dealing with cases. Had these been properly acted upon, performance of public officers would have improved. This circular has been reproduced at Sr.No.3 of Chapter 10 with a view that all controlling officers will minutely go through it and make it

apart of their daily official functioning ensuring efficient disposal of official business. Thus reducing number of maladministration complaints.

11. **Suo Motu Cognizance:**

The Ombudsman is empowered under the Act to take suo motu action in matters which may come to his notice either through the media or otherwise. During the year under report, suo moto cognizance in 13 cases was taken. Out of these, on the intervention of the Provincial Ombudsman, relief was granted to the concerned by the respective departments in 7 cases. In one case direction for sympathetic consideration was issued to the concerned department, relief was refused in two cases where the claim was found not in order and remaining 3 cases are under process.

12. **Acknowledgments:**

A copy of this report is sent to the Judiciary, Ministers, Administrative Secretaries, Heads of Attached Department, Autonomous/Semi-Autonomous Bodies and Senior Government Officers to keep them informed of the performance of the office of the Ombudsman. We acknowledge their views and suggestions in this regard. These suggestions are useful in improving our day-to-day working.

13. **Capacity Building:**

It is a matter of great satisfaction that on our recommendations, the Government Departments and other Institutions have undertaken different exercises for capacity building of their employees. During the year under report, a number of functionaries of various cadres/service groups were exposed to training, workshops and career management courses. As a result of this training, capacity to give more output and attitude towards public are expected to improve entailing speedy redressal of grievances. Efforts in this regard should however, continue. To

enhance importance of in-service training, it is proposed that promotion of all officers/officials of the Government be linked with their professional training.

14. **Press Coverage:**

The role of press remained positive and constructive during the year under report. The News Items appearing in the Print Media kept the public informed of the efforts of the Ombudsman for redressal of their genuine grievances. This year 214 orders of the Ombudsman were published besides the editorials and comments on this institution. Coverage in the press has created image of the office of the Ombudsman as friend of the aggrieved. The press has been kind to identify instances of mal-administration, violation of human rights and also our weak areas for improvement.

15. **Information Technology:**

We are taking benefits of office automation gadgetry. Different branches have been provided computers with trained staff. Information regarding complaints received, their disposal and follow up actions has been computerized facilitating output of this office. We are in liaison with the Information Technology Department of the Government for further improving our capacity in making use of office automation. Through Web Site <http://ombudsman.punjab.gov.pk> we are linked with the world through information highway and anyone interested can have access to our facility for having information about our performance and also submitting his complaint directly.

16. **Recommendations:**

Based upon the experience gained in processing complaints and interaction with the departments, recommendations specific to the departments and also general in nature have been incorporated in the report. Some of these may be

repetitions. This is because of the fact that Departments have not taken required action for implementation of earlier recommendations. Had these recommendations been given due consideration and appropriate action taken, sufferings of the public would have been reduced. We would reiterate that Departments should take these recommendations seriously and adopt appropriate measures for their implementation. However feedback received is appreciated.

# 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. Bank of Punjab
5. Provincial Board of Management, Punjab Government Servants Benevolent Fund
6. Boards of Intermediate & Secondary Education
7. Board of Technical Education
8. Board of Revenue
9. Communication & Works Department
10. Cooperatives Department
11. District Government
12. Education Department
13. Finance Department
14. Food Department
15. Forest Department
16. Health Department
17. Irrigation and Power Department
18. Labour & Manpower Department
19. Lahore Development Authority
20. Local Government & Rural Development Department
21. Police Department
22. Prisons Department
23. Punjab Small Industries Corporation
24. Social Welfare, Women Development & Bait-ul-Maal Department
25. Universities
26. Zakat & Ushr Department.

## **GENERAL**

### **1. EMPLOYMENT OF WIDOWS OF DECEASED GOVERNMENT SERVANTS**

Rule 17 (A) of the Punjab Civil Servants (Appointment and Conditions of Service) Rules 1974, provides that whenever a Civil Servant dies while in service or is declared invalidated/incapacitated for further service, one of his unemployed children can be employed by an appointing authority against a post in BS-6 and above falling in the initial recruitment quota for which he/she possesses the prescribed qualification and experience by giving him 10 additional marks in the aggregate by the Punjab Public Service Commission or by the appropriate Selection Board or Committee provided he/she, otherwise qualifies in the test/examination and/or interview for the said post.

Further, one child of such a Government Servant has to be provided a job against posts in BS-1 to BS-5 in the Department in which the deceased Government servant was working, without observance of formalities prescribed under the Rules/procedures provided such child is otherwise eligible for the post.

A number of instances have come to the notice of this office that the above quoted facility provided to the children of the deceased Government Servants could not be availed because the children of the deceased were minor. It is recommended that in such cases, the above facility should also be extended to the widow of the deceased if found otherwise eligible.

## **2. DELEGATION OF POWERS**

Decisions in a large number of cases were found held up due to requisite Delegation of Powers to Authorities in the present District Governments with new designations. It is recommended that immediate steps be taken to delegate maximum possible powers to the officers of the District Governments so that maximum number of cases are disposed of at the District level. These will not only make the District Governments more effective but the work load in the Administrative Departments will also decrease and they will be able to spend that time more usefully.

## **3. INTERNAL CONTROL AND AUDIT**

Internal Audit Cells manned by well qualified and trained staff may be set up at district level and within the administrative department to deal with financial/accounting matters and undertake internal audit of their respective Offices/Branches. They should submit reports on the prescribed proforma directly to the DCO/Administrative Head of the Department. This staff must work under the direct administrative control of the DCO/Administrative Head of the Department so that they may not be influenced by the lower formations. Through Internal Audit the administrative/financial irregularities are expected to decrease and system of decision making and control on expenditures/payments will improve.

It has also been noted that the lower staff mostly learn their job through trial and error which results in many failures causing hardships and undue loss to many. Moreover, most of the subordinate and supervisory staff especially in Accounts Branches do not hold requisite qualifications in financial disciplines. It is, therefore, recommended that at least the subordinate staff dealing with Accounts should have certain minimum qualifications such as passing the Departmental S.A.S Examination or a Diploma/Degree in Commerce.

#### **4. IMPROVEMENT IN PRE-AUDIT/POST-AUDIT SYSTEM IN WORKS DEPARTMENTS AND AUTONOMOUS BODIES.**

The Pre-Audit System of the Works Departments needs to be reviewed for improvement. The Divisional Accountants who are responsible for pre-Audit and payments to the contractors etc., belong to the Federal Government. As such they are not fully amenable to the Provincial Government for disciplinary proceedings against them for breach of Financial Rules and propriety. It has also been noted that more often they keep the claims of the contractors pending or raise undue objections on their claims with ulterior motives. It has been observed that although equally guilty, the concerned authorities are mostly hesitant to implead them in disciplinary cases alongwith departmental Officers because their punishing Authority being the Auditor General of Pakistan, such cases are to be sent to his office for punishment. It is, therefore, recommended that the Divisional Accountants in most of the cases being partners in irregularities be subjected to disciplinary action along with the offending Provincial employees as co-accused and got punished alike by following the relevant provisions of the rules.

In regard to Pre-Audit and Post-Audit System of the Autonomous Bodies, and other such Institutions it has been noted that most of the financial irregularities committed in those Institutions seldom come to light because the Pre-Audit and Post-Audit of those Institutions, both are carried out by the same Agency i.e., Local Fund Audit Department of the Punjab Government. For the sake of transparency and effectiveness, it is necessary that these functions are separated and given to different Agencies. Since Pre-Audit is carried out by the Local Fund Audit Department, Post-Audit should be conducted by the Auditor General of Pakistan.

## **5. TIMELY PAYMENT OF PENSIONERY BENEFITS AND GRANT-IN-AID FROM THE BENEVOLENT FUND.**

Under the Pension Rules, the concerned Departments/ Offices are required to initiate pension papers of a retiring Government Servant at least one year prior to his date of superannuation so that his papers are submitted to the Pension Sanctioning Authority and A.G. Punjab at least 6 months before his retirement with a consideration that all the possible objections etc., are resolved within the said period enabling payment of his retirement related claims/benefits and issuance of P.P.O. immediately on his retirement. Unfortunately, this time limit is not being adhered to with the result that in a number of cases, payment of pensionary dues could not be made to the complainants for which they had to approach this office for intervention and redressal of their grievance.

It is recommended that the laid down time limit for payment of pensionary dues be adhered to strictly. If payment of full pension is not possible for certain reasons then payment upto 80 per cent or less of full pension must be ensured as admissible under rule 1.8 of the Pension Rules. To have a deterrent effect on the authorities/officials who fail to adhere to the time limit in respect of payment of pension related claims/dues, disciplinary action for inefficiency should invariably be taken against them.

## **6. TRAINING OF PERSONNEL**

One of the reasons for increase in the number of complaints received in the Office of the Ombudsman has been noted to be the wide spread lack of knowledge amongst the officials of the Punjab Government about rules, regulations and procedures, especially in establishment, financial and accounts matters. The deficiency can be made up through proper in-service training of the Government employees. Although the Government of the Punjab has set up a Training Institute for the purpose, but keeping in view the large number of Government

functionaries still lacking proper skills, training process can be accelerated by making arrangements at District level to impart training to the employees in the respective Districts under the supervision of the DCOs and Secretary, Human Resource Development S&GAD Department.

## **7. COMPLETION OF UNFINISHED SCHEMES**

On investigation of a number of complaints pertaining to provision of civic amenities and public facilities, it transpired that a large number of development schemes remained incomplete or were abandoned by the successor Governments due to a number of reasons – non-allocation of requisite funds, change in priority etc. Funds invested are going waste with any benefit to the public. It is felt that many of such schemes can be resuscitated by taking appropriate action including fresh allocation of development funds. It is, therefore, recommended that a complete survey of those schemes be undertaken by the P&D Department. A High Powered Committee duly represented by the concerned Department and the Finance Department be constituted to go through each scheme and get the viable ones completed on priority basis for which the Finance Department should arrange adequate funding.

It has further been observed that majority of the schemes which stand completed, are not formally and timely handed over to the concerned departments by the executing agencies. PC-IV is seldom submitted by the executing agencies to the concerned department and the Planning and Development Department. This not only results in delay in reaping the benefits by the public of investments made but also entails many other drawbacks. Although time scale procedure stands prescribed but neither is it being followed nor monitored at appropriate level. There is need that Planning and Development Department should take cognizance of the situation and ensure that procedural formalities in respect of development schemes are timely completed.

## **8. AMENDMENT IN LAWS AND RULES**

It has been noted that certain lacunas/deficiencies in the existing Laws, Rules and procedures are a source of ever increasing grouse against the public functionaries. It is recommended that an inbuilt system should be devised for a regular periodic review of the Laws, Rules and procedures for appropriate amendments. Amendments so made be circulated to all concerned so that they have up-to-date knowledge of the same.

## **9. RECOVERY OF GOVERNMENT DUES**

It has been observed that huge amounts of the Government are stuck up against public and institutions. Mechanism for recovery is provided under the Land Revenue Act as arrears of land revenue. Under the referred law, District Revenue Authorities have been empowered to effect recoveries. It has been noted that system is not properly working and progress of recovery is not being monitored adequately. Resultantly, functions of public importance remain unfunded or not funded causing hardships to the public at large. There is a need to make institutional arrangements to specifically assess, have up-to-date department/head wise details of outstanding arrears, monitor its recovery progress on regular basis and reporting to the Chief Secretary independent of the departmental intervention.

## **10. POST AUDIT OF THE BENEVOLENT FUND AND PROVINCIAL WELFARE FUND**

All employees of the Government contribute to these funds. Deduction at prescribed rates is made at source and credited to the concerned fund. Management of these funds make payments to the beneficiaries according to the prescribed rules and procedures. To look after the pre-audit procedural aspects staff from Local Fund Audit Department is provided to assist the management of the funds. Post audit of this fund is also carried out by the Local Fund Audit Department. Pre-audit and post-audit organization being the same, third party

evaluation of transactions is not available. A number of complaints have been received indicating flaws and procedural deficiencies in the transactions resulting in leakage/mis-appropriation of funds. It would be appropriate that post-audit should be carried out by an independent agency preferably the Auditor General of Pakistan as is being done in all Government Departments.

#### **11. ERADICATION OF DELAY**

It has been noted that in majority of complaints the cause of action arose to the complainants due to inordinate delay caused in disposal/decision of their cases. Although the Government has been issuing instructions from time to time regarding improvement in the working of its offices but the object of ensuring timely and speedy disposal of cases does not seem to have been achieved. Office procedures and processes are still cumbersome, administrative delays remain endemic and maze of diverse and prolific notings still pass through a large number of hierarchical levels. Each of the office process is cleric ridden and insipid queries and objections continue to be made which delay the disposal of the cases. In Government offices, by and large disposal is taken to mean pushing a file and not resolving the problem or settling the issue. There is need to liberate humans from sufferings and keep the national interest supreme. Efficiency and output of public offices are required to be improved by simplifying and streamlining the office procedures. These be strictly enforced and anyone, who violates the same, should face disciplinary proceedings for inefficiency and misconduct.

#### **12. DEPARTMENTAL MANUALS**

Another factor giving rise to undue delays and maladministration is the non-availability of updated manuals containing departmental rules, circulars and orders supplementing or interpreting those Rules etc. Pace of work in our offices is retarded because of the ignorance of Government functionaries of the said rules, procedures, policies, orders etc., who at times apply incorrect/out-dated Rules and

Orders while dealing with cases. Therefore, to streamline functioning in the offices, department wise circulars and orders should be compiled and published in the form of a manual which should be supplied to each office and dealing functionary. These manuals should also be kept updated. The O & M Wing of the Punjab Government can undertake this exercise and publish the requisite departmental manuals periodically.

### **13. ARREARS LISTS, AN EFFECTIVE CHECK ON DELAYS AND DISPOSAL**

Para 1.10 of Manual of Secretariat Instructions read with Appendix-B prescribes time limit for disposal of references received in a Department/Office. Para 1.41 read with Appendices J & K of the Manual referred, provides mechanism to check delay in disposal of references/cases in a Section/Branch of a Department. Every Section Officer/ Branch Officer is required to maintain a register of pending references and put up Monthly Arrears Statement (Details of references/cases pending) by 10th of the month to the supervising Officer/Deputy Secretary. Had this practice been followed, the tendency to keep the cases dormant may have not crept in or pendency could have not accumulated to the level seen now-a -days. It is strongly recommended that instructions contained in the Secretariat Manual be arranged to be implemented in letter and spirit by the Departments and their organizations.

### **14. REPRESENTATION TO THE GOVERNOR**

Section 32 of the Punjab Office of the Ombudsman Act 1997 provides that any person aggrieved by a decision or order of the Ombudsman may, within 30 days of the decision or order make a representation to the Governor, who may pass such order, thereon, as he may deem fit.

It has been noted that in certain cases where a representation against the decision/order of the Ombudsman was preferred to the Governor, some Secretaries of the Punjab Government were appointed as hearing officers on behalf of the Governor. In some cases, hearing officer after hearing the representationist and the Agency formulated his recommendations and submitted the same to the Governor.

Comments/recommendations of the hearing officer on the proceedings before the Investigating Officer of this office appear to be out of place because these directly or indirectly pertain to the orders of the Ombudsman. He should rather submit the point of view of both the parties without any comments from his side and the Governor may take final decision in the light of the submissions.

## **15. IMPLEMENTATION OF 2% QUOTA RESERVED FOR DISABLED PERSONS.**

It has been noted that the departments do not strictly adhere to the 2% quota reserved for employment of disabled persons under the Disabled Persons (Employment & Rehabilitation) Ordinance 1982, whereby such persons are deprived of their legal right. The departments are, therefore, advised that as per requirement of the Ordinance, they should work out the quota of disabled persons on the basis of their cadre strength and make recruitment of eligible disabled persons on merit. The departments should also ensure that whenever their cadre strength is increased, the disabled quota is also adhered to each time.

### **DEPARTMENTS**

#### **1. AG PUNJAB AND DISTRICT ACCOUNTS OFFICERS**

While dealing with different complaints lodged against the Accountant General, Punjab and the District Accounts Officers, it has been noticed that on transfer of

officers/officials from one district to the other, their accumulated G.P. Funds are not transferred to the new district of posting. As a result they are not timely paid the amount of their G.P. Fund on their retirement from service. It is, therefore, recommended that the Accountant General, Punjab may introduce a comprehensive system to keep the G.P. Fund record updated or reactivate the issuance of pass books to all the employees of Provincial Government for incorporating the amounts of their G.P. Fund on their transfer from one place to another, like the one in practice in the Banks. This practice would eliminate complaints regarding missing credits of G.P. Fund and delay in final payments.

## **2. AGRICULTURE DEPARTMENT**

A number of complaints were received from officials of Agriculture Department, who were not paid their pensionary benefits either due to non-delegation of powers to sanction pension in the wake of devolution or due to unnecessary objections raised by the Department. The Department should streamline its functioning to ensure timely preparation of pension papers and payment of pensionary benefits to save the retired employees from agony and ordeal.

Different complaints revealed that functions assigned to On-Farm Water Management Wing e.g. designing of water courses, distribution of Government share for constructing pucca water courses, precision land leveling etc., are not being performed to the satisfaction of the stake-holders. Confidence and trust of end users in the organization is on the decline, resulting in their dwindling cooperation to take benefit of the scheme. There is need to revisit the working of this organization, specially in view of shortage of water to improve its delivery to the growers/farmers.

Use of adulterated and mis-specified pesticides are causing more damages than benefits not only to the crops, but also to the lives of people and animals. Because of residual effects of pesticides, W. T. O regime is adversely affecting export of our agricultural produce. Mainstay of our economy is the agriculture. The department should ensure use of quality, of required specifications and with least residual effect pesticides for crops. It is recommended that department must devise a comprehensive system ensuring use of quality pesticides according to the approved standards and enforce it stringently.

### **3. ANTI-CORRUPTION ESTABLISHMENT**

It has been observed that inquiries under Anti-Corruption Establishment laws remain pending with the Inquiry Officers for years. Original record pertaining to the inquiry is taken over by the A.C.E and is kept for indefinite period. Officer under inquiry and the working of concerned organization get badly affected over a considerable period of time. Situation needs to be improved by fixing time limit to complete inquiry and submit its final findings to the competent authority for taking further action. Original record taken over should invariably be returned to the department concerned within shortest possible time to be prescribed under the rules of the A.C.E.

The attention of Director, Anti-Corruption Establishment, Punjab, is drawn to the provisions contained in Sub Rule (2) of Rule 19 of the Punjab Anti-Corruption Establishment Rules 1985, empowering him to call for the record of any inquiry case, Suo Motu or otherwise pending with the Establishment and pass directions where necessary, for its speedy, fair and just disposal. Presently these powers are being sparingly used but keeping in view its usefulness, these should be exercised more frequently wherever felt necessary or requested to avoid undue delays.

#### **4. BANK OF PUNJAB**

A series of complaints received from Accounts Holders reflect poor quality of services being provided by the bank functionaries. The common factors highlighted are, absence of staff, non-observance of working hours, delay in processing cheques/cash and improper facilities to the customers. This is a poor reflection on a commercial/financial Organization of the Provincial Government. To reap benefits of its competitive edge by facilitating its cliental, the Government should take necessary steps to transform it into an efficient and service oriented financial institution of the Government.

#### **5. PROVINCIAL BOARD OF MANAGEMENT, PUNJAB GOVERNMENT SERVANTS BENEVOLENT FUND**

The widows, whose husbands die after retirement, are allowed financial grant out of Benevolent Fund for the un-expired period of fifteen years from the date of retirement of the officers/officials, whereas widows, whose husbands die during service, are allowed financial grant out of Benevolent Fund for lifetime. It is recommended that the widows, whose husbands die after retirement, may also be allowed financial grant for life-time, in view of the fact that the quantum of hardship in both the cases is alike.

#### **6. BOARDS OF INTERMEDIATE & SECONDARY EDUCATION**

Instances of maladministration in Boards of Intermediate & Secondary Education have been high-lighted in various complaints. These pertain to non-issuance of result cards, delay in issuance of result cards, non-issuance/delay of Roll Number Slips to candidates and improper evaluation of answer books by Sub Examiners/Head Examiners. Complaints of candidates were even not redressed by

the Management of the Boards timely. Resultantly, quite a large number of candidates suffered. There is a great room for improving efficiency and quality of work in the Boards. The Education Department should undertake an exercise to find out weak areas and take required steps to improve working of the Boards to redress the grievances of the candidates.

In many a case, candidates lost their last chance of taking examination because of delay in receipt of Roll. No. Slips or its non-issuance. They were asked to take examination in all subjects in spite of the fact that fault was with the Board's Management. It would be against equity if a student suffers because of no fault of his own. The Education Department should take a policy decision that candidates must not suffer because of no fault on their part.

## **7. BOARD OF TECHNICAL EDUCATION**

Observations made in respect of Boards of Intermediate & Secondary Education also hold good in case of Board of Technical Education. However, in the complaints received serious allegations of receiving illegal gratification even for issuing Roll No. Slips have been mentioned. This is a matter of great concern that students are being subjected to hardships through mis-management. It is strongly recommended that TEVATA should take stern action to eradicate causes of such complaints and improve working of the Board of Technical Education.

## **8. BOARD OF REVENUE**

- a) The complaints received during the year under review were by and large, about inaction, delay and inefficiency on the part of the functionaries of the Revenue Department in the disposal of matters pertaining to grant of proprietary rights of state land under various schemes, attestation of mutations, issuance of copies of revenue

record, demarcation of land, removal of encroachments from the common village paths/roads, partition of joint Khata and correction of entries of the Khasra Girdawari etc.

- b) A large number of complaints were also received about inordinate delay in the verification of Transfer Orders (T.Os)/Permanent Transfer Deeds (P.T.Ds) and issuance of certified copies thereof by the office of Chief Settlement Commissioner Punjab. Another issue pertained to non-entrustment of cases by the Chief Settlement Commissioner, Punjab, to the Deputy Settlement Commissioner/Notified Officers where issuance of P.T.Ds was involved.
- c) In the Annual Reports 2000 and 2001, various functional areas were identified due to which a large number of complaints arose. Recommendations were made to improve the working of the Department. Remedial measures were also suggested. The Board of Revenue, however, has not submitted any feed back about the action taken by them. It would be appropriate that these recommendations and suggestions are considered, proper actions taken and report furnished by the Senior Member, Board of Revenue.

## **9. COMMUNICATION AND WORKS DEPARTMENT**

A number of complaints were filed by the contractors of C&W Department, Government of the Punjab, regarding non-payment of their outstanding bills despite lapse of a long time. The main reason in majority of these cases was non-availability of funds. The Department should streamline their systems of awarding contracts in such a manner that payments against the work done are not delayed.

In a number of cases, it was observed that payments to the contractors could not be made due to the establishment of new system of District Governments. neither the C & W Department nor the District Governments are ready to accept the liability of the contractors. The Government should resolve this problem at the earliest and if required, provide necessary funds to the District Governments to clear these outstanding liabilities.

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

## **10. COOPERATIVES DEPARTMENT**

### **PUNJAB CO-OPERATIVE BOARD FOR LIQUIDATION.**

PCBL with the assistance of NAB, has reportedly recovered huge amounts of old debts from the defaulters of Cooperative Finance Corporations (CFCs) and also accumulated funds through sale of their properties. These funds are being used to satisfy the claims of depositors affected by the Coop Scandal 1990/91. It has been observed that in spite of availability of funds, the hard-hit deposit affectees, continue to clamour for refund of their claims because the PCBL considers that surplus funds of one CFCs cannot be used to retire debts of another CFC. This misconception can be overcome by the over-riding provisions of Punjab Undesirable Co-operative Societies (Dissolution) Act 1993 (Act I of 1993) read with sec 52 of the Cooperative Societies Act 1925 (Act V of 1925) whereby surplus assets of under liquidation/cancelled society can be devoted to any object of public utility with the approval of the Registrar, Cooperative Societies, Punjab.

Therefore, efforts be made for the satisfaction of claims of pensioners, widows, senior citizens, handicapped and hard-hit group, orphans etc., out of the surplus of the said CFCs.

It has been observed that repeated incidents of fraud and embezzlement of PCBL funds have taken place during the course of disbursement of claims of Coop Scandal affectees. The wrong lies in delivery of Bank cheques to unverified/unidentified claimants or on forged identification documents. It is advisable to revert to the system of issue of Bank advice in favour of the depositor claimant whose Bank Account rests with the PCBL or authorized Consortium of three Nationalized Banks viz. National Bank of Pakistan, Habib Bank Ltd., United Bank Ltd. This is a time-tested system through which billions of rupees were refunded to the Coop Scandal affectees without a single complaint of mis-delivery/disbursement of deposit claim or fraud etc.

## **11. DISTRICT GOVERNMENTS**

A number of complaints received against district administration revealed that immediate attention is needed for streamlining the performance of District Governments in the following areas:-

- a) Under the Devolution Plan, divisional tier of management stands abolished. Conceptually, powers and authority exercised by the divisional officers were to be devolved on to the District Government for efficient management of public affairs. In many cases it has been observed that still there are areas where powers have not been devolved to the District Governments causing impediments in resolving issues of public at large and Government functionaries as well.

- b) Complaints received reveal that attitude of Police towards public and its performance to maintain law and order has become erratic. Matters covered under local and special laws, although of petty nature but have implications for the daily life of public, are not being attended since the dissolution of the institution of District Magistracy. Public at large is facing scores of problems. Check and balance equation in the District Government's functioning has lost equilibrium. There is need to enlist such functions which were performed by the magistracy but have not been assigned to any functionary in the new set up and make appropriate arrangements to redress the public grievances.
- c) As a consequence of Devolution, divisional tier of management stands abolished and departments in District Governments reorganized. Surplus staff was to be adjusted to make departments in the District Governments effectively functional. Instances have come to the notice that quite a sizeable number of employees still remain to be without any assignment. This is adversely affecting the out-put of the District Governments on the one hand and also causing problems for such staff on account of their service matters. It appears appropriate that staff adjustments be finalized without further delay.
- d) In order to ensure proper functioning of the District Governments and resolve issues arising out of its working, institutional arrangement provided in the Punjab Local Government Ordinance 2001 comprises establishment of Provincial Local Government Commission, District Monitoring Committees, District Mushawarat Committees and Zila Mohtasibs. These institutions

have not yet been put in place and activated in spite of the fact that issues are cropping up on daily basis. To make the District Governments a success it deems necessary that Monitoring and Supervisory Committees/Commission/Zila Mohtasib be established immediately and made functional.

- e) In a number of cases it has been found that functional links between the Administrative Departments and their district outfits have weakened because District functionaries feel more responsive to the District Government than their Administrative Departments. Required information is delayed or it is not of the desired quality adversely affecting decision making process. There is need to strengthen working relationship between the Administrative Departments and their outfits in the districts.

## **12. EDUCATION DEPARTMENT**

Socio-economic development depends on quality and productivity of skilled manpower. Education Department is destined to transform people through process of education into highly trained productive manpower. This is possible only when teacher and taught are provided enabling environment, quality class room instructions and proper monitoring. Bulk of the complaints received pertained to this department. In view of the information gathered from these complaints about the working of the Education Department, following recommendations are made:-

- a) Teachers and other staff are frequently transferred because of extraneous factors disregarding tenure and merit. Even in many cases political victimization has been noticed. This creates frustration affecting adversely morals of teachers in performing their sacred duty of imparting education to the students. There is need to devise a comprehensive policy for intra-district and inter-district transfers of

teachers laying down guidelines for District Governments. The department should frame the policy, get it approved and implemented strictly.

- b) A number of complaints revealed that financial corruption is rampant at different levels and through different means. Frauds of different natures are committed, e.g. drawal of salaries of fake teachers/other staff, drawal of amounts from G.P. Fund accounts of teachers in connivance with the District Accounts Officers without knowledge of the concerned employees, drawal of medical/ T.A bills and arrears etc. Such happenings are generally because of poor control of D.D.Os who lack adequate knowledge and training in financial matters. Strong need is felt that all D.D.Os be imparted adequate training in financial management matters. The department should exercise vigilance at all DDO and supervisory levels to curb financial corruption and take speedy appropriate action where irregularities are detected.
- c) A lot many retired teachers have come to this office requesting for release of their pensionary dues. In many cases delay of years was found. This shatters confidence of the employees in their parent department. Replies of the department generally reflect pending audit paras, enquiries etc. against the retired teachers. Pension rules clarifications issued by the Government of Punjab and Accountant General Punjab unambiguously provide guidelines to deal with such cases which include sanctioning of anticipatory pension upto 80%. The department should also issue appropriate instructions to all its pension sanctioning authorities to adhere to the provisions of Pension Rules and clarifications without fail.

- d) Absenteeism of teachers is one of the most talked about malice in the Education Department. Scarce recourses of the nation not only go waste but students also suffer. Educational institutions are seldom inspected and even the inspections carried out are cursory, without any end result. Inspection and monitoring system within the District Governments needs to be established and strengthened to a level that each school should feel presence of the Government. Absenteeism and malfunctioning of educational institutions be checked strictly.
- e) Scores of complaints reveal that a number of school buildings though completed, yet are lying idle without any use. Maybe, there is a sizeable number of non-functioning schools in each district. Similarly, in many schools basic facilities like drinking water and lavatories are not available. Buildings of quite a good number of schools are in dangerous conditions. Many schools under construction have been abandoned without completion whereas in many schools especially of girls, boundary walls have not been provided. Education Department should take stock of the situation, improve its costly infrastructure and bring into its full potential use.
- f) Science subjects are taught in combinations in Pre-Engineering or Pre-Medical groups. Each subject requires a separate teacher properly trained and educated in the relevant discipline. It has been brought to the notice of this office that in educational institutions, specially in suburban areas, teachers of all science subjects are not available at a time although sanctioned posts are there. This adversely affects proper education in science group subjects and ultimately bringing up productive trained manpower. The department should arrange and

provide teachers to make up deficiency so that combination of all science subjects is taught to the students.

g) Educational institutions in the private sector are required to be registered under the Promotion and Regulation of the Private Educational Institutions Ordinance, 1984. Majority of privately-managed educational institutions are not registered. They pose to the students at the time of admission as registered institutions and at the time when admissions for Matric/F.A/F.Sc. Examinations are sent to the boards they treat them as private students. Such institutions keep on increasing fees and funds arbitrarily without providing corresponding facilities. Contribution of private sector in imparting education is encouraging but it needs to be streamlined so that students get the due what they pay for. Education Department should take appropriate steps in the light of the referred Ordinance to make privately-managed institutions responsibly efficient and more productive.

h) The most important player in the process of education is the teacher. Stock of knowledge with its variants is ever changing and new branches of knowledge are finding its way in the curriculum of education. It has been felt that our teachers, especially in schools, have outdated knowledge and skills of imparting education to students. To keep pace with the expanding horizon of the knowledge, the department should make arrangements to regularly upgrade skills and knowledge level of teachers for meaningful education of the taught.

### **13. FINANCE DEPARTMENT**

Inordinate delay caused by the Finance Department in rendering advices sought by different departments in different cases adversely affected timely disposal of matters relating to the employees of the Province and public at large. It is,

therefore, recommended that reasonable time limit may be fixed for different categories of cases for their disposal and a system be evolved to monitor progress in such cases on monthly basis.

#### **14. FOOD DEPARTMENT**

By the grace of Almighty, Pakistan has not only become self-sufficient in Wheat production but has started exporting. While dealing with complaints pertaining to this department, it has been observed that:-

- a) As a policy, the Food Department procured all that wheat which was brought to its centers. Due to shortage of adequate storage capacity, a large quantity was stacked in the open without proper cover. There is every likelihood of wastage of huge stocks due to weather impacts and improper fumigation. Apart from the problem of storage, the difficulty of availability of empty bags was also faced by the growers. The Department often directed the growers to arrange bardana/bags themselves and supply their wheat in those bags with the promise that either the empty bags will be returned or its price paid but later this commitment was not honored and resultantly the Department had to face litigation. In order to ensure maximum procurement, bags may be made available to the farmers/growers at the right time at the right price.
- b) A large number of complainants for non-payment of remuneration to seasonal workers and illegal disposal of wheat stock were also received in this office. It is recommended that Food Department should arrange/devise a foolproof system of storage of wheat and proper administration of seasonal staff during the procurement season.
- c) Growers/Farmers have brought to the notice of this office that they had to wait on procurement centers of the Food Department for days before

their wheat was unloaded. This caused not only inconvenience but also working hours were wasted. On a number of procurement centers long queues of growers waiting for unloading their wheat for days have been reflected in the complaints. Such a situation also provided fertile atmosphere for corrupt practices at the local level. The department should look into its procurement arrangements and take such steps that the growers do not face such compelling oddities.

## **15. FOREST DEPARTMENT**

Forests play an important role in economic development and controlling environmental degradations. It is a basic source of energy for major chunk of the population. It provides timber not only for buildings and furniture but also for tools of husbandry. It needs due attention at the appropriate levels. From the complaints received it has been observed that:-

1. Road side Plantation which provides shade and shelter to travelers is often removed for widening of the roads but after completion of the work it is not replaced by new plantation.
2. The forests are shown to catch fire usually. FIRs are lodged against unknown Timber Mafia, but no deterrent action or preventive measures are taken to curb the evil.
3. Check posts were constructed for watch and ward purposes. These are in dilapidated conditions. The Watch and Ward Staff usually slips away from their duty providing ample chances for losses to public property.
4. Around the Forest bearing areas, fences were erected to restrict the entry of grazing cattle. These have been damaged with the passage of time but no attention has been paid for its repair and maintenance.

Shisham tree has been very popular especially for canal and road side plantations. Recently, a crucial problem brought to the notice of this Office, is the Shisham Dieback disease which has caused large damage to this specie. The Punjab Forestry Research Institute, Gutwala, Faisalabad should carry out necessary research and come up with curative solution to control the epidemic.

## **16. HEALTH DEPARTMENT**

After Education, it is the second biggest department of the Government of the Punjab. A large number of complaints received can be, in general, divided into two categories i.e. pertaining to establishment matters and health services delivery to the public by hospitals. Complaints regarding establishment matters highlighted unnecessary delays in processing and finalizing cases pertaining to more over, promotions, inquiries under disciplinary rules, pensionary benefits and arbitrary postings/transfers of doctors/staff. Complaints pertaining to health services delivery pertained to indifferent attitude of doctors, paramedical staff, negligence in performing their duties, non availability of medicines in Hospitals/Rural Health Centers/Basic Health Units, mal-practices in issuance of Medico Legal Certificates and inaction against quacks etc. It is surprising to observe that drugs/medicines and articles used in procedures to save life even in Emergency Wards are not available in the public sector hospitals and patients are asked to provide the same. Unnecessary delays in payments to suppliers often result in choking the supply line to the hospitals causing hardships for the patients. In view of the issues raised in complaints following recommendations are made to improve the situation:-

- a) The Performance Evaluation Reports and inquiries, which are the main causes of delay in finalizing the move-over/promotion cases be got completed within the time limit prescribed under the relevant rules. There is strong need to streamline the procedural matters, ensure timely

compilation of service record/inquiries and monitor progress in a systematic way.

- b) Pension cases were found inordinately delayed on the grounds that some audit paras were pending against the retiring civil servants and sometimes for non-availability of their service record. Retirement notifications were not issued by the concerned authorities one year before the retirement date of the civil servants in violation of Government instructions. In some cases, these were issued even after the date of retirement of the civil servants. All this caused delay in finalization of pension cases resulting in great hardships to the retiring civil servants. The department needs to ensure that the pension cases are finalized strictly in accordance with the instructions issued by the Government and where delay is inevitable, upto 80% of pension admissible in such cases as provided under the rules is invariably sanctioned.
- c) The Medical Superintendent/Incharge of the hospital be made answerable for the indifferent attitude of doctors/para medical staff and negligence in the performance of their duties. Strict action is required to be taken against the delinquents.
- d) Regular supplies of medicines and articles for procedures particularly in emergency departments/wards be ensured in all the hospitals. Special attention be paid to the life saving drugs and articles.
- e) It is a general practice that purchases are made near the close of the financial year. Due to shortage of time codal formalities are not completed as manifested in the rules/purchase manual. Payments to suppliers are delayed. Situation provides opportunities for corruption,

maladministration and mismanagement, ultimately adversely affecting delivery of health services to patients. Even in many cases allocated budgets could not be utilized appropriately during the financial year and were surrendered. This, in fact, amounts to denial of services to the patients in spite of availability of resources. The department must ensure that allocated budget is utilized meaningfully according to the time schedule prescribed by the Government ensuring adequate supplies for the proper care of the patients. Officers surrendering budgets without any just cause be proceeded against under the relevant rules for inefficiency.

- f) Medico Legal Certificate is an important evidence in criminal cases. Fake/fabricated certificates affect quality of decision in litigation ultimately leading to undue benefit or loss to a party. There is need to devise a proper system to ensure that Medico Legal Certificates are issued genuinely based only on actual facts.
- g) In a number of cases it has been observed that doctors and other staff are transferred under extraneous factors disregarding administrative exigencies or merit. This adversely affects morale of the health service providers. In some cases hospitals are over-staffed and in others mostly in suburban areas under-staffed. Merit based policy for manning the hospitals and postings/transfers be devised and implemented in stricto sensu.
- h) Quacks are responsible for spreading contagious diseases e.g. Hepatitis, Aids, Dengue Fever etc. Instead of providing care to the patients, they invariably prove a hazard for the health. They are doing their thriving business in every nook and corner of the Province at the cost of national health. They even use preparations of heavy metals or herbs basically

injurious for health. It appears as if enforcement staff of the department is not performing their duties. The department should discharge its duty effectively and curb the menace of quackery by utilizing manpower at its disposal. Those found inefficient be dealt with strictly.

- i) Hospitals generate a sizeable quantity of waste which also includes syringes, needles and contaminated material. This is not being disposed of properly. Often scavengers meddling with this waste extract different articles which are sold in the market for reuse. This is a very dangerous phenomena and one of the causes for spreading fatal diseases. The department should ensure that hospital waste is disposed of separately in hygienic manner avoiding possibilities of spreading contaminations causing diseases.

## **17. IRRIGATION & POWER DEPARTMENT**

In the complaints pertaining to this department following irregularities have been point out:-

- (i) Violation of Warabandi
- (ii) Improper location and size of water outlets
- (iii) Theft of canal water
- (iv) Plight of tail-enders due to short supply of canal water caused by theft or improper maintenance of distribution system
- (v) Illegal demolition of water courses
- (vi) Excessive assessment of Abyana by Canal Patwari
- (vii) Delay in deciding Taawan cases.

These shortcomings pointed out in complaints reflect improper functioning in the department at supervisory levels. It appears that field staff does not care for the

rules, regulations and procedures prescribed by the Government in discharge of their duties. As a result, influential benefits and poor suffers. It is recommended that department should evolve and implement effective system to curb corrupt practices. Any such officer found responsible for irregularities be proceeded against under disciplinary rules.

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

## **18. LABOUR AND MANPOWER DEPARTMENT**

Bulk of the complaints pertained to Weights and Measures Licensing Authorities of the department. These highlighted corrupt practices under different shades and garbs. Because of sub-standard weights and measuring scales, public at large suffers. There is a strong need to strengthen checking system to ensure that the weights and weighing scales at shops are as per approved standards and customers are not fleeced.

Economic Production Sector is dependent on trained manpower. Quality of product and efficient use of resources hinges upon the skills of the manpower. Labour and Manpower Department should carry out detailed survey to ascertain type and number of required manpower in the industrial and agricultural sectors. They should plan Training Programs in collaboration with relevant public sector organizations to meet demand of the market.

The Department arranges and provides health care, education and housing facilities to the labourers and their dependents. Many instances have been brought to the notice indicating inadequacy of facilities as compared to the requirements, deviations from the prescribed procedures entailing more than due benefits to

some at the cost of others and improper location of residential facilities constructed by the department for the labourers. It is recommended that the department should carry out study to streamline delivery of services for the benefits of labourers and their dependents.

***SOCIAL SECURITY*** is an attached agency of Labour & Manpower Department. It raises funds through contributions of the Industrial/Trading concerns and expends these amounts for providing medical care to the labourers and their dependents. In different complaints it has been highlighted that notices for contribution were issued to the Industrial/Trading concerns without completion of due process. Similarly, medical care being provided had certain deficiencies. The Department is advised to improve functioning of the agency for collection of contributions and delivery of services.

#### **19. LAHORE DEVELOPMENT AUTHORITY**

In a number of complaints received pertaining to LDA following shortcomings/irregularities have been pointed out:-

- (i) Illegal and multiple allotments of plots.
- (ii) Discrimination and favoritism in allotment of plots in lieu of exemptions.
- (iii) Un-necessary delays in transferring proprietary rights.
- (iv) Mal-practices in granting extensions in construction period, issuing of completion certificates etc.
- (v) Charging excessive transfer fees.
- (vi) Poor quality of roads/sewerage and non-completion of development works/civic amenities in housing colonies.
- (vii) Missing files of plots.
- (viii) Evasive and incorrect information provided to the applicants at the

windows.

- (ix) Encroachments severely affecting right of way.
- (x) Illegal use of residential plots for commercial purposes, affecting environment in the residential areas.
- (xi) Conversion of amenity plots into residential/commercial plots at the cost of residents of the locality.
- (xii) Mis-management and corrupt practices in the Directorate of Land Development and Management.

It appears that procedures are cumbersome, lengthy and apt to foster inefficiency and corruption. Missing files of plots and illegal conversions add to the gravity of sufferings of allottees. People at large have suffered. Conversion of amenity plots for other uses amounts to depriving the residents of the locality of the designed promised facilities. L.D.A. should undertake a comprehensive study to improve its functions, simplify its rules and procedures and computerize its land records. One window operation needs to be streamlined by removing weaknesses and improving its working. Building By-Laws approved by the Government are in vogue, but these need to be implemented strictly ensuring proper availability of facilities to all residents without discrimination.

## **20. LOCAL GOVERNMENT & RURAL DEVELOPMENT DEPARTMENT**

This Department through its Institutions/Councils, is responsible to provide basic amenities to the public. On ground position indicates mal-functioning and improper administration of these Councils/Institutions. Information contained in complaints received highlights the following areas of maladministration:-

- (i) Permanently incapacitated employees of the department have not been allowed benefit of Rule 17(a) of the Punjab Civil Servants

(Appointment and Conditions of Service) Rules 1974. Resultantly, bereaved families suffer because of inaction on the part of the Local Government Department Officers.

- (ii) In scores of complaints it has been highlighted that pensionary benefits were unnecessarily delayed and even not paid after lapse of years of retirement of the employees. This has caused hardships to many without any justification.
- (iii) In many cases, it has been found that contracts for execution of works were awarded without completing codal formalities. Even in such cases where work orders had been formally issued, payments were not released to the contractors. Local Government Rules of Works provide clear mechanism for execution of works and payments to the contractors but these are not being implemented appropriately.
- (iv) Establishment matters, specially recruitment of lower staff, promotions, move-over etc., are not being dealt with according to the rules and prescribed procedure. In many cases staff employed on work-charged basis continued for years and years without having been regularized or allowing them an opportunity for regular appointment. After attaining the age of 60 years when they were retired from service, pensionary benefits were denied.
- (v) In many cases department came up with the defense/reply that record was not available. This is strange to observe that the officers/officials who created liability for the department did not bother to maintain the record properly. Either record has been

misplaced with malafide to save the skin of wrong doers or to damage the interest of individuals.

- (vi) Local Councils have established road-side parking stands which are let out through auction. The contractors mostly charge parking fee more than the prescribed rates. In many localities of Lahore, unauthorized road-side Parking Stands have come up. They not only fleece the public, but also cause traffic jams. It is not possible that Departmental functionaries are unaware of it, but corrective actions have not been taken.
- (vii) Collection and disposal of solid waste, disposal of sullage water and providing potable water are some of the basic functions of the Local Councils. On ground position is pathetic creating lot of health hazards for the population.
- (viii) Field staff is transferred frequently under extraneous factors affecting service delivery by the formations.

It appears that rules, regulations, procedures and good practices though available and established, but are not being implemented properly. Supervisory staff is equally complacent in enforcement. In view of the ground position, it is recommended that Department should take stock of the situation and take all corrective measures to put the things in right order ensuring smooth functioning according to the laid down laws, rules and procedures eliminating whims and discretion.

## **21. POLICE DEPARTMENT**

For economic development and growth of the society, maintenance of law and order is a pre-requisite. This depends mostly on the law enforcing agency which in

this case is the Police. It deals with people from all segments of the society. In the complaints received against this agency following issues have been raised:-

- (i) Staff at the Police Stations is reluctant to register FIRs. It is a pre-requisite for investigation in cognizable cases. When non-cognizable matters are reported to the Police Stations, proper record of the complaint is not maintained, whereas under Section 155 of Code of Criminal Procedure, these are to be recorded in the 'Roznamcha Waaqiati' for further action. Copy of the FIR is necessarily to be provided to the complainant but it is not being done so.
- (ii) It has been noted with concern that in cases of fraud, misappropriation, theft and illegal possession of the State land etc., where the Government Departments are complainants, the Police does not take due interest and least priority is attached to such cases with the result that the wrong doers mostly go scot-free.
- (iii) Since the establishment of Investigation Wing, separate from the routine Police functions, working of Police Stations has not improved to the extent perceived. Apparently new Police System is not being implemented in its true letter and spirit.
- (iv) Presently performance of Investigating Officers is gauged on the basis of arrest of accused and recoveries of case property. In criminal cases conviction rate is quite on the lower side because of lacunas in the investigation left deliberately or due to incompetency.
- (v) Police Investigating Officers are generally not trained in modern techniques of investigation and often adopt third rate means

involving physical torture which many a times cause deaths in Police custody or cause permanent damage to the physique of an accused. Even in many cases accused are not kept in the Police Stations but at private locations of SHOs/Investigating Officers. Public suffers because of deviations from laid down laws, rules and procedures.

(vi) Working environment in Police Stations and Investigation Cells is generally hostile to the public. It damages the image of Law Enforcing Agency in the eyes of the public.

(vii) Attitude of Police towards public is not friendly. Mistrust leads to repeated instances of manhandling and harsh dealing with the public.

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

(a) Attitudinal changes in officers and other ranks be inculcated making them aware of human rights through appropriate in-service training and pre-service training. They should, in fact, serve as guardians and protectors of these rights instead of violators.

(b) Performance Evaluation of Incharge Officers of Police Stations and Investigations should be linked with the successes rate of criminal cases before the Judicial forums.

(c) Field staff is generally over-worked and often remain under pressure for performing multifarious duties. This affects their efficiency and also aberrations creep into their attitude. Efforts be made to schedule their duties in a way that unnecessary pressures are avoided.

- (d) Police Officers dealing with investigations be given adequate training in modern techniques. Necessary logistic, equipment and other facilities be provided to enhance their operational capacity to cope with the changing trends in crimes.
- (e) In addition to routine inspections of Police Stations, comprehensive annual technical inspection of each P.S. be carried out by an officer not below the rank of S.P. For irregularities observed, action against the delinquents be initiated and all procedural and other deficiencies observed be made up through adequate follow up arrangements. Reports of annual inspections be consolidated and sent to the Incharge Officer of the concerned Range for his information and further necessary action.

## **22. PRISONS DEPARTMENT**

Complaints received against this department denoted:-

- (a) Almost all the Jails in the Province are overcrowded. Excess number of prisoners than the designed capacity are being kept there without proper accommodation and facilities giving rise to multiple problems.
- (b) Regular and annual inspections of Jails are not being carried out. Grievances of the prisoners are not given due considerations with the result that law and order situation often gets created in some of the Jails.
- (c) Juvenile offenders, minor and female prisoners are not attended with compassion and their grievances are not redressed with promptitude.

- (d) The behaviour of the Jail Officers and staff towards the prisoners is generally hostile and provoking.

The Department is advised to reduce overcrowding in Jails by constructing new jails, releasing prisoners involved in petty cases after completing legal process, arrange regular and annual inspections with a view to take corrective action to improve conditions of inmates. Juvenile offenders, minors, females and elderly prisoners be attended with compassion and their grievances redressed with promptitude. The complaints of the prisoners against Jail Management be given due attention and proper remedial action be taken. The standard of food supplied to the prisoners and health care at jail premises be improved. The basic facilities in Jails like electric fans, potable water, lavatories and cleanliness be ensured. The jail authorities may tap non-official avenues e.g., NGOs and philanthropists to help them out.

### **23. PUNJAB SMALL INDUSTRIES CORPORATION.**

The agency advertised establishment of small industrial estates in different cities/towns of the Province i.e., Burewala, Mian Chunnu, Kasur, Gujranwala, Lahore, Sargodha, Shorkot, Khanewal, Taxila etc. Applications were invited from the public for allotment/purchase of plots for setting up Industrial units. Interested persons submitted applications and also deposited amounts with the Corporation. In spite of lapse of a considerable time neither any infra-structure has been completed nor plots allotted to a number of applicants. In this regard many complaints have been received in this office.

Department of Industries and Mines is recommended to take stock of the situation and take appropriate corrective measures to redress grievances of the applicants/allottees.

### **24. SOCIAL WELFARE, WOMEN DEVELOPMENT AND BAIT-UL-MAAL DEPARTMENT**

Complaints were received against the Social Welfare Department regarding improper facilities of accommodation at the Women Hostels and Industrial Homes established at various D.H.Qs. The department is advised to undertake a comprehensive study to ascertain training facilities available at the Industrial Homes vis-à-vis number of trainees. To meet the demand, training facilities where required be expanded. After complete survey of Women Hostels, facilities be adequately updated and improved according to needed requirements.

### **25. UNIVERSITIES**

In a number of complaints following problems have been highlighted:

- (i) Uniform policy for admission of students in different departments/faculties is not being followed.
- (ii) Complete transparency in admission procedure is not being observed. Taking benefit of lack of information to the candidates, below merit admissions are made.
- (iii) Some faculties/Departments of the Universities have quotas reserved for Special/Handicapped candidates and others do not.
- (iv) Degrees to successful candidates are not issued timely. Delay caused adversely affects their furtherance in seeking employment or admissions in higher studies.
- (v) Yearly examination schedules are not properly announced for the knowledge and information of students/parents. Many a times these are changed arbitrarily causing hardships for the candidates.

To improve the situation, it is recommended that:

- (a) Universities should devise and adopt uniform admission policy, which should be properly advertised through print/electronic media for general information of the public.
- (b) All steps in the procedure of admission should invariably be made transparent. Merit list of successful candidates should be advertised for information of candidates through press to avoid any subsequent manipulation to admit favourites.
- (c) Yearly examination schedule should be announced before the commencement of the year and adhered to strictly. Any subsequent changes, if inevitable, be also adequately advertised.
- (d) Degrees to successful candidates be issued simultaneously with the declaration of results. Universities should make arrangements accordingly.

- (e) The Education Department is advised to take appropriate steps to streamline admissions and examination systems of the Universities.

**26. ZAKAT & USHR DEPARTMENT**

A number of complaints received in respect of this department revealed that many Chairmen of Local Zakat Committees refused aid from the Zakat Funds on the basis of local inquiries regarding eligibility conducted either by the Chairman himself or by a Member of the Zakat Committee. In order to eliminate any chance of injustice, it is recommended that in cases of refusal of financial aid applied for, second independent verification may invariably be arranged before decision.

## **RECEIPT & DISPOSAL OF COMPLAINTS**

- **TOTAL RECEIPTS AND DISPOSAL FROM 1996 to 2002.**
- **DEPARTMENT-WISE RECEIPT OF COMPLAINTS DURING 2002.**
- **DISTRICT-WISE DETAIL OF COMPLAINTS RECEIVED DURING 2002.**
- **DISPOSAL OF COMPLAINTS DURING 2002.**
- **DETAIL OF NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2002.**
- **NATURE OF MAINTAINABLE COMPLAINTS RECEIVED DURING 2002.**
- **DISPOSAL OF COMPLAINTS AFTER HEARING DURING 2002.**
- **MONTH WISE RECEIPT AND DISPOSAL OF COMPLAINTS DURING 2002.**
- **DISPOSAL OF COMPLAINTS PERTAINING TO MALADMINISTRATION IN SERVICE MATTERS DURING 2002.**
- **DEPARTMENT WISE REPRESENTATIONS DECIDED BY THE GOVERNOR DURING 2002.**

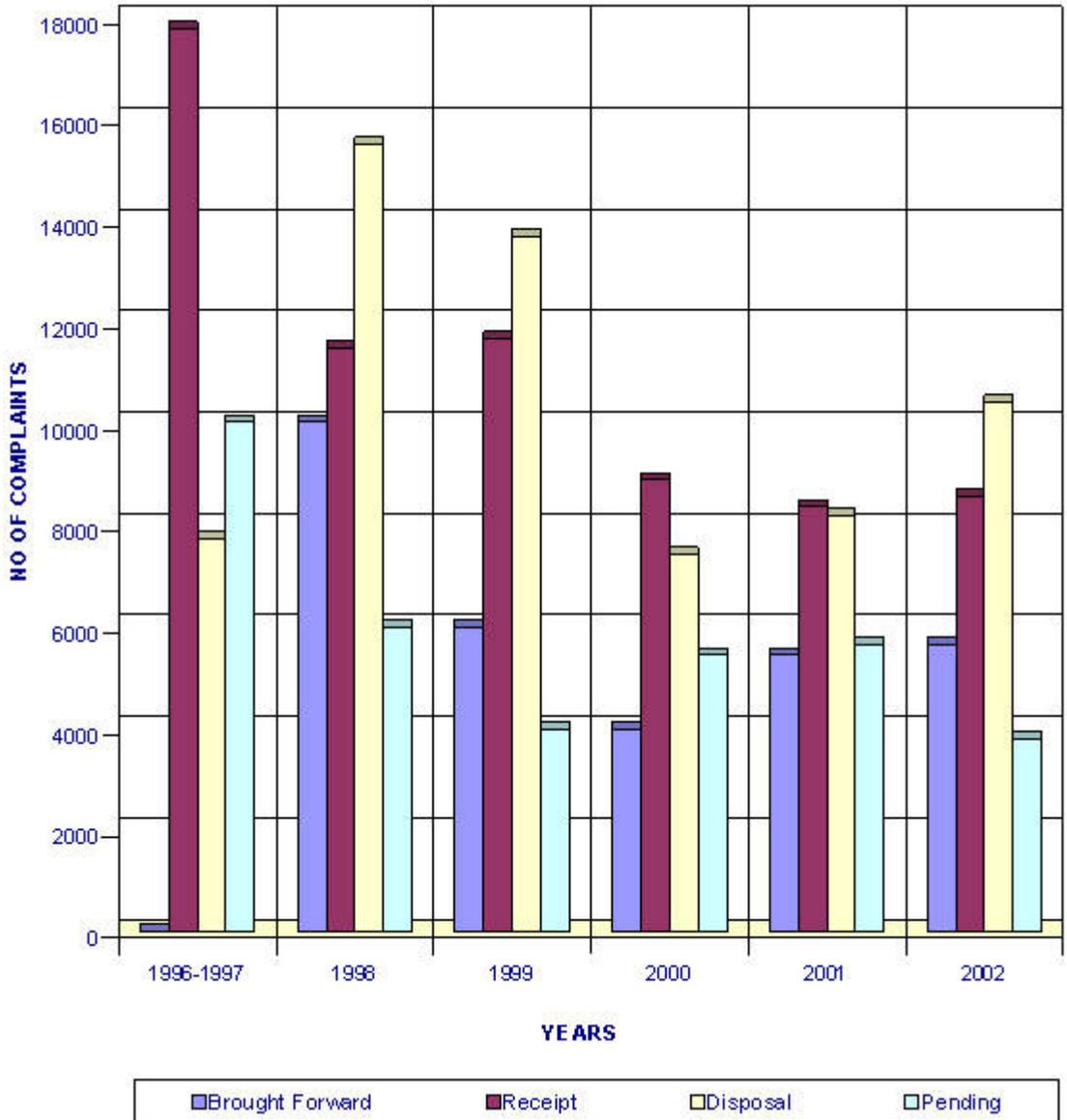
## TOTAL RECEIPT AND DISPOSAL FROM THE YEAR 1996 to 2002

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

Total Number of complaints received: 66878

Total Number of complaints disposed of: 63078

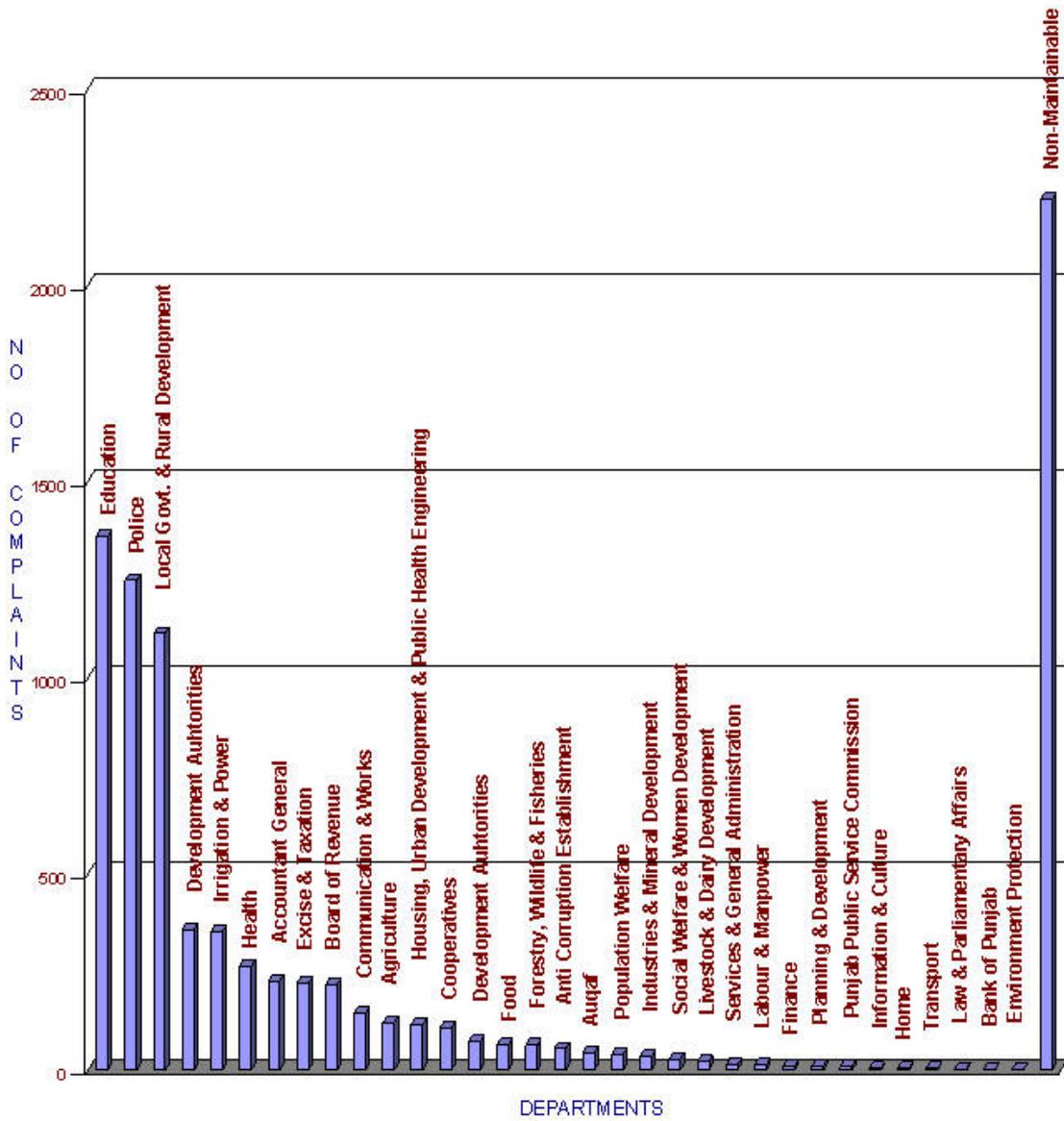
**Pending: 3800**



## DEPARTMENT WISE RECEIPT COMPLAINTS DURING 2002

| Sr. No. | DEPARTMENT  | COMPLAINTS | %AGE   |
|---------|---|------------|--------|
| 1       | Education   | 1362       | 15.86% |
| 2       | Police  | 1248       | 14.54% |
| 3       | Local Govt. & Rural Development                           | 1113       | 12.96% |
| 4       | Development Authorities                                   | 359        | 4.18%  |
| 5       | Irrigation & Power  | 355        | 4.13%  |
| 6       | Health  | 266        | 3.10%  |
| 7       | Accountant General  | 228        | 2.66%  |
| 8       | Excise & Taxation   | 222        | 2.59%  |
| 9       | Board of Revenue  | 217        | 2.53%  |
| 10      | Communication & Works                                     | 146        | 1.70%  |
| 11      | Agriculture   | 120        | 1.40%  |
| 12      | Housing, Urban Development & Public Health<br>Engineering | 117        | 1.36%  |
| 13      | Cooperatives  | 108        | 1.26%  |
| 14      | Bait-ul-Maal  | 73         | 0.85%  |
| 15      | Food  | 65         | 0.76%  |
| 16      | Forestry, Wildlife & Fisheries                            | 64         | 0.75%  |
| 17      | Anti Corruption Establishment                             | 55         | 0.64%  |
| 18      | Auqaf   | 46         | 0.54%  |
| 19      | Population Welfare  | 41         | 0.48%  |
| 20      | Industries & Mineral Development                          | 36         | 0.42%  |
| 21      | Social Welfare & Women Development                        | 28         | 0.33%  |
| 22      | Livestock & Dairy Development                             | 21         | 0.24%  |
| 23      | Services & General Administration                         | 13         | 0.15%  |
| 24      | Labour & Manpower   | 13         | 0.15%  |
| 25      | Finance   | 11         | 0.13%  |
| 26      | Planning & Development                                    | 11         | 0.13%  |
| 27      | Punjab Public Service Commission                          | 9          | 0.10%  |
| 28      | Information & Culture                                     | 5          | 0.06%  |
| 29      | Home  | 4          | 0.05%  |
| 30      | Transport   | 4          | 0.05%  |
| 31      | Law & Parliamentary Affairs                               | 3          | 0.03%  |

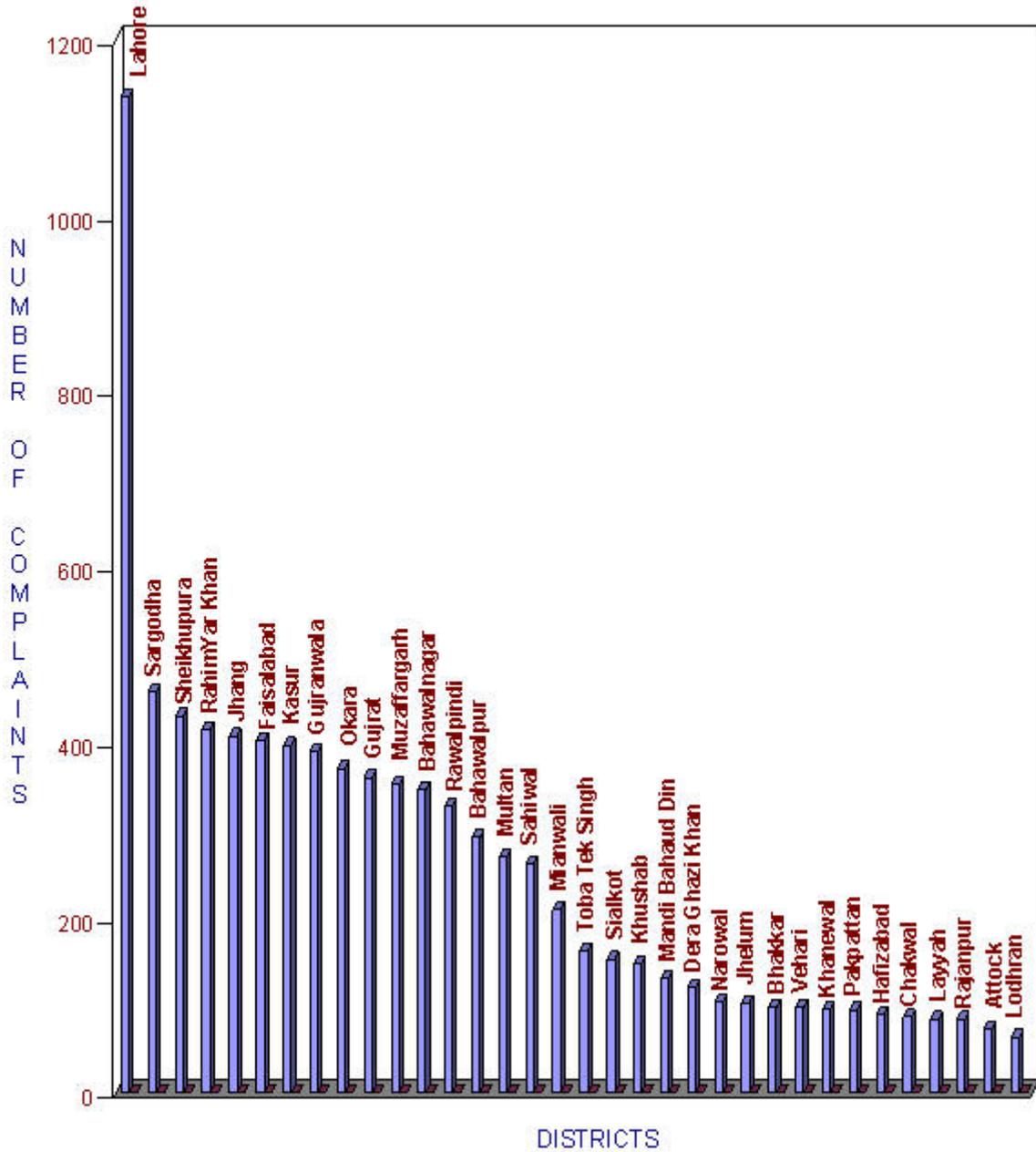
|    |                        |             |                |
|----|------------------------|-------------|----------------|
| 32 | Bank of Punjab         | 3           | 0.03%          |
| 33 | Environment Protection | 2           | 0.02%          |
| 34 | Non-Maintainable       | 2218        | 25.83%         |
|    | <b>Total</b>           | <b>8586</b> | <b>100.00%</b> |



## DISTRICT-WISE DETAIL OF COMPLAINTS RECEIVED DURING 2002

| Sr. No. | DISTRICTS        | COMPLAINTS | %AGE   |
|---------|------------------|------------|--------|
| 1       | Lahore           | 1136       | 13.23% |
| 2       | Sargodha         | 457        | 5.32%  |
| 3       | Sheikhupura      | 429        | 5.00%  |
| 4       | Rahim Yar Khan   | 414        | 4.82%  |
| 5       | Jhang            | 406        | 4.73%  |
| 6       | Faisalabad       | 401        | 4.67%  |
| 7       | Kasur            | 396        | 4.61%  |
| 8       | Gujranwala       | 389        | 4.53%  |
| 9       | Okara            | 369        | 4.30%  |
| 10      | Gujrat           | 359        | 4.18%  |
| 11      | Muzaffargarh     | 351        | 4.09%  |
| 12      | Bahawalnagar     | 345        | 4.02%  |
| 13      | Rawalpindi       | 327        | 3.81%  |
| 14      | Bahawalpur       | 291        | 3.39%  |
| 15      | Multan           | 268        | 3.12%  |
| 16      | Sahiwal          | 261        | 3.04%  |
| 17      | Mianwali         | 209        | 2.43%  |
| 18      | Toba Tek Singh   | 162        | 1.89%  |
| 19      | Sialkot          | 152        | 1.77%  |
| 20      | Khushab          | 147        | 1.71%  |
| 21      | Mandi Bahaud Din | 130        | 1.51%  |
| 22      | Dera Ghazi Khan  | 120        | 1.40%  |
| 23      | Narowal          | 103        | 1.20%  |
| 24      | Jhelum           | 102        | 1.19%  |
| 25      | Bhakkar          | 97         | 1.13%  |
| 26      | Vehari           | 97         | 1.13%  |
| 27      | Khanewal         | 95         | 1.11%  |
| 28      | Pakpattan        | 94         | 1.09%  |
| 29      | Hafizabad        | 89         | 1.04%  |
| 30      | Chakwal          | 86         | 1.00%  |
| 31      | Layyah           | 84         | 0.98%  |
| 32      | Rajanpur         | 84         | 0.98%  |

|    |                    |             |                |
|----|--------------------|-------------|----------------|
| 33 | Attock             | 73          | 0.85%          |
| 34 | Lodhran            | 63          | 0.73%          |
|    | <b>GRAND TOTAL</b> | <b>8586</b> | <b>100.00%</b> |

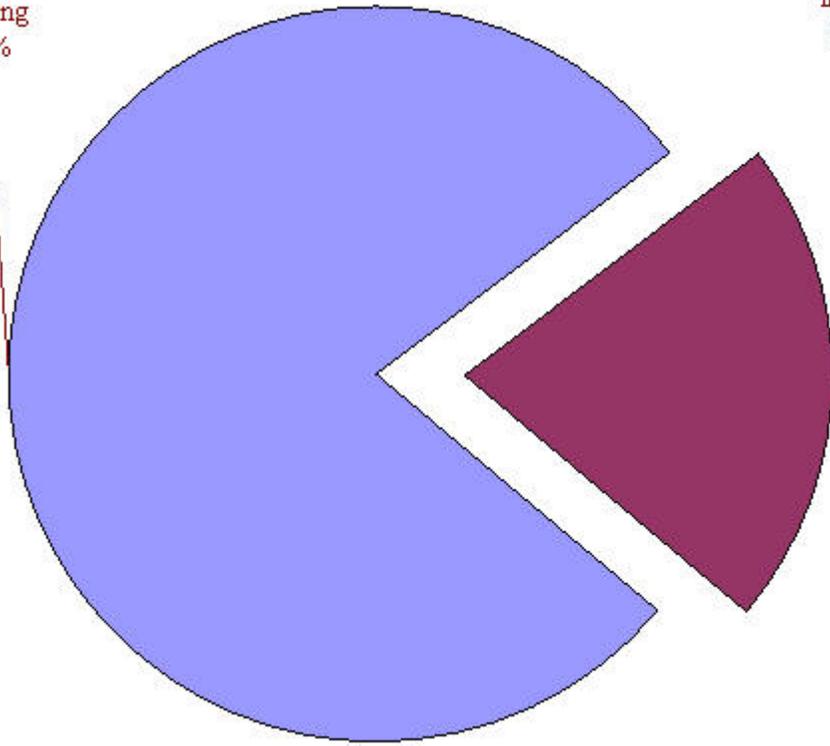


## DISPOSAL OF COMPLAINTS DURING 2002

| DESCRIPTION                                       | NO OF COMPLAINTS | PERCENTAGE  |
|---|------------------|-------------|
| Disposed of after hearing                         | 8219             | 79%         |
| Disposed of in limini                             | 2218             | 21%         |
| <b>Total Disposal</b>                             | <b>10437</b>     | <b>100%</b> |
| Complaints Brought Forward to the year 2002       | 5651             |             |
| Complaints Received during the year 2002          | 28586            |             |
| Total Complaints processed during the year 2002   | 14237            |             |
| Total Disposal of complaints during the year 2002 | 104237           |             |
| <b>Pending</b>                                    |                  | <b>3800</b> |

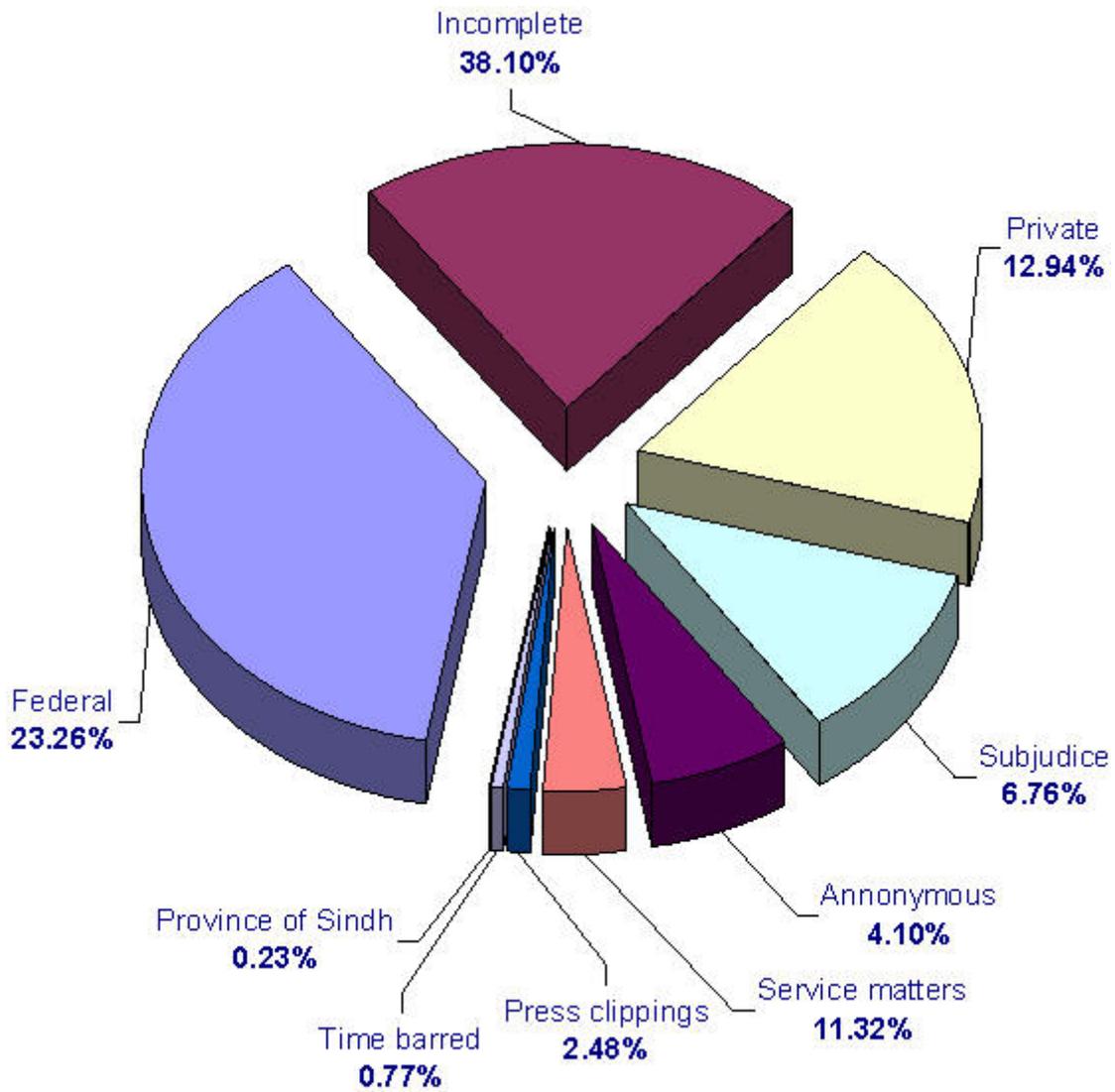
Disposed of after  
hearing  
79%

Disposed of in  
limine  
21%



## DETAIL OF NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2002

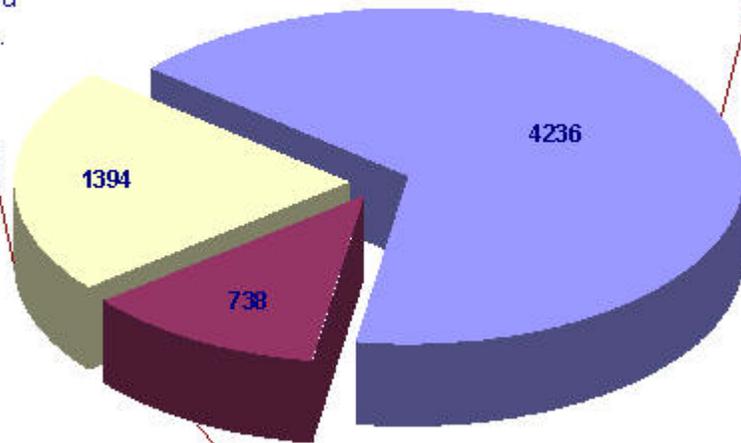
| CATEGORY                | COMPLAINTS  | PERCENTAGE     |
|-------------------------|-------------|----------------|
| Incomplete              | 845         | 38.10%         |
| Federal                 | 516         | 23.26%         |
| Private                 | 287         | 12.94%         |
| Service matters         | 251         | 11.32%         |
| Subjudice               | 150         | 6.76%          |
| Anonymous               | 91          | 4.10%          |
| Press clippings         | 55          | 2.48%          |
| Time barred             | 17          | 0.77%          |
| Province of Sindh       | 5           | 0.23%          |
| Province of Balochistan | 1           | 0.05%          |
| <b>Total:</b>           | <b>2218</b> | <b>100.00%</b> |





**22%**  
Administrative  
excesses,  
discrimination,  
favouritism,  
arbitrary, unjust  
and biased  
decisions.

**67%**  
In-attention, delay,  
neglect,  
inefficiency and  
ineptitude.



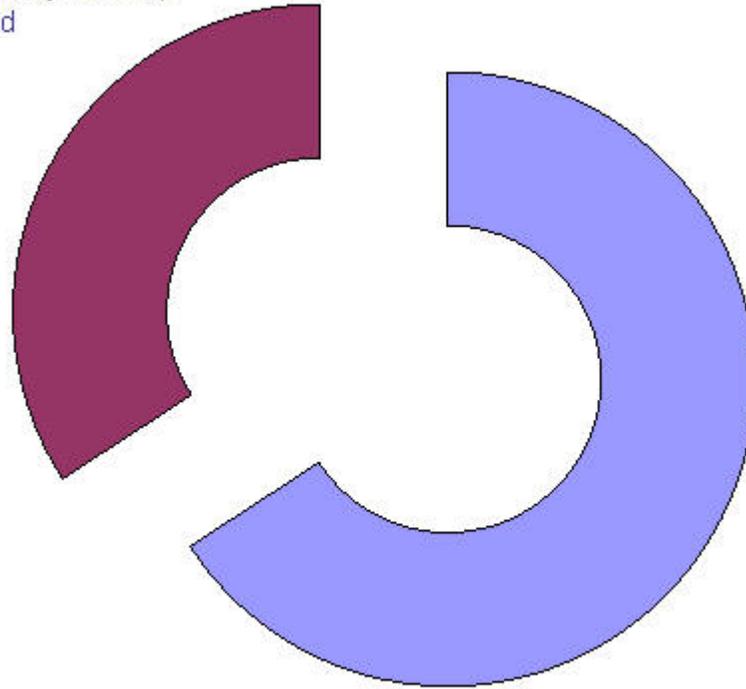
**11%**  
Corrupt Practices.

## DISPOSAL OF COMPLAINTS AFTER HEARING DURING 2002

| DESCRIPTION   | COMPLAINTS  | %AGE        |
|---|-------------|-------------|
| Total No. of complaints wherein the prayer fructified           | 5421        | 66%         |
| Total No. of cases wherein the views of the Agency were up-held | 2798        | 34%         |
| <b>Total</b>  | <b>8219</b> | <b>100%</b> |

|                        |             |
|------------------------|-------------|
| Disposal After Hearing | 8219        |
| Disposal In Limini     | <u>2218</u> |
| Total Disposal         | 10437       |

**34%**  
Cases wherein  
the views of the  
Agency were up-  
held



**66%**  
Complaints wherein the  
prayer fructified

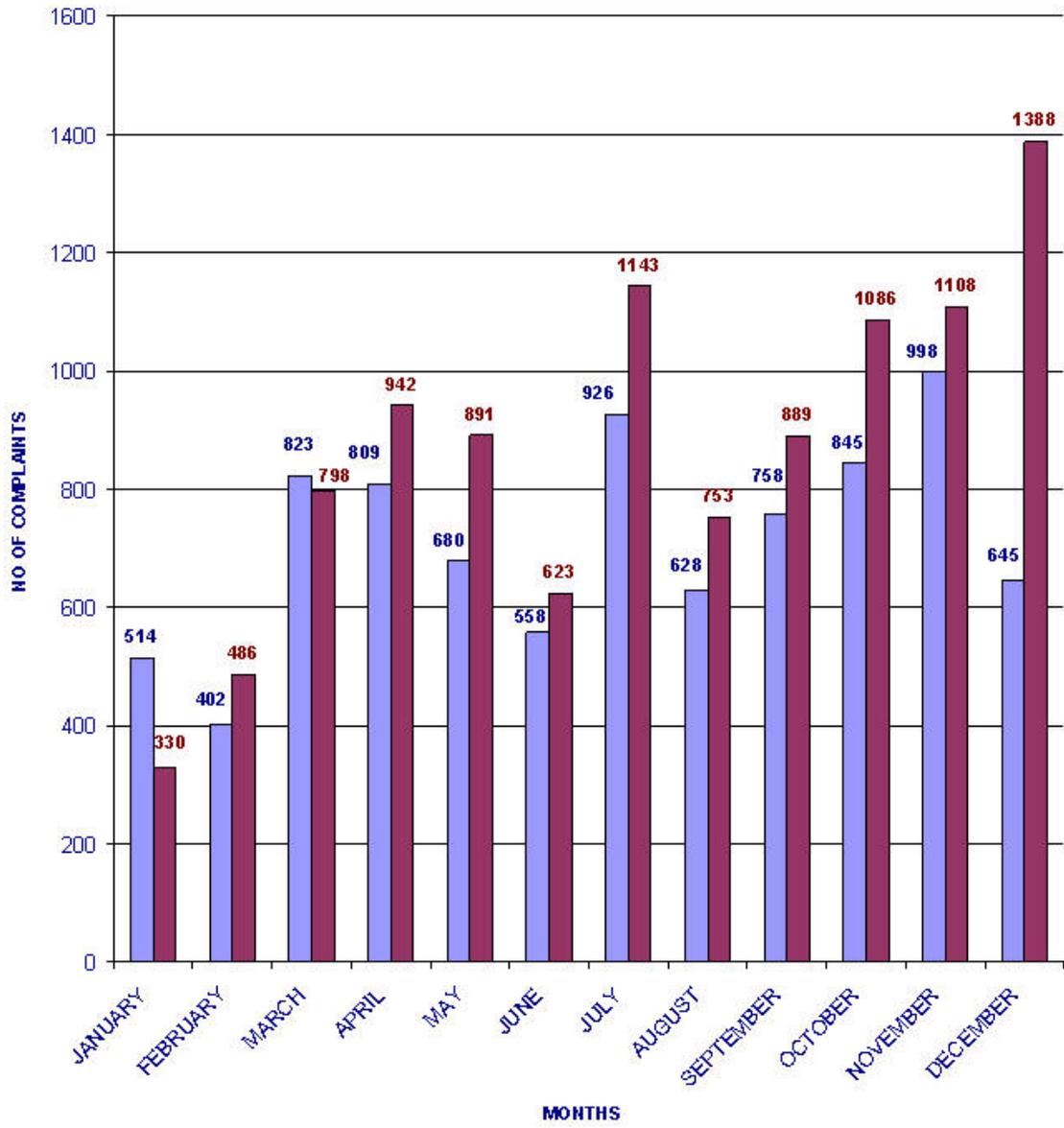
**MONTH WISE RECEIPT AND DISPOSAL OF  
COMPLAINTS  
DURING 2002**

| <b>MONTH</b>     | <b>RECEIPT</b> | <b>DISPOSAL</b> |
|------------------|----------------|-----------------|
| <b>JANUARY</b>   | 514            | 330             |
| <b>FEBRUARY</b>  | 402            | 486             |
| <b>MARCH</b>     | 823            | 798             |
| <b>APRIL</b>     | 809            | 942             |
| <b>MAY</b>       | 680            | 891             |
| <b>JUNE</b>      | 558            | 623             |
| <b>JULY</b>      | 926            | 1143            |
| <b>AUGUST</b>    | 628            | 753             |
| <b>SEPTEMBER</b> | 758            | 889             |
| <b>OCTOBER</b>   | 845            | 1086            |
| <b>NOVEMBER</b>  | 998            | 1108            |
| <b>DECEMBER</b>  | 645            | 1388            |
| <b>TOTAL</b>     | <b>8586</b>    | <b>10437</b>    |

Complaints Brought Forward to the Year 2002      5651

Complaints Received During 2002                              8586

|              |              |
|--------------|--------------|
| <b>TOTAL</b> | <b>14237</b> |
|--------------|--------------|

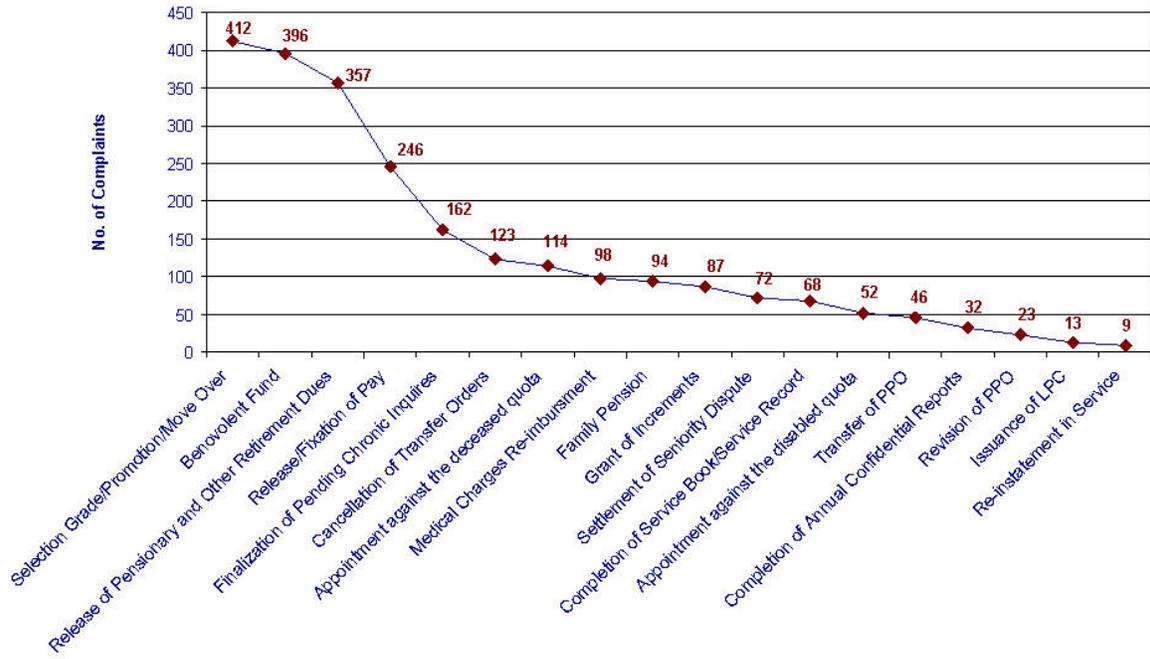


**DISPOSAL OF COMPLAINTS  
PERTAINING TO MALADMINISTRATION IN SERVICE  
MATTERS  
DURING 2002**

| <b>SR. NO.</b> | <b>DESCRIPTION</b>                              | <b>COMPLAINTS</b> |
|----------------|---|-------------------|
| 1              | Selection Grade/Promotion/Move Over             | 412               |
| 2              | Benevolent Fund                                 | 396               |
| 3              | Release of Pensionary and Other Retirement Dues | 357               |
| 4              | Release/Fixation of Pay                         | 246               |
| 5              | Finalization of Pending Chronic Inquires        | 162               |
| 6              | Cancellation of Transfer Orders                 | 123               |
| 7              | Appointment against the deceased quota          | 114               |
| 8              | Medical Charges Re-imburement                   | 98                |
| 9              | Family Pension                                  | 94                |
| 10             | Grant of Increments                             | 87                |
| 11             | Settlement of Seniority Dispute                 | 72                |
| 12             | Completion of Service Book/Service Record       | 68                |
| 13             | Appointment against the disabled quota          | 52                |
| 14             | Transfer of P.P.O                               | 46                |
| 15             | Completion of Annual Confidential Reports       | 32                |
| 16             | Revision of P.P.O                               | 23                |
| 17             | Issuance of L.P.C                               | 13                |
| 18             | Re-instate in Service                           | 9                 |
|                | <b>Total</b>                                    | <b>2404</b>       |

Disposed of in Limini

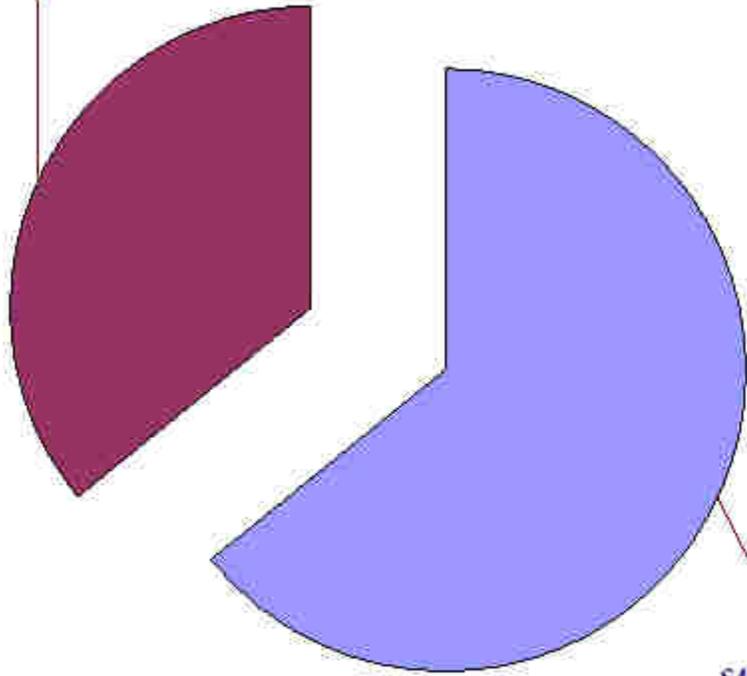
251



**DEPARTMENT WISE REPRESENTATIONS  
DECIDED BY THE GOVERNOR  
DURING 2002**

| Sr. No. | DEPARTMENT                     | REPRESENTATIONS | REJECTED | ACCEPTED |
|---------|--------------------------------|-----------------|----------|----------|
| 1       | Lahore Development Authorities | 2               | 2        | 0        |
| 2       | P.A.D. & S.C.<br>(Defunct)     | 1               | 1        | 0        |
| 3       | B.I.S.E., Rawalpindi           | 1               | 0        | 1        |
| 4       | Highways                       | 1               | 0        | 1        |
| 5       | Board of Technical Education   | 1               | 1        | 0        |
| 6       | Education                      | 2               | 2        | 0        |
| 7       | Agriculture                    | 2               | 1        | 1        |
| 8       | Punjab University              | 1               | 0        | 1        |
| 9       | Punjab Text Book Board         | 1               | 0        | 1        |
| 10      | H.U.D. & P.H.E.                | 1               | 1        | 0        |
| 11      | Labour & Manpower              | 1               | 1        | 0        |
|         | <b>Total</b>                   | <b>14</b>       | <b>9</b> | <b>5</b> |

36%  
ACCEPTED



64%  
REJECTED

|            |            |
|------------|------------|
| ■ REJECTED | ■ ACCEPTED |
|------------|------------|

## **REPRESENTATIVE CASES**

### **Suo Motu**

#### **SUO MOTU NO. 7/2002(SUO MOTU 33/2002)**

##### **REQUEST FOR PAYMENT OF SALARY AND EXTENSION IN CONTRACTUAL APPOINTMENT.**

The complainants Ghulam Haider etc., who were working as Vaccinators in District Jhelum on contract basis wanted extension in the contract as well as payment of arrears of salary for a period of 7 months.

The matter was taken up with the agency, who finally gave them fresh appointments as Vaccinators on contract basis and also paid their outstanding dues. By intervention of the Provincial Ombudsman, the grievance of the complainants had been redressed.

#### **SUO MOTU NO.10/2001(SUO MOTU 5/2002)**

##### **ABUSE OF AUTHORITY/LAW BY KAFAYAT ULLAH, SHO, P.S. DINGA, DISTT. GUJRAT.**

Suo Motu notice was taken on a telephonic complaint dated 26.4.2002 from one Mr. Riaz Ahmed Sahi regarding illegal custody of Munir Ullah Sahi by Kafayat Ullah, S.H.O Police Station, Dinga, District Gujrat. In another call it was informed that Kafayat Ullah had threatened to challan Munir Ullah Sahi for harbouring a proclaimed offender.

On Monday, the 29<sup>th</sup> April, 2002, the Provincial Ombudsman contacted S.S.P. Gujrat on telephone and directed that S.H.O. Police Station Dinga, Kafayat Ullah alongwith D.S.P. Kharian should report the matter personally before him on 7.5.2002.

On 7.5.2002, the SDPO/DSP Kharian namely Raja Muhammad Zafar alongwith S.H.O. Kafayat Ullah appeared before the Provincial Ombudsman and reported in writing that the case registered under Section 216 PPC

against Mr. Munir Ullah Sahi by the S.H.O had been found to be false and hence cancelled.

The situation was brought to the notice of DIG, Gujrat Range telephonically who vide his letter dated 2.7.2002 informed that Mr. Kafayat Ullah, S.H.O. having been found guilty of gross misconduct in this case had been dismissed from service.

### **SUO MOTU NO.2/2002**

#### **CONSTRUCTION OF A FEMALE HOSTEL IN GOVERNMENT COLLEGE FOR WOMEN, JHANG**

The Ombudsman took Suo Motu Notice of the subject complaint from the girls students of Government College for Women, Jhang and vide order dated 31.12.2001 directed the Agency/Secretary Education, Government of the Punjab, to take up issue, pursue it and get the hostel constructed. A copy of this order was also sent to the Chairman, P&D for expeditious cognizance of the matter.

P&D Department directed the District Nazim, Jhang to include the scheme titled "Construction of Female Hostel in Government College for Women, Jhang" in the district ADP 2002-03.

The District Development Committee, Jhang finally in its meeting held on 1.6.2002 included the said scheme in the District ADP 2002-2003 and approved the rough cost estimate of the scheme. The grievance of the complainants was thus redressed.

**SUO MOTU NO.13/2002 (SUO MOTU NO.40/2002)**

**REQUEST FOR PAYMENT OF SALARIES**

Suo Motu notice was taken on the grievance of the teachers and Class-IV employees of the Government Elementary School, Shafi Colony, Mankera, District Bhakkar for non payment of their salaries from May to September.

The matter was referred to the District Education Officer (W) Tehsil Mankera District Bhakkar with the direction to ensure expeditious payment of the outstanding salaries to the affected employees, if admissible, and submit a comprehensive report.

The D.E.O. (W) submitted her report through Fax intimating that the staff of the said School had given in writing that neither their salaries had been withheld nor there was any complaint against the D.E.O. (W) Mankera. The pay of the staff had been paid in time and there were no arrears.

**SUO MOTU NO.11/2002 (SUO MOTU NO.65/2002)**

**ISSUANCE OF B.A. DEGREE**

Suo Motu notice was taken of the complaint of Muhammad Yousaf of Sargodha, regarding issuance of his result card by the University of the Punjab which had been delayed inordinately.

The Controller of Examinations was directed to redress the grievance of the complainant under the rules on or before 21.12.2002.

With the intervention of Provincial Ombudsman Punjab, the University issued the result card to the complainant.

**SUO MOTU NO.12/2002 (SUO MOTU NO.66/2002)**

**MISPLACEMENT OF SERVICE BOOK OF THE COMPLAINANT BY THE CLERKS OF EDUCATION DEPARTMENT WITH ULTERIOR MOTIVE**

Suo Motu action was initiated on the subject complaint of Mr. Jamshed Gul Shahid, PTC teacher of Government Primary School, Ranjwali, Wazirabad and EDO (Education) Gujrawala was directed to look into the matter and redress the grievance of the complainant. The EDO deputed AD (G) of his office for the purpose who after putting in efforts got the Service Book of the complainant retrieved and completed. The grievance of the complainant was thus redressed.

**Human Rights**

**COMPLAINT NO. 244/ADV-I-163/2002**

**PROPER INVESTIGATION OF THE CASE AND SUBMISSION OF CHALLAN TO THE COURT**

The complainant, Muhammad Sharif of Ward No.2, Mohallah Bhartianwala, H.No.515 I/S Lohari Gate, Multan got registered a case u/s 364 PPC vide FIR No.10 dated 18.1.2002 at P.S. Lohari Gate, Multan. Allegation was levelled against the accused for abduction of Ghulam Muhammad alias Shahid Ali, his son. The complainant had requested for proper investigation of the case and for appropriate action against the accused.

The matter was taken up with the Agency. Eventually, District Police Officer, Multan, reported that after completion of investigation, Bilal accused had been arrested and the case submitted to the court for trial.

The grievance of the complainant for finalization of the investigation and submission of challan to the court was thus got redressed by this office and the complainant was advised to pursue the case in the trial court.

## **IMP NO. 143/ADV-I-IMP-16/2000**

### **PAYMENT OF COMPENSATION FOR THE LAND ACQUIRED**

Complainant, Muhammad Ashraf, resident of Pajian Raiwind Road, Lahore alleged that his land measuring five marlas had been acquired by the Highway Department, Lahore, for the purpose of extension of Raiwind Road, Lahore but no compensation had been paid to him. The Provincial Ombudsman, Punjab passed an order with the direction to LAC Highway Department, Lahore, to speed up the process for assessment of the price and payment of compensation to the complainant in accordance with law.

The matter was vigorously pursued by this office with the Agency for completion of the proceedings at different stages. Eventually, an amount of Rs.52,755.00 was paid by the Agency to the complainant who expressed his gratitude for the efforts put in by this office to secure the compensation for him. The grievance of the complainant was got redressed by this office.

## **COMPLAINT NO.8353/2001-ADV-II-584/2001**

### **MISCONDUCT OF WASA OFFICIAL**

Mrs. Robina Azam complained of excessive tariff of Rs.12340/- as against Rs.371/- and of gross misconduct, harassment, black-mailing and threats by Ijaz Hanif, Overseer WASA, Lahore for extracting gratification of Rs.10000/- from her. The said official made frequent visits at her residence and sent his personal servant by the name of Shaukat for the purpose, failing which she was threatened that huge penalty would be inflicted for want of water connection. She averred that she and her neighbour purchased a house bearing water connection No. 07765904 from one and the same owner. The new water connection bearing No. 60091974 was allotted. The original unit was built on 5 marlas and the bill of Rs.371/- was being paid regularly since

long. Understandably, separate application for new connection was submitted vide Diary No. 1158 dated 9.1.2000. The unit of the complainant was built on 2½ marlas. She agitated that water bill of Rs.12,340/- was a bolt from blue.

The Agency admittedly stated that inquiry about the misconduct of Ijaz Hanif, Sub-Engineer had been initiated and was in process. His conduct was reportedly maligned with ignoble reputation of being corrupt and had hostile attitude towards general public. The contention in the complaint was substantiated.

The complainant deposited Rs.2008/- as cost of Water-Meter so installed. It was directed that the Tariff would be revised on average of bi-monthly three consecutive meter readings. Managing Director WASA was further directed to finalize the inquiry on merit against the respondent official. The complainant expressed satisfaction for the relief granted.

### **COMPLAINT NO. 7786/2001-ADV-II-547/2001**

#### **EXCESSIVE WATER BILL**

Muhammad Yousaf had indicted WASA Lahore for levy of excessive water charges. He took the plea that although it was domestic metered water-connection, no meter had been installed and that he was being charged on the basis of average billing which was at exorbitant rate. He sought direction to the authority for grant of relief.

The Agency submitted that the water-meter had been installed and on the basis of average of three consecutive bi-monthly meter readings, the water and sewerage charges would be worked out and the payment made would be adjusted towards the arrear bills. The complainant felt satisfied. The grievance was redressed on the intervention of this office.

## **COMPLAINT NO.4025/2001-ADV-II-307/2001**

### **EXEMPTION FROM PAYMENT OF PROPERTY TAX**

Haji Muhammad Munir Niazi, retired Postmaster, averred that he had been deprived of exemption from property tax. He stated that he owned property No. SA-II-BVI-497, Township Lahore, which was self-occupied. He solicited intervention of this office for direction to the authority for the relief claimed.

On notice, the Agency submitted that exemption u/s 4 (gg) had been granted to the complainant in respect of his unit No. SA-II-BVI-497 Township, Lahore and clearance certificate valid upto 30-6-2001 had since been issued. The complaint thus, borne fruit.

## **COMPLAINT NO.7993/01-ADV-II-567/2001**

### **CORRECTION IN OWNERSHIP RECORD OF THE PROPERTY**

Kashif Hameed voiced his grievance on receipt of Demand Notice of Rs.19000/- in respect of property unit No. NE-III-22/S-C/RH built on two marlas plot consisting of three rooms, one kitchen and a bath room. He submitted that in the record of Excise Department, the property was shown rented out whereas it was self-occupied. It was stated that concerned official demanded Rs.8000/- from him as gratification. He sought direction to the authority for exemption from the payment of property tax on the basis of self-occupation. On notices the Agency submitted reply that during the survey carried out in the year 1995-96, the property in question was assessed at Rs.15000/- GARV. The complainant never raised any objection against the assessment nor ever produced the sale-deed for change of ownership. However, during investigation proceedings, the complainant submitted that his grievance had been redressed by the Agency and Clearance Certificate

had been issued in his favour. He offered thanks for the intervention of this office for the redressal of his grievance.

### **COMPLAINT NO.5910/2001-ADV-II-428/2001**

#### **WRONG WATER BILLING**

Muhammad Munawar Ali Khan complained against wrong water bill for March 2001 which showed Meter reading at 4549 units as on 30.3.2001, whereas the actual Meter reading was 439 units after about six months i.e. on 4.9.2001. He complained that he had been invariably served with provisional bills which showed higher Meter Reading. He solicited direction to the authority for correction of tariff.

On intervention by this office, the Agency admittedly regretted its fault and submitted corrected bill up to Jan-Feb 2002. The complainant was satisfied and expressed thanks. The grievance was redressed on the intervention of this office.

### **COMPLAINT NO.5870/2001-ADV-II-422/2001**

#### **EXCESSIVE PROPERTY TAX**

Muhammad Ayub felt aggrieved on receipt of Demand Notice of Rs.4968/- against his property unit No. C-138, Gumti Bazar Lahore. It was contended that the unit was built on a plot measuring 0.75 marla. He averred that the house was in his self-occupation and the tax was un-just. He solicited direction to the authority for exemption from payment of tax.

On intervention by this office, the Agency submitted that the property had been re-assessed at Rs.1500/- GARV per annum (below the taxable limit). As

such the unit stood exempted from levy of tax. The contention in the complaint was substantiated and was redressed by the respondent Agency.

### **COMPLAINT NO.6121/2001-ADV-II-439/2001**

#### **PENAL AND EXCESSIVE WATER TARIFF**

Mst. Zaib-un-Nisa complained against excessive WASA tariff of Rs.11,890/- despite that she paid the water bill regularly. She averred that her husband was untraceable for the last about 10 years and that she her-self suffered from tuberculosis. She had four dependent children. She had no source of income. She solicited intervention of this office for grant of relief.

The Agency submitted that unauthorized water-connection in the instant case was regularized with penalty equivalent to demand of one year resultant bill amounting to Rs.11,890/-. The complainant had paid Rs.1000/- against Account No. 20680118 which was in the name of one Mr. Muhammad Yunis on account of wrong bill delivery (fault of WASA as this bill pertained to another property).

WASA clarified that the amount of Rs.1000/- paid by the complainant in the Account of Mr. Muhammad Yunis had been adjusted in her favour. WASA also stated that as meter was neither installed nor its cost was paid, the bill was issued on the basis of average consumption of a property existing on an area of five marlas.

Parties were given patient hearing and record was also consulted. The distressed complainant had a hut reportedly located in the Katchi Abadi in a dilapidated condition and was on an area reportedly measuring 2 marlas. The complainant had been subjected to penal/excessive tariff. In all fairness, the water charges previously levied @ Rs. 83/- as per WASA tariff (water only and no sewerage) on the basis of GARV of Rs.120/-, was held reasonable and just.

## **COMPLAINT NO.4021/01-ADV-II-306/2001**

### **ALLOTMENT/POSSESSION OF PLOT**

Muhammad Jameel alleged maladministration in the working of State Life Employees Cooperative Housing Society Gujranwala. He averred that he made payment for the purchase of 10 Marla plot in the housing society and allotment letter was issued in his favour. But for the last eight years, the Society had not delivered possession of the plot. He requested that direction be issued to the authority either to give him possession of the plot or refund the amount. The Agency replied that out of 200 members of the Society, 44 members including the complainant, deposited full dues. The complainant (membership No. 527) was allotted 10 marlas plot bearing No. 67, the possession of which was readily available. The complainant expressed his satisfaction and thanked Ombudsman Punjab, for the relief granted.

## **COMPLAINT NO.1785/2002-D-II-504/2002**

### **REQUEST FOR REGISTRATION OF A CASE AND FOR DISCIPLINARY ACTION AGAINST POLICE OFFICIALS**

The complainant, Mehr Ghulam Dastgir Khan Lak, a former Provincial Minister, being aggrieved by registration of a case against him as well as his servants for alleged illegal lifting of water from the canal, filed a complaint before this Office that the said case was got registered with malafide intention just to victimize him.

The matter was taken up with the Agency and in the first report submitted by the Agency, the registration of the case was defended. However, the District Police Officer, Sargodha, was directed to investigate the case at his own level and as a result of that investigation, the case was found false and frivolous and the District Police Officer recommended for cancellation of the case. In

this way, the grievance of the complainant was redressed on the intervention of this Office.

### **COMPLAINT NO.7686/2001-D-II-194/2002**

#### **NON-PAYMENT OF ARREARS OF SALARY**

The complainant, Mr. Shahid Ali Kathia, Sub-Inspector, Market Committee, who remained posted at different places of the Province, was not paid any salary by Market Committee, Shah Jewna, District Jhang, for the last several years and all his bemoanings in that regard proved a cry in the wilderness before the agency and he was constrained to bring this complaint before this office.

The matter was taken up with the agency and it was really astonishing to note that in the first report, the agency pleaded that there was no record available pertaining to appointment of the complainant in the said Market Committee. However, upon the direction of this office, the agency was constrained to file a comprehensive report whereby not only the service record of the complainant was traced out but all the outstanding dues of salaries were paid to the complainant on the intervention of this office. The complainant was, thus, not only compensated in terms of money but was also saved from embarrassment which could have been created for him in view of the first report filed by the agency.

The grievances of the complainant were thus redressed on the intervention of this office.

## **COMPLAINT NO.6188/2001 D-II/198/2002**

### **NON-PAYMENT OF SALARIES**

The complainants, certain employees of Ayub Agriculture Research Institute, Faisalabad, working in its laboratory, voiced their grievance through a complaint about non-payment of salaries for a period of more than one year.

The matter was taken up with the Agency and on the intervention of this office, the salaries were paid to the complainants by the Agency. The grievance of the complainants was thus redressed on the intervention of this office.

## **COMPLAINT NO.2802/2002 D-II-596/2002**

### **NON ATTESTATION OF MUTATION**

The complainant Azad Khan, a resident of District Attock, being aggrieved from revenue officials on account of non-attestation of mutation, filed complaint before this office.

The matter was taken up with the agency and on the intervention of this office the mutation was attested in favour of the complainant and the grievances of the complainant was redressed. The complainant also made a statement in this regard. The outstanding grievance of the applicant was thus got redressed by this office.

## **COMPLAINT NO.4121/2002 D-II-700/2002**

### **ILLEGAL TERMINATION FROM SERVICE AND NON-PAYMENT OF ARREARS OF SALARY**

The complainant, Muhammad Saeed, was regularized as a Rod-Man in the Office of Water Management Specialist, Bahawalnagar on 4.11.1990. He was placed at Sr. No.502 in the Seniority List but due to negligence of the officials of the Agency, his date of regularization in service was mis-typed as 4.11.1992 instead of 4.11.1990. He was placed at Sr. No.545 in the Seniority List and was terminated from service on 31.12.2001 on having considered as junior most in the cadre and no salary was paid to the complainant.

The matters was taken up with the Agency. The District Officer, Water Management Specialist, Bahawalnagar conceded the factual position whereas the Director General, Agriculture Water Management, Punjab raised a few legal objections regarding the maintainability of the compliant in this office.

As a result of perusal of available record as well as the discussion held in this office, it was observed that it was a case of classic mal-administration, inefficiency and indifferent attitude of the Agency towards the complainant, who was sacked from service due to a deliberate mistake in the Seniority List wherein he was shown junior to the other employees. The Agency was directed to consider the matter and to initiate an inquiry to identify the real culprits behind the entire episode as well as to redress the grievance of the complainant regarding non-payment of arrears of salary.

As a result of the above-said order, passed by this office on 13.9.2002, the Agency not only rectified the Seniority List by placing him at his actual position, but he was also reinstated in service with effect form 01.01.2002.

The Director General, Agriculture Water Management, Punjab also issued a letter to adjust the complainant in the office of Director Training for the purpose of drawal of salary with effect from 01.01.2002 to 30.6.2002.

The complainant appeared in this office and showed his sense of gratitude for the efforts made by this office for the redressal of his grievances.

On the intervention of this Office, not only the complainant was reinstated in service, his Seniority in the seniority. List was corrected and arrears of salary were also paid to him and he was saved from ordeal litigation and embarrassment.

### **COMPLAINT NO. 7095/01 D-III-363/2002.**

#### **ISSUANCE OF RESULT-CARD**

Ghulam Sabir S/o Muhammad Ismail Ch. Resident of House No. 377-F Street No. 3, Qadar Colony, Faisalabad Road, Okara, complained that the University of Punjab, Lahore, had not issued him the result card despite that a period of about 10 years had since passed. He appeared in the B.A Examination, during the year 1992, under Roll No. 23782. He made his best efforts to get his result card but all in vain.

The matter was taken up with the agency; whereupon the result card was issued in favour of the complainant. A copy of the result card was also submitted by the agency in this office for record.

Ten years old grievance of the complainant was thus redressed on the intervention of this office.

**COMPLAINT NO. 5698/2001 D-III-375/2002**

**ISSUANCE OF M.A DEGREE**

Complainant Maqbool Ahmad, resident of Chak Qazi P.O Bhera Tehsil Malikwal, District Sargodha, appeared for M.A Examination in 1989, under Roll No.994 but degree was not issued by the Punjab University Lahore, which compelled him to approach this office for redress of his grievance.

On notice, the Agency issued the degree to the complainant, at his postal address vide registered letter No.518 dated 6.4.2002 after a delay of about 11 years.

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

## **COMPLAINT NO.2607/01 D-III-77/2002**

### **CORRECTION OF PARENTAGE**

Muhammad Affan S/o Muhammad Ehsan, R/o Mohallah Gari Awan near Masjid Burnia Wali, District Hafizabad, complained that his parentage was incorrectly written by the Agency, in his matric result card for the year 1999. He approached the Agency for correction but of no avail.

The matter was referred to the Agency who corrected the parentage of the complainant, in the result card after a lapse of more than 2 years.

The grievance was thus got redressed.

## **COMPLAINT NO.907/01 D-III NO.81/2002**

### **CHANGE OF CADRE**

Mst. Farzana Zameer Instructor, Government Model Vocational Institute & Computer Centre, Shah Alam Gate, Lahore, complained that she was selected by the Punjab Public Service Commission against the post of Principal. Her service record remained clear. During her tenure of service, the cadre was changed from Principal to that of an Instructor. She was asked to work in the institution at Shah Alam Gate Lahore. The change in the cadre was done at the instance of Assistant Director of the agency with malafide intention, ill-will and corrupt motive. Her selection/appointment was made as a Principal and not as an Instructor.

The matter was taken up with the Agency and it was directed that the complainant be adjusted in her original cadre of Principals.

The grievance of the lady was redressed by the Agency on the intervention of this Office.

## **COMPLAINT NO.6401/2000 D-III- 300/2002**

### **PAYMENT OF DUES**

Khalida Saeed, Headmistress, Government Girls High School Chak No.120/9L, District Sahiwal, complained that she performed duty as Centre Superintendent at Government Commercial Institute for Women, Sahiwal, during the year 2000 but necessary dues, amounting Rs.7700/- had not been paid by the Agency.

On notice, the dues were paid by the Agency which otherwise had been withheld without any justification.

The grievance of the lady was redressed on the intervention of this office.

## **COMPLAINT NO.2233/2002 D-III-517/2002**

### **CORRECTION OF DATE OF BIRTH**

Muhammad Akram-ul-Haq, father of Muhammad Ehsan-ul-Haq, R/o H.No.32 Raffique Street No.4-C Millat Road Sanda Khurd Lahore, complained that the date of birth of his son was not correctly recorded by the Agency in the registration-card. There existed a difference of about five years and two days in the date of birth. Necessary fee was deposited by him for the purpose but no action was taken by the agency in the matter.

The matter was taken up with the Agency. Necessary correction was made in the registration record by the respondent Agency vide their letter No.3307 dated 3-6-2002.

The grievance of the complainant was thus got redressed by this Office.

## **COMPLAINT NO.7581/2001 D-III-163/2002**

### **RENEWAL OF LICENCE**

Ghulam Murtaza Toor, Resident of Sarafa Bazar, Shaheedi Gate, Pakpattan Sharif, complained that his licence for repairs of Weights/Scales was not renewed by the Labour Department, Pakpattan Sharif with ulterior motive.

The matter was taken up with the Agency. The licence was renewed in favour of the complainant by the respondent Agency.

The grievance was thus redressed on the intervention of this office.

## **COMPLAINT NO.81/2002 D-III-308/2002**

### **ISSUANCE OF DIPLOMA**

Mehar Muhammad S/o Maulvi Gul Muhammad Qasba Paky Shah Mardan Tehsil & District Mianwali, complained that he appeared in B.Com, part IInd, Annual Examination 1997, under Roll No.21090. He qualified the said examination but the certificate was not issued to him due to which he could not submit his Admission form for B.A Examination. It was complained that despite that a considerable period had since passed, the certificate had not been issued by the respondent agency.

The matter was taken up with the Agency. The Diploma, bearing No.64933, was issued in favour of the complainant by the respondent agency and was sent at his address in Mianwali under registered cover after a lapse of about 5 years.

The grievance was thus got redressed.

**COMPLAINT NO.1913/2001 D-III-413/2002**

**REGISTRATION OF CASE**

Mst. Hajan Elahi Hussain, Wd/o Muhammad Sharif, Kotha Chajjau Singh Takht Mahal Utar, District Bahawalnagar, complained that she was an aged widow and had no body else to look after her. She resided in a Havailey and was forcibly dispossessed there-from by the accused party. The matter was reported by her to the local police. No action was taken by the local police against the accused persons despite that period of about eight (8) months had since passed.

On notice, the local police registered the case and challan was submitted to the court for trial of the culprits.

On the intervention of this office, the poor aged widow got due help from the local police which otherwise was not listening to her.

**COMPLAINT NO. 4576/02 D-III-737/2002.**

**DISCIPLINARY ACTION AGAINST UNIVERSITY CLERK**

Mst. Sajida Parveen, R/o H. No. 27-B Hussain Town, P.O Awan Town, Multan Road, Lahore, complained that she appeared in M.A Examination 2001, under Roll No. 15923. It was alleged that Haji Afzal, Clerk of the respondent Agency manipulated that She be awarded less marks. She was accordingly awarded less marks at the behest of other candidates. According to her the said official was a terrorist in the University, therefore, necessary protection be given to her against his excesses.

The matter was taken up with the Agency who transferred the said official from the Department. Disciplinary action was also taken by the Agency against the respondent official. His four increments were stopped and he was declared as ineligible for future promotion.

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

### **COMPLAINT NO. 6005/02 D-III-17/2002.**

#### **RECOVERY OF AMOUNT**

Bashir Ahmad S/o Rukan Din, J.V Teacher, Govt. P/S Ponta Salana Center Saulanwali Muzafargarh, complained that he was defrauded of an amount of Rs.56448/- which was lying in his G.P.F. Account, maintained in the office of District Accounts Officer Muzaffargarh. Fraud was committed by D.E.O. Muzaffargarh with the collusion of Accounts Officer, during the year 1999.

During hearing of the complainant, it was found that the fraud in respect of the above said amount of Rs.56448/- was the result of mal-administration, on the part of Agency. It was, therefore, directed that the claimed amount be paid to the complainant immediately.

The grievance of the complainant was got redressed.

### **COMPLAINT NO. 3938/02 D-III-651/2002**

#### **ARREST OF ACCUSED**

Shabbir Hussian, S/o Ghulam Haider, R/o Manget Kalar, Tehsil Kamonki, District Gujranwala, complained that a criminal case was got registered by him at Police Station Wanhadoo, District Gujranwala but the local police was not effecting the arrest of accused persons in the said case.

On notice, Arshad Mahmood accused was arrested by the Agency while co-accused Sarfraz was challaned by placing him in column No.3 of the challan.

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

### **COMPLAINT NO. 302/01 D-III-336/2002.**

#### **PAYMENT OF DUES**

Haji Riaz Muhammad Qadri of Qadri Electric & Sound Service, Tariqabad Lalkurti, Rawalpindi Cantt., complained that arrangements for Golden Jubilee Celebrations were made by him in the year 1997 at Railway Station, Rawalpindi. The work was done by him as a contractor on behalf of the respondent Agency.

The matter was taken up with the Agency, who undertook to clear the outstanding dues vide letter No. 86/GDN dated 3.4.2002.

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

### **COMPLAINT NO. 7309/01 D-IV-476/2002**

#### **CLEARANCE OF ARREARS**

Muhammad Tariq R/o Mohallah Khanpur Hafizabad City, complained against the TMA Hafizabad that he had deposited Rs.2,40,000/- with the agency for allotment of a shop, but neither any shop was allotted to him nor his money was returned.

Notices were issued to the TMA Hafizabad. It was reported by the respondent agency that the requisite payment had been made to the complainant. The

grievance of the complainant was, thus, redressed on the intervention of this office.

### **COMPLAINT NO. 3461/01 D-IV-483/2002**

#### **ALLOTMENT OF OFFICIAL ACCOMMODATION**

Muhammad Waseem Rafi, Sub-Accountant in the District Accounts Office, Bahawalpur, lodged complaint that he was being refused the official accommodation unjustifiably, as such, he sought intervention of this office.

The agency was thus summoned and was directed to allot an official residence to the complainant. The needful was done, and the grievance was redressed.

### **COMPLAINT NO.4507/2000-POP/C-II-704/2000**

#### **COMPENSATION OF ACQUIRED LAND.**

Haji Manzoor Ahmed lodged complaint that his agricultural land measuring about 6 Kanals situated in Chak No.80/10-R Tehsil and District Khanewal was acquired by National Highway Authority for Karachi Peshawar Highway, about 5 years back but the compensation thereof had not been paid to him despite of best efforts on his part. He sought intervention of the Provincial Ombudsman in the matter.

The grievance of the complainant was taken up and pursued with Deputy Commissioner Khanewal and Land Acquisition Collector, National Highway Authority, Multan. In the final report submitted by the Land Acquisition Collector, it was intimated that compensation of the land amounting to Rs.1,88,448/38 had been paid to the complainant through voucher NO.33/2758 dated 13.2.2001.

The written confirmation from the complainant to the above effect was also received in this office with the report of the Land Acquisition Collector.

The grievance of the complainant was redressed by the respondent Agency on the intervention of the Provincial Ombudsman.

**COMPLAINT No: 783/2001-POP/C-II-111/2001**

**PAYMENT OF ARREARS OF EXPORT TAX**

The grievance of Haji Haroon Kapadia submitted through his Attorney, Liaqat Hussain Khan, was that his Company exported Molasses from Abdullah Sugar Mills Ltd. Depalpur during the year 1996-97. The Export Tax amounting to Rs.3,34,756/- was deposited by the Company in accordance with the Government Policy. The amount was refundable after export of Molasses,

It was complained that the District Council Okara refunded an amount of Rs.2,24,992/~ whereas the balance amount of Rs.1,09,744/- was not refunded. Direction was thus given to the Administrator, Zilla Council, Okara by the Provincial Ombudsman vide order dated 29.5.2001 to refund the balance amount within one month. Compliance of the order was not made within the specified time limit.

The matter was taken up and pursued with Administrator/Nazim, Zila Council, Okara and Executive District Officer (Finance and Planning) Okara.

Mr. Liaqat Hussain Khan, the Attorney of the complainant, who appeared in this office on 4.4.2002 stated that the balance amount of Rs.1,09,744/- had been paid vide Cheque No: CDC.1/RB- 6803995, dated 1.4.2002.

Thus claim of the complainant which had otherwise unjustifiably been withheld by the Agency for the last about 6 years was got released by this office.

**COMPLAINT NO.1702/2002-POP/C-II-129/2002**

**NON ADJUSTMENT OF "WRITTEN OFF TAWAN" AMOUNTING TO RS. 11,604/-**

"Tawan" was assessed against Wali Muhammad S/O Din Muhammad etc., the land owners of Chak No. 1/10-L Harappa Tehsil and District Sahiwal/share holders of outlet No.2900/L of 10-L Disty., by Executive Engineer/Divisional Canal Officer Sahiwal Division LBDC in the year 1985. The appeal filed by them before the Superintending Engineer Lower Bari Doab Canal Circle, Sahiwal was accepted by him and the order of the Divisional Canal Office was set aside.

It was complained that despite of the order of the Superintending -Engineer in their favour, "Tawan" was recovered from them. They approached the Executive Engineer/ Divisional Canal Officer for adjustment of the amount of 'Tawan' recovered from them in the next harvests but with no result. Hence the complaint.

The matter was taken up and pursued with Executive Engineer/Divisional Canal Officer, LBDC Sahiwal. In the reply submitted by him dated 5-6-2002 it was stated that the matter remained under litigation in various Civil Courts and also in the Lahore High Court, Multan Bench. The orders of Superintending Engineer, therefore, could not be implemented. It was further stated that remission of 'Tawan' had been granted to the complainants by him vide his order dated 5-6-2002 and 'Tawan' amounting to Rs.11,604/68. had been adjusted in the 'Nehri Khatooni' for Rabi 2001-2002.

The grievance of the complainants was thus got redressed by this office.

**COMPLAINT NO.7851/2001-POP/C-II-658/2001**

**DELAY IN ISSUANCE OF CONVEYANCE DEEDS.**

Sheikh Muhammad. Bashir and other complainants lodged complaint that the Board of Revenue, Colonies Department vide letter dated 20.9.1990 accorded sanction for the sale of shops to the occupants of the shops of Hameed Cloth Market, Block-G, Dera Ghazi Khan including the complainants. It was stated that they deposited the price of the shops into Government treasury within 6-months as was directed by the Board of Revenue. The Conveyance Deeds were issued in favour of the shop-keepers who deposited the price of the shops except the complainants.

It was stated that in the list of the shopkeepers submitted to the Board of Revenue by Municipal Committee, D.G. Khan, the correct names of the complainants were not conveyed.

It was complained that case for correction of the names of the complainants was re-submitted to the Board of Revenue about 11-years ago but it had not been finalized and conveyance deeds had not been issued in their favour. They sought intervention of the Provincial Ombudsman for the redressal of their grievance.

The matter was taken up and pursued with District Officer (Revenue) D.G. Khan and Secretary (Colonies), Board of Revenue. Consequently in the final report submitted by the District Officer (Revenue) D.G. Khan dated 20-9-2002, it was intimated that conveyance deeds had been executed in favour of the complainants.

The grievance of the complainants was redressed after 12 years on the intervention of the Provincial Ombudsman.

**COMPLAINT NO. 3186/2001 -POP/C-II-320/2001**

**IRREGULARITIES IN THE "WARA BANDI".**

Muhammad Shafi and Muhammad Tariq, the land owners of Chak No.439/6-R, Tehsil Haroonabad, District Bahawalnagar and irrigators of outlet No.45 of 'Rajbah 1-L/6-R, lodged complaint that in the 'Part 'Wara Bandi' prepared by the Canal Patwari and Ziladar halqa, extra canal water had been allowed by them to Bashir Ahmed, Muhammad Ibrahim etc, respondents, with corrupt motives and at the expense of other share holders of the outlet.

It was stated that they submitted several applications to the concerned authorities of the Irrigation Department for correction in the 'Part Wara Bandi' according to the entitlements of share holders but with no result.

It was prayed that extra canal water allowed illegally to the respondents be withdrawn from them and distributed among the share holders of the outlet in the 'Wara Bandi'.

The matter was taken up and pursued with Executive Engineer, Hakara Canal Division, Bahawalnagar. Consequently, in the reply dated 5-6-2002 submitted by the Deputy Collector on behalf of the Executive Engineer/Divisional Canal Officer, Hakara Canal Division in the matter, it was stated that extra canal water allowed to the respondents had been withdrawn from them vide orders dated 5-6-2002 of the Deputy Collector/Sub Divisional Canal Officer and that the same had been distributed among the share holders of the outlet in the 'Wara Bandi'.

The grievance of the complainants was thus got redressed by the Agency after intervention of this office.

**COMPLAINT No.823/2002-POP/C-II-53/2002**

**GRANT OF PROPRIETARY RIGHTS OF "IHATA".**

Ali Ahmed, a land owner of Chak No.152/16-L Tehsil Mianchannu, District Khanewal, lodged complaint that after migration from India in 1947, lhata No.68 (Old lhata No.66) was allotted to him in the aforesaid Chak in his capacity as a Refugee Claimant. He applied to the District Collector Khanewal in November-2000 for grant of Proprietary Rights of the said Ihata but his application was filed by the District Collector.

It was stated that he was eligible for the grant of Proprietary Rights of the said lhata pursuant to the Circular letter of the Board of Revenue dated 5.9.1985 but he was refused Proprietary Rights by the District Collector Khanewal against the policy. It was a clear instance of administrative excess.

It was prayed that direction be given to the District Collector for the grant of Proprietary Rights of the "lhata" to the complainant.

The matter was taken up and pursued with District Officer(Revenue), Khanewal. In the final report submitted by him on 16-6-2002, it was reported that the Proprietary Rights of the abovesaid lhata had been granted to the complainant on 29-5-2002.

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

**COMPLAINT NO.532/2002-POP/C-II-39/2002**

**INORDINATE DELAY IN THE PAYMENT OF COMPENSATION OF LAND ACQUIRED FOR VEGETABLE MARKET AT KHUSHAB (AMOUNT RS. 92.407/-)**

Khizar Hayat Khan, a land owner of Mauza Khushab, Tehsil and District Khushab, complained that his agricultural land was acquired by Government

in 1985 for establishing Vegetable Market at Khushab but the compensation thereof had not been paid despite that a period of more than 16-years had since passed. He sought intervention of the Provincial Ombudsman for the redressal of his grievance.

The report was called for from Dy. District Officer (Revenue), Khushab. The reply submitted by him showed that compensation of the land amounting to Rs.92407/- had been paid to the complainant. The photo copy of the payment receipt duly signed by the complainant was also submitted with the report.

The grievance of the complainant was thus got redressed after more than 16-years on the intervention of the Provincial Ombudsman.

### **COMPLAINT No: 7607/2001-POP/C-II-615/2001**

#### **GRANT OF MOVE OVER FROM BS-17 TO BS-18**

Munir Ahmad Khan, who retired with effect from 9.5.2001 as Deputy Collector Burala Canal Division, Faisalabad, lodged complaint that his move over from BS-17 to BS-18 was due w.e.f. 1.12.2000. The case was stated to be pending with Secretary Irrigation. He sought intervention of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with Chief Engineer Irrigation Faisalabad Zone and Secretary Irrigation. During investigation of the complaint, it revealed that the Annual Confidential Report of the complainant for the year 1996 had not been countersigned by the Chief Engineer. The same was got countersigned by the Chief Engineer where-after the matter was further pursued with Secretary Irrigation

The representative of the Secretary Irrigation appeared in this office on 27.6.2002 and stated that move over had been granted to the complainant

from BS-17 to BS-18 w.e.f. 1.12.2000 vide order dated 15.6.2002 of Secretary Irrigation. He submitted copy of the order also.

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

### **COMPLAINT NO.8147/2001-C-III-930/2001**

#### **NON-ISSUANCE OF M.A. DEGREE**

Shahbaz Hussain S/o Faiz Ahmad EST Teacher, Government High School Chiniot, District Jhang, filed complaint that he appeared in M.A. Economics Examination 1992, as a private candidate and qualified it in 2nd Division. According to him he had not received the degree in spite of several applications submitted to the University Authorities.

The matter was taken up with the agency concerned i.e. Controller of Examinations, University of the Punjab, Lahore. The representative of the University appeared and explained that delay had occurred due to non-receipt of application from the complainant. He was directed to treat the petition filed in this office as a formal request from the complainant and expedite the issuance of the degree. Subsequently, it was reported by the agency that requisite degree had been issued and despatched to the complainant, vide registered letter No.520 dated 6.4.2002.

Thus long held-up degree was got delivered to the complainant through this office.

### **COMPLAINT NO.2000/2001-C-III-200/2001**

#### **ALLOTMENT OF OFFICIAL ACCOMMODATION**

Falak Sher, Senior Auditor, District Accounts Office, Bahawalpur, filed complaint that Quarter No.93/II situated in One-Unit Colony Bahawalpur,

was under the occupation of one Abdul Shakoor who had a personal house of his own in Bahawalpur. The matter was got inquired into by the Commissioner, Bahawalpur, and his version was found correct. As an informer he was entitled to allotment of the house but his case was pending for the last 6 months and no allotment had been made to him.

The matter was taken up with the agency concerned i.e. Commissioner, Bahawalpur. On reference by this office, the matter was put up to the Allotment Committee and the House No.93/II was allotted to the complainant as requested by him.

Thus the problem of the complainant was solved on the intervention of this office.

### **COMPLAINT NO.4454/C-III-488/2001**

#### **DELAY IN RENEWAL OF LICENSE**

Hakeem Sikandar Saulat Wasti, resident of 313-Circular Road, Lahore, filed complaint on 2.6.2001 that he applied for renewal of Medical Licence to the District Health Officer, but the Drug Inspector Lahore, was not renewing his Licence on one pretext or the other.

The matter was taken up with the Agency i.e. District Health Officer Lahore. He was asked to expedite the case. He finally informed that the licence of the complainant had been renewed. The problem of the complainant was thus got redressed by this office.

## **COMPLAINT NO. 7913/2001 C-III 898/2001**

### **REQUEST FOR REMOVAL OF ENCROACHMENTS**

Mukhtar Ahmad S/o Fazal Karim, Caste Arain, R/o Chak No. 665/6GB, Tehsil Kamalia, District Toba Tek Singh, filed complaint that certain persons had made encroachments in front of his house and blocked his way and that of his neighbours. On his application the encroachers had been served with notices under Section 32/34 of the Colony Act, but subsequently the Field Revenue Staff had put the matter in the cold storage and no action was being taken by them for the removal of encroachments.

The matter was taken up with the agency concerned i.e. DCO/DO(R) Toba Tek Singh. The DDO(R) was directed by his senior officers to take necessary action according to law. The encroachments were reportedly removed and the statement of the complainant was produced by the agency, wherein he expressed his satisfaction over the action taken and requested for filing his complaint. Thus the problem of the complainant was solved through the efforts of this office.

## **IMP NO. 186/2001-C-III-72/2001**

### **ALLOTMENT OF 3 MARLA PLOT**

Bakhat Baidar, Assistant National Saving Officer, Directorate of National Savings, 121-D, Gulberg-II, Lahore, filed complaint that he had applied for 3-marla plot in Johar Town Scheme, in 1986. He had deposited the requisite amount alongwith his computer application No.78-00033. The plots were allotted through ballot by the L.D.A. and he was among the successful candidates. When he approached the L.D.A. for further formalities in connection with allotment of plot, he came to know that his plot had been

allotted to one Mst. Iqbal Begum who had the same Computer No. and that having arrived first she had received the allotment letter of the plot.

The matter was taken up with the agency concerned i.e. LDA Lahore. At first the agency explained that same Computer No. had been allotted to two applicants by mistake and the plot had been allotted to one Mst. Iqbal Begum, who had arrived first. Subsequently, the plot could not be allotted due to enforcement of Land Disposal Act and litigation by the complainant in the Civil Court. As the complainant had been deprived of his right without any fault on his part, the problem was discussed with the Director, Estate Management, who prepared the summary of the facts and sent it to the competent authority for orders. Finally it was reported by the L.D.A. that the matter had been put up before the Allotment Committee who had kindly allowed the allotment of plot.

Thus 18 years old problem of the complainant was solved and his due right was restored.

### **COMPLAINT NO. 1676/01 C-III 197/2001**

#### **LEGAL ACTION AGAINST THE CULPRITS**

Muhammad Nadeem S/o Abdul Raheem R/o House No.6, Street No.15, Bag Gul Begum, New Mozang Lahore, filed complaint that the accused persons namely Qaseem-ud-Din and others had abducted Muhammad Nadeem and took him by force to the Dera of Qaseem-ud-Din, where he was subjected to torture and acid was thrown on his face which dis-figured his face. He had got a case No.50/97 registered under Sections 324, 342, 365, 452, 148 PPC, but proper action had not been taken by the Police because the accused party was influential and had managed a bogus medico-legal certificate in their favour.

The matter was taken up with the agency concerned i.e. Senior Superintendent of Police, Lahore. As a result of follow up by this office, the SSP took personal interest in the case and reported that 5 persons had been arrested and the challan had been submitted in the Court of Sessions for trial. Thus suitable legal action was taken by the Police on the intervention of this office.

### **COMPLAINT NO.3353/2001 C-III 393/2001**

#### **EXEMPTION FROM DOUBLE FEE**

Mst. Rukhsana R/o Mohallah Shah Suleman, Street No.24, House No.609 Gakhar Mandi Gujranwala, filed complaint that she had appeared in M.A. History Part-I, Examination in 1999, under Roll No.24623 from City College for Women, Gujranwala. The result was announced on 16.5.2000 and she was declared as fail in one paper. She submitted her admission fee on 31.5.2000 within the prescribed period of 15 days of the declaration of the result, but the University demanded another Rs.1000/- as late fee which was not justified. Further, the University had withheld her result on that ground.

The matter was taken up with the agency concerned i.e. Controller of Examinations, University of the Punjab, Lahore. On receiving the notice from this office, the agency revised its decision and declared the result of the complainant without charging her extra fee. A copy of the result card was delivered to the petitioner who acknowledged its receipt. The grievance of the lady was thus got redressed by this office.

## **COMPLAINT NO.8730/2001 C-III 476/2001**

### **REQUEST FOR DOING JUSTICE**

Muhammad Bukhsh Gawan S/o Allah Ditta, Naib Qasid in the office of Deputy Commissioner, Jhang, filed complaint that he was working as Junior Clerk in the Rehabilitation Branch of D.C. Office, Jhang. He had served there for a period of 6 months when the said office was abolished on 30.6.1992 and he was declared surplus. He was reverted to his substantive post of Naib Qasid.

The D.C. sought advice of the Commissioner Faisalabad, regarding absorption of the surplus staff. The Commissioner informed him that he was competent to recruit suitable persons as Junior Clerks. The complainant had appeared and qualified the test held for the recruitment of Junior Clerks, but the matter relating to his promotion/appointment as Junior Clerk was still pending.

The matter was taken up with the agency concerned i.e. DCO/DO(R) Jhang. At first it was stated that the complainant had not been accommodated so far, due to non-availability of a clear vacancy. Subsequently, however, it was reported that the complainant had been appointed as Junior Clerk.

Thus the problem of the complainant was resolved through the intervention of this office.

## **IMP NO.681 C-III 36/2000**

### **REFUND OF EXCESS AMOUNT**

Mst. Perveen Akhtar wife of Muhammad Akhtar filed complaint that she had deposited Rs.1 lac provisionally with the L.D.A, against the fine of building period on the order of the Lahore High Court, Lahore. Subsequently, the matter was decided by the Hon'ble Lahore High Court, Lahore, reducing the

fine to Rs.53488/-. The remaining amount was lying with the L.D.A. and her request for refund was not being heeded. After hearing the parties the Provincial Ombudsman, Punjab directed the agency to refund the amount vide his order dated 11.10.2000. In spite of the direction, the agency did not respond within the stipulated period; so the complainant filed the implementation petition.

The matter was taken up with the agency again at the senior level. As a result of follow up by this office, the case of refund was processed by the Director, State Management and put up before the D.G, L.D.A through Director Finance. Finally the amount of Rs.46,511/- was refunded to the petitioner vide cheque No.02200044 dated 27.11.2002.

Thus the amount of Rs.46,511/- was refunded to the petitioner on the intervention of this Office.

## **COMPLAINT NO.2556/2002-C-III-100/2002**

### **APPOINTMENT AS A LECTURER**

Shakeel Ahmad S/o Muhammad Buksh R/o Chak No. 404/G.B. Tehsil Shorkot, District Jhang, lodged complaint that he appeared in Examination/Interview held by PPSC in October 2001, for the job of a Lecturer and qualified the Exam.

He was placed on the list of selectees but no appointment had been offered to him, even after the lapse of 6 months.

The matter was taken up with the agency concerned i.e. Secretary Education, Government the Punjab, Lahore. On receipt of the notice, the agency re-acted immediately and the complainant was appointed as Lecturer in Urdu at Govt. College Shorkot District Jhang, vide letter No. SO(CE-II)45-Urdu/ 2002(29), Dated 25.8.2002.

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

**COMPLAINT NO. 3849/2001 C-IV-112/2001**

**EXECUTION OF SALE DEED IN RESPECT OF THE PLOT ALLOTTED BY THE P.S.I.C. IN FAVOUR OF THE COMPLAINANT**

The complainant, Muhammad Zaman, alleged that he was allotted a plot in Punjab Small Industries Estate, Musa Virk, Mian Channu about eight years ago, but no sale deed was executed in his favour despite the fact that he had deposited all the dues with the Dy. Director (Estate) Mian Channu District Khanewal. The complainant prayed for intervention by this office.

The matter was referred to the Regional Director, Punjab Small Industries Corporation, Multan, who reported that an amount of Rs.2550/- was due against the complainant on account of maintenance charges and surcharge and as and when the complainant deposited the above said amount, the sale deed would be executed in favour of the complainant.

Anyhow, after a protracted correspondence, the Regional Director, P.S.I.C, Multan, as per his letter dated 18.03.2002, informed this office that the sale deed in favour of the complainant was executed on 12.03.2002 after completing all the formalities. The matter pending with the Agency for the last 9 years was solved on the intervention of this office within the shortest possible time.

**COMPLAINT NO. 4801/2001 C-IV-147/2001**

**COMPLAINT NO. 6141/2001 C-IV-202/2001**

**ADMISSION IN B.TECH.(PASS) ELECTRONIC AND B.TECH.(HONOURS) AFTER B.TECH.(PASS) IN GOVERNMENT COLLEGE OF TECHNOLOGY, FAISALABAD**

The complainant, Qazi Ahmad Raza, alleged that no admission was made in Government College of Technology, Faisalabad, in B.Tech.(Pass) (Electronics and Electrical) and B.Tech.(Honours) classes for the last so many years, due to which precious academic years of the candidates were being wasted. The complainant prayed for intervention by the Ombudsman.

The matter was referred to the Principal, Government College of Technology, Faisalabad, who reported that due to non-posting of teachers in Electronics/Electrical, the College was unable to make any admission.

In view of the report of the Principal, Government College of Technology, Faisalabad, the matter was referred to the Director Technical Education Punjab, Lahore as well as Chairman, TEVTA, Lahore, who after a protracted correspondence reported that the staff in the Electronics/Electrical subject had been posted in the College and the Principal was asked to admit the deserving candidates.

The Principal was again asked to take action on the report of the Director Technical Education Punjab, Lahore and Chairman, TEVTA, Lahore. Director Technical Education Punjab, Lahore, informed this office on 16.3.2002 that the classes in question had been started and the first semester was in progress. On the intervention of this office, the long outstanding demand of the students was met out within the shortest possible time.

**COMPLAINT NO. 7654/2001 C-IV-260/2001**

**DELAY IN PAYMENT OF RENT**

The complainant firm, Haji Dosa Limited, through its Manager, alleged that District Food Controller, Sahiwal did not pay the rent to the firm for the Godowns of the complainant firm, amounting to Rs.41,750/- for the period from 25.05.2000 to 15<sup>th</sup> July 2000, despite repeated requests.

The matter was referred to the Deputy Director, Food, Multan, and District Food Controller, Sahiwal, who after a protracted correspondence reported that payment of an amount of Rs.41,567/- had been made to the complainant firm as per cheque No.178364 dated 16.02.2002.

The complainant firm, as per its letter dated 19.02.2002, informed this office that on the intervention of this office, the claim of the firm pending since May 2000 was settled within three months.

**COMPLAINT NO. 6990/2001 C-IV-232/2001**

**REGISTRATION OF N.G.O. WITH REGISTRAR**

The complainant, Azad Kausari, a Journalist, alleged that he submitted an application to the Registrar, Joint Stock Companies, Lahore for Registration of N.G.O. namely "Alternative Media Network Asia (AMN ASIA)" but no action on his application was taken, despite repeated requests.

The matter was referred to the Registrar, Joint Stock Companies, Lahore but in the meanwhile due to the devolution of powers to District Government, the office of the Registrar was abolished and the case was referred to the District Officer, Enterprises and Investment Promotion, Lahore. The complaint was still under process, when the complainant came with his written submission that on the intervention of this office, his grievance had been redressed.

## **COMPLAINT NO. 310/2001 C-IV-12/2001**

### **HANDING OVER OF AUCTIONED GOODS**

The complainant, Bashir Ahmad, alleged that he purchased in open auction D-Class empty bags from Food Department but he was neither handed over the bags nor returned the bid money which he deposited with the Department, despite repeated requests to District Food Controller, Bahawalpur, as also to the Deputy Director Food, Bahawalpur. The complainant prayed for intervention by the Ombudsman in the matter.

The matter was referred to the authorities concerned who after a protracted correspondence reported that the goods in dispute have been handed over to the complainant.

The complainant confirmed the receipt of the goods but at the same time contended that the Department has not so far paid him the earnest money amounting to Rs.51,303/-.

The matter was referred back to the Department and the Department reported that the payment had also been made to the complainant.

The complainant, as per his written submission, informed this office that on the intervention of this office, his claim was settled.

## **COMPLAINT NO. 4168/2001 C-IV-127/2001**

### **PAYMENT OF OUTSTANDING RENT**

The complainant, Manzooran Bibi, alleged that she rented out her house to Government Vocational Training Institute for Women, Yazman, at a monthly rent of Rs.3000/-, but no rent had been paid to her from July 2000 till the filing of the complaint.

The matter was referred to the Director Technical Education Punjab, Lahore, on 27.06.2001 who reported that payment amounting to Rs.30,000/- was made to the complainant by the Principal, Government Vocational Institute for Women, Bahawalpur, as per cheque No.392127 dated 13.10.2001. On the intervention of this office, the claim of the complainant was settled within 3 ½ months.

### **COMPLAINT NO. 4853/2001 C-IV-150/2001**

#### **DELAY IN THE PAYMENT OF COST OF WHEAT AND BARDANA**

The complainant, Hazoor Bakhsh, alleged that he supplied 1509 bags of Wheat at Bagho Bahar Purchase Centre but the Incharge Centre, Muhammad Anwar, Food Grain Inspector, did not pay him the Government rate and also withheld his 1427 empty bags. The complainant alleged that he brought the matter into the notice of the District Food Controller, Rahimyar Khan, but nothing was done; hence the complaint.

The matter was referred to the District Food Controller, Rahimyar Khan, who reported that the complainant filed an affidavit to the fact that the Food Grain Inspector had made the payment of the wheat stock and had also returned the "Bardana". The problem of the complainant was resolved on the intervention of this office.

### **COMPLAINT NO. 8176/2001 C-IV-273/2001**

#### **DELAY IN THE PAYMENT OF RENT**

The complainant's Firm, Usman Industries, through its Proprietor Muhammad Bilal Ahmad, alleged that the firm rented out its factory platform to the District Food Controller, Sahiwal @Rs.0.25 per sq.ft. but no rent was paid to the firm despite repeated requests; hence the complaint.

The matter was referred to the District Food Controller, Sahiwal, who reported that on receipt of the copy of the complaint from this office, cheque No.SPD-178365 for an amount of Rs.49,701/-, was issued by them in favour of the complainant firm.

On the intervention of this office, the claim of the firm was settled within the shortest possible time.

### **COMPLAINT NO.6317/2001/C-V-1166/2001**

#### **CANCELLATION OF TRANSFER ORDER**

The complainant, Syed Walayat Ali Shah, Headmaster, Government Islamia High School No.1, Jalalpur Jattan, District Gujrat, lodged complaint alleging that he was posted as Senior Headmaster at Government Islamia High School No.1, Jalalpur Jattan, District Gujrat, but later on his transfer orders were illegally cancelled. It was prayed that an inquiry be got conducted into the matter and his grievance be got redressed.

Notice was issued to the agency. Reply was filed by the DEO (SE) Gujrat stating that the complainant had been transferred/adjusted against the post he desired after the retirement of Mr. Ali Akbar, Headmaster. On the intervention of this office the grievance of the complainant was redressed.

### **COMPLAINT NO. 274/2002/C-V-45/2002**

#### **ISSUANCE OF 1ST JOINING; REPORT**

The complainant, Mst. Kausar Nasreen, SST, filed complaint alleging that she was due for selection in grade-17 but the department was not providing her the 1st Joining Report which pertained to the year 1985. The complainant prayed for intervention by this office.

Notice was issued to the agency. The case was under process, when Assistant Litigation Officer, the representative of DEO (SE) Lahore City, stated on 10-4-2002 that the copy of 1st Joining Report of the complainant had been delivered to her. The complainant confirmed on 20.04.2002 that due to the efforts of this office, the copy of her 1st Joining Report had been delivered to her and her grievance had been redressed.

### **COMPLAINT NO.698/2001/C-V-154/2001**

#### **CORRECTION OF SENIORITY**

The complainant, Afzal Habib Khan, Assistant Professor, filed complaint alleging that he was promoted as Assistant Professor alongwith his other batch mates on 26-12-1992 in grade 18 but was not placed at Sr. No. 596 of the Seniority List for which he was entitled.

Notice was issued to the agency. The DPI (Colleges) Punjab Lahore reported that the Govt. had notified the seniority of the complainant at appropriate place i.e. 595/A in the Seniority List of Assistant Professors. On the intervention of this office, the grievance of the complainant was redressed.

### **COMPLAINT NO.8288/2001/C-V-1458/2001**

#### **PAYMENT OF SALARY IN GRADE-18**

The complainant, Mrs. Shamshad Akhtar, Deputy Headmistress, Government Girls High School, Jhang Sadar, lodged complaint alleging that she was promoted in Grade 18 but she could not draw the pay of Grade-18 due to non-upgradation of the above said post in Grade-18 by the Government of the Punjab, as such she had been sustaining financial loss.

Notice was issued to the agency. The case was under investigation when Section Officer (S-II) made statement on 28-05-2002 submitting that the complainant had been adjusted against upgraded post. On the intervention of this office, the grievance of the complainant was redressed.

**COMPLAINT NO.410/2001/C-V-97/2001**

**COMPLAINT NO.7753/2000/C-V-472/2000**

**GRANT OF' AWARD**

The complainant, Fakhar-un-Nisa, Headmistress, Government Primary School, Kot Kalan, Tehsil Pind Dadan Khan, District Jhelum, lodged this complaint alleging that her result for the academic year 1998 was 100% but Award was not granted to her despite that she was entitled to it.

The matter was taken up with the Agency. Reply was filed by DEO (M) (EE), Jhelum, stating that the complainant got first position in Tehsil Pind Dadan Khan (Urban Schools) and was awarded prize of Rs.3,000/- through Cross Cheque No.532863. The grievance of the complainant was thus redressed on the intervention of this office.

**COMPLAINT NO. 1743/2001 /C-V-389/2001**

**APPOINTMENT ON CONTRACT BASIS.**

The complainant, Dilbar Hussain, SST, Government High School Pir Panja, Jhang, lodged complaint alleging that he was appointed on contract basis by the District Education Coordinator on 1.9.2000 in Grade-16 but D.A.O refused to pass the bill for that grade. He further alleged that the contract was for one year but in the appointment order the period was illegally shown as 9 months.

The matter was taken up with the Agency. The case was under process, when the complainant made statement that, on the intervention of this office, his grievance had been redressed and the period of his contract had also been extended for further one year.

## **COMPLAINT NO.1505/2001/C-V-332/2001**

### **MOVE-OVER IN GRADE-20**

The complainant, Shaukat Ali, Principal, Government Higher Secondary School, Garh Maharaja, District Jhang, lodged complaint stating that move-over in Grade-20 was due to him since 1995 but it was not granted to him despite repeated requests; hence the complaint.

The matter was taken up with the Agency. It was stated that the case of the complainant had been submitted to the Confidential Wing of S&GAD for consideration in the Provincial Move-over Committee. The case was under investigation when Muhammad Jamil, Clerk, representative of Education Department, made statement on 6.3.2002 that move-over in Grade-20 was awarded to the complainant.

On the intervention of this office, the matter pending since 1995 was solved.

## **COMPLAINT NO. 278/2001/C-V-64/2001**

### **GRANT OF PAY OF THE POST**

Complainant, Rashid Ali Zaidi, SS.(Math), Government Higher Secondary School, Mandiala Tega, Gujranwala, filed complaint alleging that he was posted as Subject Specialist in his own pay and scale. He applied to the authority for grant of pay of the post but in vain. It was prayed that an enquiry be got conducted into the matter and his grievance be got redressed.

Notice was issued to the agency and the reply was filed by the Finance Secretary, Government of the Punjab, Lahore. The case was under investigation when the complainant made statement on 16.5.2002 submitting that on the intervention of this office, pay of the post from

18.11.1987 to 21-8-1989 as Subject Specialist had been granted to him by the competent authority.

The grievance of the complainant was redressed.

### **COMPLAINT NO.589/2002/C-V-61/2002**

#### **REFUND OF LIBRARY SECURITY AMOUNTING TO RS.1,000/-**

The complainant, Basharat Farzand Ali, resident of 79/6, Haseeb Block, Azam Garden, Multan Road, Lahore, lodged complaint stating that he got admission in M.A (Part-I) in English Department but could not continue the studies due to accident. He requested the Principal, Govt. Islamia College Railway Road, Lahore, to refund the Library Security amounting to Rs.1,000/- but in vain; hence the complaint.

Notice was issued to the agency. The case was under investigation, when the complainant made statement on 5.3.2002 submitting that the Principal of the college had refunded the amount of security.

The grievance of the complainant was redressed on the intervention of this office.

### **COMPLAINT NO.4839/2000/C-VI 300/2000**

#### **NON-PAYMENT OF T.A./D.A. BILLS.**

Rana Abdul Rashid, complainant, filed complaint on 31.7.2000, soliciting therein that his two TA/DA bills pertaining to the years 1994 and 1995 were not paid to him by the Health Department. He moved applications to Director General, Health Services, Punjab, but the exercise went in futility.

The matter was taken up with District Health Officer, Sahiwal. During the investigation proceedings, he intimated that the complainant had received his

outstanding arrears of T.A. Bills and had given in writing that nothing was due against the Department. He also sent a copy of statement of the complainant to the above effect

Accordingly the grievance of the complainant was redressed by the respondent Agency with the efforts of this office.

### **COMPLAINT NO.2477/2001/C-VI-93/2001**

#### **SANCTION OF GOODS EXIT TAX**

Muhammad Akram, complainant, filed complaint on 24.3.2001 contending therein that he moved for refund of Goods Exit Tax to Zila Council, Sheikhpura, about six years ago but the amount of Rs.2,06,193/- had not been refunded to him.

The matter was taken up with the Tehsil Municipal Officer, Sheikhpura. It was intimated that the claim of the complainant was checked and he was found entitled to refund of Rs.1,61,280/- only as his claim of remaining amount of Rs.44,913/- was not found in order. Accordingly, he was paid Rs.1,61,280/- vide Cheque No.423705 dated 8.12.2001. The complainant also gave in writing that his grievance was redressed and he had no claim for the remaining amount.

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

### **COMPLAINT NO.7066/2000/C-VI-211/2000**

#### **REQUEST FOR POSSESSION OF PLOTS OR REFUND OF SECURITY AMOUNT**

Muhammad Yasin, complainant, filed complaint on 18.10.2000 against Municipal Committee, Pattoki, stating therein that he got two Shops bearing

No.4 and 6 through open auction for construction on rent basis from the said Committee. The construction cost was to be adjusted from the rent of the shops. He deposited Rs.50,000/- for each shop on 22.5.2000 with the respondent Municipal Committee and was allowed construction of shops. However, the Municipal Committee did not give possession of the plots and the site plan of the shops on the plea that Civil Court had issued a stay order against construction of those shops.

It was prayed that the said Committee be directed either to give the possession of the plots of the shops alongwith the site plan or return the security amount to him.

The matter was taken up with Municipal Committee, Pattoki. The Tehsil Municipal Officer, Pattoki, intimated, that the complainant had been refunded his security amount and, as such, his grievance had been redressed.

The grievance of the applicant was thus got redressed by this office.

### **COMPLAINT NO.1326/2000.C-VI.05/2001**

#### **SANCTION OF MEDICAL RE-IMBURSEMENT BILL**

Muhammad Farooq Malik filed complaint on 10.3.2000 stating therein that he was injured seriously during a murderous attack and remained in Government Hospital for about seven months. His medical re-imburement bill amounting to Rs.1,79,754/76 was submitted to the Finance Department, Lahore, for sanction but it was returned with the remarks that the Secretary, Health Department should constitute a Board under his chairmanship for scrutiny of claim and thus payment was refused.

The matter was taken up with Secretary, Health Department. It was intimated by the said Department that re-imburement of medical charges amounting to Rs.1,56,149/43 had been approved.

The matter was then taken up with C & W Department, Government of the Punjab, Lahore. Mr. Abdul Sajid, Superintendent, Office of Chief Engineer, North Zone, C & W Department, Lahore, attended this Office and stated that the complainant had been paid the amount of the bill. He produced a copy of the statement of the complainant showing payment of Rs.1,56,000/- to him. The remaining amount was deducted by the Special Medical Board against the items which were not re-imbursable.

The long outstanding grievance of the complainant was thus redressed by the respondent Agency after intervention of this office.

### **COMPLAINT NO.5173/2001/C-VI-373/2001**

#### **TRANSFER OF DAI**

Mian Muhammad Iqbal, complained that he took his sister to the Rural Health Centre, Wan Bhachran on 23.7.2001 at about 4.30 P.M. for delivery of the child. The Lady Doctor was not in the Rural Health Centre. Mst. Ghulam Fatima, Dai who was present there, was asked to inform the Lady Doctor but she demand Rs.4,000/5000 for doing the delivery case. On the pressing of the complainant Mst. Ghulam Fatima, Dai went to the house of the Lady Doctor but soon after the came back and told the complainant that the Lady Doctor was not in the house.

The complainant prayed that action be taken against Mst. Ghulam Fatima, Dai who mis-informed him as lateron it came to his notice that the Lady Doctor was present at her residence.

On notice, the District Health Officer, Mianwali submitted his report that an inquiry was got conducted in the matter through the Deputy District Health Officer, Mianwali against Mst. Ghulam Fatima, Dai. The Inquiry Officer recommended that the complaint was baseless and be filed. However, the EDO (Health), Mianwali did not agree with the report of the Inquiry Officer

and transferred Mst. Ghulam Fatima from Rural Health Centre, Wan Bacharan to Rural Health Centre, Dawoodkhel on administrative grounds.

The grievance of the complainant against Mst. Ghulam Fatima, Dai was thus redressed by EDO (Health), Mianwali by transferring her to another Rural Health Centre.

## **COMPLAINT NO.6504/2001-C-VI-63/2002**

### **WRONG TRANSFER**

Abdul Salam Arif, S.V. Teacher, Government Elementary School, Chak No.223/P, District Rahim Yar Khan applied to the District Education Officer (M-EE), Rahim Yar Khan for his transfer against the vacant post of Instructor (Tanzeem), Tehsil Rahim Yar Khan on the basis of Government Wedlock Policy and medical ground. His request was not acceded to by the Department. He then submitted complaint in the Office of Provincial Ombudsman.

The District Education Officer (M-EE), Rahim Yar Khan reported that while submitting application for his transfer, the complainant did not submit Service Certificate of his wife and his own Medical Certificate.

The matter was pending for further investigation when District Education Officer (M-EE), Rahim Yar Khan intimated that the complainant had been transferred to a School of his choice which fact was also confirmed by the complainant during hearing of the complainant.

The grievance of the complainant was redressed by the respondent Agency.

## **COMPLAINT NO.4894/2001 C.R-8/2002.**

### **CORRECTION OF REVENUE RECORD**

Mr. Muhammad Haneef Khan S/o Fazal Mahmood, R/o Mohalla Islampura, Midh Pargana, Tehsil Bahawal District Sargodha complained that in 1970, he alongwith one Mr. Muhammad Afzal, jointly purchased land measuring 25-marlas from Mst. Rajan Bibi, which was duly mutated in their favour and Fard Malkiat was also issued to them showing their joint ownership of the said 25-marlas. Subsequently, under a mutual agreement, they divided the said land in equal shares of 12½ marlas each. Later when he approached the Patwari Halqa for the transfer of his share to his wife and sons, he was told that in the existing Revenue Record, he was shown to be the owner of only 8-marlas instead of 12½ marlas. The Complainant approached the Revenue Authorities for necessary correction in the Revenue Record but in vain.

On intervention of this office, the Agency conceded that the alleged reduction in the ownership of the complainant in Khata No. 283/1 was due to a clerical mistake that occurred during the preparation of consolidation record. However, on a direction from this office, the concerned Revenue Authorities, as per requirement of the Revenue Laws, processed his case for the adjustment of missing land and correction of Revenue Record and submitted his case for orders to the D.O. (R) Sargodha on 29.8.2002. The grievance of the complainant was thus redressed.

## **COMPLAINT NO.8071/2001 C.R-62/2002**

### **DEMARCATIION OF LAND**

Mr. Ghulam Sarwar S/o Bashir Ahmed Jat of chak ghazi, Tehsil and District Hafizabad in September, 2001 made a request to the Assistant Commissioner, Hafizabad for the demarcation of his land situated in the said village but failed to get the requisite demarcation of his land besides repeated requests due to un-holy connivance of the lower Revenue staff with his opponents. Being aggrieved, he approached this office for intervention.

On the intervention of his office, the agency initially expressed that the allegations leveled by the complainant were not correct. Demarcation had

already been made as per record. The complainant when confronted with the report of the agency showed his reservations about the alleged demarcation on which it was decided mutually that a fresh demarcation be carried out by a neutral officer in the presence of the complainant, concerned parties, Headman and notables of the village. The requisite demarcation was carried out and thus grievance of the complainant was redressed.

**COMPLAINT NO.7890/2001 C.R-2/2002.**

**NON PAYMENT OF HONORARIUM FOR CENSUS**

Haji Muhammad Akram Bukhari, Head Master, Municipal Corporation School, Faisalabad (since retired), complained in January, 2001 that he performed census duty in Halqa Gulshan Colony, Faisalabad. The Agency did not pay him the requisite honorarium for the said duty besides repeated requests.

On the intervention of this office, the Agency finally paid him the requisite honorarium amounting to Rs.2000/- in August, 2002. The grievance of the complainant was accordingly got redressed by this office.

## Disadvantaged Groups

### **COMPLAINT NO.550/ADV-I-37/2001**

#### **COMPENSATION TO THE COMPLAINANT FOR DEATH OF HER HUSBAND**

Ahmed Yar deceased, husband of Mst. Bashiran Bibi, resident of Kot Jhurana P.S. Sadar, Tehsil & District Mandi Bahauddin, was killed on 30.1.1999 on being crushed by Toyota Hiace vehicle No.5040/LPT on the road and a case was registered vide FIR No. 94 dated 30.1.1999 at P.S. Saddar, Mandi Bahauddin, u/s 302/34 PPC. The deceased was employed in the Police Department at Mandi Bahauddin. The complainant requested for sanction of compensatory grant to her for a sum of Rs.1.00 lac.

Superintendent of Police Mandi Bahauddin reported that the above noted case was registered against Abdul Manaf, driver of the aforesaid vehicle. He was arrested and the case was pending trial in the court of law.

As regards the cash award, the then S.P., Mandi Bahauddin had not sanctioned any amount nor the funds were available for the purpose. The complainant had, however, been compensated as her son had been appointed as a Naib Qasid in the Police Department.

The grievance of the widow was thus got redressed accordingly.

### **COMPLAINT NO.2465/2001- ADV-II-193/2001**

#### **REFUND OF DEPOSIT CLAIM**

Haji Mehmood Anwar, Coop-Scam affectee, averred that on retirement from PAF service, he deposited his pensionary benefits amounting to Rs.3,55,000/- with the then National Industrial Cooperative Finance Corporation (NICFC) of which the Punjab Cooperative Board for Liquidation

was appointed as official liquidator. He pursued refund of his claim but it was of no avail.

Proceedings were initiated and the Agency was summoned and heard. The Agency was made to wake up from slumber. It then reported payment of Rs.1,77,515/- i.e. 50% of claim to the complainant in accordance with the Govt. policy. It was further reported that on generation of cash resources of NICFC through disposal of its assets and recovery of old debts through assistance of NAB, the balance claim would accordingly be paid on prorata basis. The claimant expressed his satisfaction over the response of the respondent agency.

### **COMPLAINT NO. 2259/2001-ADV-II-181/2001**

#### **EXEMPTION FROM PAYMENT OF PROPERTY TAX**

Mst. Kaniz Fatima, a widow, alleged misconduct on the part of Excise and Taxation field staff. She had purchased property unit No. P-540 Block No. IX Mohallah Abbotpur, Jhang Sadar, from Mst. Noor Jehan Begum widow of Nawazish Ali Khan. She approached the office of Excise and Taxation Officer and sought change in ownership of the property in her name but the officials did not take any action on it. Even on receipt of Demand Notice which was issued in favour of the previous owner, the property tax was paid. On having come to know that widow's unit was exempted from tax, she applied to E.T.O. Jhang in June 1999 followed by another application in the year 2000. She was subjected to a demand notice with penalty, presumably to extort money. She claimed to be 'Pardah' observing widow, whose dependents had no other source of income. She sought intervention of this office for direction to the authority for the relief requested.

The Agency regrettably admitted filing of applications by the complainant on which action could not be taken in time. The ownership of the property in the name of widow was recorded on the basis of registered sale deed of the year 1990 and she had been exempted from payment of property tax. It was

noted that the fault laid with the office of Excise and Taxation Department which remained slept over for nine years in giving effect to the change in the ownership of the property in favour of the complainant.

The abovementioned position interalia spoke of slack supervision by the Excise & Taxation Officer Jhang of his office and its working. The Director, Excise & Taxation, Faisalabad was directed to ensure proper supervision and to take necessary measures to streamline the working so that chances of such occurrences were eliminated.

The grievance of the widow was redressed.

### **COMPLAINT NO.2243/2001-ADV-II-174/2001**

#### **EXEMPTION FROM PAYMENT OF PROPERTY TAX**

Muhammad Yaqoob Ajmal stated that he owned house No. SWVA-4DS/16 Sanda Khurd Lahore. During 1996/97 its GARV was assessed at Rs.7052/-. He filed appeal before the Director Excise and Taxation who turned down the appeal on 13.9.1997. He also made review petition before the Director General Excise and Taxation which was pending to-date. Meanwhile, the field staff of the Excise and Taxation Department repeatedly pressed for payment of Property Tax, failing which he was threatened to be arrested.

The complainant stated that he was a retired Govt. employee of 65 year age, drawing paltry pension, had no other source of income and physically could not under-take any work/service. His only son was recruited as Second Lieutenant in Pak Army but during training he became mental. In madness, he killed his mother with knife. His family life was totally shattered. He sought direction to the authority for exemption from payment of property tax.

The matter was taken up with the respondent agency. During the proceedings, the complainant informed in writing that on the intervention of this Office, his grievance had been redressed and he had been exempted

from payment of property tax. The complainant expressed deep gratitude for the relief granted.

### **COMPLAINT NO.8340/2001-ADV-II-588/2001**

#### **EXEMPTION FROM PAYMENT OF PROPERTY TAX**

Havaladar (Retired) Mushtaq Hussain Dogar, felt aggrieved on receipt of Demand Notice for property tax of his dwelling unit No. 293/D, Mohallah Kashmir Nagar, Hafiz Abad. He averred that the property was neither on rent/lease nor there was any shop as was allegedly mentioned in the Excise and Taxation Office record. He sought direction to the authority for exemption from the Property Tax under sec. 4 (GG) of PUIPT Act 1958.

Proceedings were initiated. The Agency submitted that the complainant did not get the property transferred in his name in the record of Excise and Taxation Department. After completion of formalities, ownership was changed in the name of complainant in the relevant record.

As regards reference regarding shops, the shops had since been demolished and converted into residential room. The contention of the complainant was admitted by the respondent Agency. The complainant was exempted from the property tax under sec 4 (gg) of PUIPT Act 1958. The grievance of the complainant was redressed.

### **COMPLAINT NO.4848/2001-ADV-II-366/2001**

#### **EXCESSIVE PROPERTY TAX**

Faqir Hussain felt aggrieved of excessive property tax imposed on the dwelling Unit No. PG-320 Block, Gulistan Colony, Faisalabad. He contended that the unit was built on a plot measuring 3½ marlas owned by his mother whereas the Demand Notice was issued in the name of his father. However, the property tax in the past was paid regularly. He solicited intervention of this office for exemption from payment of property tax.

Agency submitted that the unit was in the name of Muhammad Anwar son of Muhammad Sadiq and one Bashir Muhammad was recorded as his tenant during the period 1999-2001. Accordingly, the GARV on the basis of monthly rent of Rs.2500/- was assessed at Rs.30000/- per annum.

The complainant agitated that the unit was never given on lease as it was in dilapidated condition and was not inhabitable. He vehemently argued that he had been a victim of misreporting. On the contrary the property was under self-use. The contention of the complainant was conceded to and the Agency re-assessed the GARV at Rs.1560/- which fell below the taxable limit of Rs.1800/-. The complainant was thus granted relief.

### **COMPLAINT NO.2210/2001/DI-657/2001**

#### **PRAYER FOR TAKING NOTICE OF NON ISSUANCE OF TRANSFER LETTER**

Mst. Khurshid Begum, Complainant purchased plot No. 11, Sutlej Block, Allama Iqbal Town, Lahore, from one Iftikhar Ali Qureshi. Despite of best efforts on the part of the complainant, the respondent agency did not issue transfer letter in her favour.

On the intervention by this office, the respondent agency issued transfer letter to the complainant. The grievance of the complainant was got redressed.

### **COMPLAINT NO.8296/2000/DI-421/2000**

#### **PRAYER FOR PAYMENT OF GROUP INSURANCE**

The complainant's (Mst. Azra Begum) husband Malik Sarfaraz Ahmad had been serving as Driver in the Office of the Deputy Director, Housing & Physical Planning Department, Lahore Division, Lahore, who expired on 30.7.1995 while in service. The respondent agency had not paid group insurance to the complainant whereupon she submitted complaint in this office.

On the intervention by this office, a cheque for Rs.25,000/- was issued in favour of the complainant. The grievance of the complainant was got redressed.

### **COMPLAINT NO.5158/2001/D-II-247/2002**

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

The complainant, Muhammad Naeem, son of a deceased employee of Buildings Department, Sahiwal, wanted his recruitment in the said Department under Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules 1974. The complainant's father was a Naib Qasid who died while in service in the year 1992.

The matter was taken up with the Agency. The District Officer, Buildings Department, Sahiwal, furnished a list of vacant posts in the District including the posts of Tube-Well Drivers in BS-3 and also gave an assurance that the complainant would be accommodated on the said post as under the abovesaid Rule 17(A), a child of a deceased employee, who died during service could be accommodated in the Department on any post in BS-1 to 5, where the deceased Govt. servant was working. The complainant when enquired, agreed to accept the offer of the Agency for the post of Tube-Well Driver. In this way the grievance of the complainant was redressed.

### **COMPLAINT NO.5695/2002/D-II 824/2002**

#### **RECOVERY OF AN ABDUCTEES AND FOR LEGAL ACTION AGAINST THE ACCUSED PERSONS**

A young daughter of complainant, Taj Din of District Faisalabad, was forcibly abducted on 18.5.2002 and despite of registration of a case, the Local Police failed to recover the abductees, hence the complainant was constrained to bring the matter to the notice of this office.

The matter was referred to the agency and according to the report furnished by it, the abductees was recovered on 10.9.2002 and the accused was arrested in that case and the complainant made a statement before this

office that his grievance had been redressed on the intervention of this Office.

**COMPLAINT NO.447/2002/D-III-175/2002**

**GRANT OF SPECIAL CHANCE TO APPEAR IN EXAMINATION**

Muhammad Zarif son of Muhammad Hassan, temporarily lodged in room No.19, Old Block Crescent Hostel, Islamia College Civil Lines, Lahore, complained that he was awarded 4 grace-marks by the Punjab University, Lahore and on the basis of these grace-marks he was declared as successful in the M.A English Examination. Subsequently, he was asked by the Punjab University to surrender his result card on the ground that he had already availed of the concession of grace marks in 1st. part of the examination. He was further asked to appear in the fourth-coming examination after payment of necessary dues.

It was stated that the information was conveyed to the complainant by the Agency through urgent mail service, dated 1.8.2001. The examination was scheduled to be held on 10.8.2001, whereas the letter dated 1.8.2001 had reached its destination on 11.8.2002 i.e one day after the examination had commenced. The complainant was resident of a far off village from the city where post was sent by train once a day. There was no fault on the part of the complainant in as much as the mistake was committed by the Agency itself. He was likely to be over aged, in case the result card was not restored or in the alternative, he be allowed a special chance to appear in the examination by the agency.

The matter was taken up with the Agency who conceded the claim of the complainant for the conduct of a special examination, on humanitarian grounds. This act and concession, on the part of University of the Punjab was highly appreciated.

The grievance of the complainant was thus got redressed by securing a special chance for him to appear in the M.A. Examination on the intervention of this office.

### **COMPLAINT NO.7295/2001-D-III-198/2002**

#### **MEDICAL TREATMENT**

On publication of a news item in Daily English news paper of Lahore, regarding neglect in the treatment to the daughter of Mst. Shaista Zulfiqar Widow of Zulfiqar Ahmad Resident of H. No. 1 St. No. 2, Yahya Colony Near Ghoray Shah, Lahore Cantt., the instant complaint was taken up against Social Security Department. It was complained that she was a widow and had no means of lively-hood. Her daughter needed regular treatment.

On notice, proper treatment was provided to the daughter of the widow by the Authorities of Mayo Hospital, Lahore.

The grievance of the poor widow was redressed on the intervention of this office.

### **COMPLAINT NO.3675/200/D-III-160/2002**

#### **RELEASE OF SCHOLARSHIP**

Muhammad Ghaznan Mughal, son of Muhammad Yousaf Mughal, R/o Mohallah Telipura, Maulana Zafar Ali Khan Degree College Road, Wazirabad, complained that Director of Education, Gujranwala Division, had failed to release the second instalment of scholarship to him despite of the fact that scholarship was awarded to him vide letter dated 4-5-1999.

The matter was taken up with the Agency, whereupon, the scholarship was released to the poor student after about 3 years.

Thus on the intervention of this Office a 3 years old claim was paid.

## **COMPLAINT NO.5706/2001/D-III-168/2002**

### **PAYMENT OF COMPENSATION**

Muhammad Aslam S/o Muhammad Nawaz, Resident of Mauza Nali, Worker Quaila Amin Brothers Tehsil & District Khushab, complained that he met with an accident while working in coal Mine No.7 and his leg was badly affected. The Medical Board declared his disability to the extent of 70%. The Labour Department as well as the owner of the Mine had not made him payment of compensation under the law.

On notice, the owner of the mine made payment of compensation to the complainant.

Thus, the compensation which was unjustifiably withheld was got paid to the poor labourer on the intervention of this office.

## **COMPLAINT NO.1942/2002/D-III/486/2002**

### **ARREST OF THE ACCUSED**

Mst. Aziz Begum W/o Mian Khan C/o SOS Children Village Ferozpur Road, Model Town Lahore, complained that the local police was not effecting the arrest of the accused nominated in the case FIR No. 294/2001, U/S 302/34 PPC. It was alleged that inordinate delay had been caused by the agency. The son of the complainant was murdered on 30.6.2001.

The matter was taken up with the Agency who arrested all the accused persons, available in the country.

With the intervention of this office the grievance of the complainant was redressed.

## **COMPLAINT NO. 4071/2001 D-III/463/2002**

### **EQUIVALENCE OF B.C.S. DEGREE**

Muhammad Mashood-ul-Hassan, a resident of Toba Tek Singh, complained that B.C.S. Degree was awarded to him by Allama Iqbal Open University

during the year 2000. Thereafter, he got admission in M.C.S. Class of the Punjab University, Lahore but to his astonishment, his admission was cancelled, after the expiry of six weeks. The degree possessed by him was not considered as equivalent to the B.A./B.Sc degree of Punjab University.

The matter was taken up with the Agency who recognized the degree of B.C.S, issued by Allama Iqbal Open University, as equivalent to B.A/B.Sc Degree of the Punjab University for the purpose of admission to M.C.S class.

On the intervention of this office, not only the grievance of the complainant was got redressed but a precedent was set forth for others in similar situation.

### **COMPLAINT NO.3233/2001/D-III-131/2002**

#### **REMOVAL OF ENCROACHMENT**

Sarfaraz Masih, alongwith 20 Sanitary workers who resided in the University of Engineering & Technology Campus Taxila, belonged to Christian Community. They were deprived of an open access towards the main abadi of the Engineering University. A wall was constructed in the street by other residents, in an arbitrary manner, for the simple reason that they belonged to minority-class.

On notice, the Agency resisted the complaint mainly contending that there existed a class dispute, on the spot. The separation was done, under a decision of the House Allotment Committee as the life style of both the communities was different. Minor clashes took place at different occasions. A mosque was situated at the northern-end of the Muslim Community. Christian youth used to gather at the junction of the road, near the mosque and thus disturbed the Muslim Community.

The Vice Chancellor interfered in the matter but the problem could not be solved by him. In these circumstances, the complainants were left with no alternative but to approach this office.

Keeping in view the very fact that the complainants could not be treated in an arbitrary manner by the Agency and that their civil liberties could not be curtailed, the Vice Chancellor of the University was directed to: -

- 1) Demolish the wall, constructed illegally; and
- 2) Maintain law and order situation on the spot as being competent and responsible for the same.

The grievance of the complainants which related to civil liberties of minorities in Pakistan was thus got redressed on the intervention of Ombudsman.

### **COMPLAINT NO.2447/2001/D-III/382/2002**

#### **ISSUANCE OF DEGREE**

Muhammad Mushtaq Saleemi, a resident of old Lala Musa City District Gujrat, feeling aggrieved by the neglect on the part of Punjab University Administration in the delivery of B.Sc. Degree to him, had come to this office, stating that he appeared in B.Sc. Examination, during the year 1992. Necessary dues were paid by him but the degree was not issued by the University in his favour.

On notice, the Agency issued the degree to the complainant.

Accordingly, 10 years old grievance of the complainant was redressed on the intervention of this office.

### **COMPLAINT NO.8264/2001/D-III-200/2002**

#### **RE-IMBURSEMENT OF MEDICAL CHARGES**

Muhammad Nasarullah, S/o Qutab Din, R/o H.No.3, St.No.10, Asif Colony Shalimar Town, Lahore, complained that his brother, namely Muhammad Abdullah, who was working as Packer with M/S D.S. Clothing Private Limited, Lahore, suffered head-injury, during his duty hours, in the factory. He remained under treatment. On 17.10.2001, he was declared unfit by the Medical Board. Medical treatment was regularly given to him but necessary

charges thereof, were not reimbursed by the Social Security Department, despite of repeated requests on the part of the complainant.

On notice, medical charges amounting Rs.11725/- were paid by the Agency, vide their order dated 22-5-2002.

With the intervention of this office the legitimate claim of the complainant which was being refused/delayed illegally by the Agency, was got cleared.

**COMPLAINT NO.4432/2002/D-III/697/2002.**

**RECOVERY OF SALARY**

Zareena Begum, Headmistress, Government Girls Primary School, Afza Islam Raran Gojran, District Kasur, complained that she had performed her duty in Government Girls Primary School, Chabber, District Kasur, for the period from 1.3.1982 to 3.9.1982 but incorrect entry had been made in her service record in this regard by the Agency despite of the fact that her presence on duty had been verified by the Assistant Education Officer. On the basis of this wrong entry, the complainant had been asked to refund the salary for the above said period in favour of the Agency.

During hearing of the complaint, the action of the Agency was found arbitrary and against its own record. The same was tantamount to mal-administration on the part of the Agency. Therefore, the Agency was directed to withdraw recovery notice after making necessary correction in the service book.

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

**COMPLAINT NO.2942/2002/D-III-571/2002.**

**PAYMENT OF HOUSE-RENT ARREARS**

Muhammad Ashraf C/o Abdullah Sanitary Store, Masrial Road, Rawalpindi, complained that he had retired on 14.4.1998 as office Superintendent from Board of Intermediate & Secondary Education, Rawalpindi. During his tenure of service, he had moved an application on 19.6.1995, for the release of house rent, at enhanced-rate, which was admissible to him under the rules,

as adopted by the Agency from time to time. This concession was also extended and allowed by the Agency to other employees but the complainant was denied in an arbitrary manner.

During hearing of the complainant, the action of the Agency was found as arbitrary. The complainant was not treated equally by the Agency. Therefore, Agency was directed to make payment of the house rent arrears, amounting Rs.31320/-, to the complainant.

Thus an old grievance of the complainant was redressed on the intervention of this office.

### **COMPLAINT NO.1826/2002/D-III-479/2002**

#### **EQUIVALENCE OF DIPLOMA IN DRESS DESIGNING AND MAKING (D.D.M.) TO THAT OF F A CERTIFICATE**

Dr. Akhtar Ali Aziz, R/o 1252-B Peoples Colony, Faisalabad, complained that his daughter qualified Diploma in Dress Designing and Making (D.D.M) from the Board of Technical Education. The Diploma was to be considered as equivalent to Intermediate Examination (F.A.). Being so, she was eligible for admission in B.A. Class but admission was refused to her in B.A. Class.

The matter was taken up with the University of the Punjab and a notification was issued by the Agency whereby the Diploma in DDM was recognized to be equivalent to Intermediate Certificate.

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

### **COMPLAINT NO.3920/2002/D-III-654/2002**

#### **RECOVERY OF G. P. FUND AMOUNT**

Habib-ur-Rehman, R/o Azad Basti Noor Kira, Teh. & Distt. Muzaffargarh, complained that he had retired on 31.12.2000 from Govt. High School Baseera, Teh. & Distt. Muzaffargarh. After his retirement, he applied for the release of G.P. Fund, amounting to Rs.86346/- whereupon it transpired that the said amount had been received by DEO and Cashier of the Agency,

fraudulently and through mis-representation. He approached the concerned authorities but to no avail.

During hearing, of the complaint, the action of the Agency was found as arbitrary and result of mal-administration. Therefore, the Agency was directed to make payment of G.P.F amount to the complainant.

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

### **COMPLAINT NO.3841/0202/D-III-655/2002**

#### **SPECIAL CHANCE OF EXAMINATION**

Mst. Sumaira Bibi R/o Mohallah Shah Faisalabad-Mari Link Road, Near Rabbani Masjid, Attock City, complained that she appeared in Intermediate Part-I Examination for the year 2002 held by Board of Intermediate & Secondary Education, Rawalpindi. The last paper was that of Civics. She left for her native village after appearing in the abovesaid paper.

It was further stated that the Board later on cancelled the Civics paper but she did not receive any information about it as she resided in a remote village. She thus could not appear in the said paper subsequently.

It was prayed that the Agency be directed to afford her an opportunity for appearing in the said paper as a special chance.

On notice, the complainant was allowed a special chance by the Agency for the purpose of examination, commencing from 19.10.2002.

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

### **COMPLAINT NO.7694/01/D-III-189/2002**

#### **REIMBURSEMENT OF MEDICAL CHARGES**

Noor Muhammad S/o Shahra Khan, Sr. Fitter, Shakar Gang Sugar Mills Toba Road, Jhang-Sadar, complained that the leg of his wife was broken and she

was referred for the purpose of treatment, from Jhang City to Faisalabad Social Security Hospital from where she was further referred to Mayo Hospital, Lahore.

It was complained that payment of medical charges etc. was not made by the respondent Agency on frivolous objections with malafide intention. The intervention of the Provincial Ombudsman was sought for in the matter.

The matter was taken up with the Agency, who made payment of Rs.4080/- to the complainant.

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

#### **COMPLAINT NO.6547/00/D-IV-88/02**

#### **CLEARANCE OF PENSIONARY BENEFITS**

Mst. Reshman, a retired Sanitary Worker of the M.C.L. complained that City District Government Lahore did not grant her pensionary benefits. This office issued a direction to the agency who did the needful. Thus the complainant's grievance was redressed on the intervention of the office.

#### **COMPLAINT NO. 5473/02 D-IV-921/2002**

#### **MAL-ADMINISTRATION**

Muhammad Ismail and Muhammad Jamil, sons of Kaloo, both orphans, R/o Bait Suleman, Tehsil Jatoi, District Muzaffargarh complained that the local revenue staff had refused to mutate in their favour, the land of their share in the inheritance of their deceased grand-father. The Revenue Officer/officials were directed to do the needful and the orphan boys were given their due share in the inheritance and mutation was sanctioned in their favour.

## **COMPLAINT NO.7536/2001/C-I-433/2001**

### **PAYMENT OF SCHOLARSHIP**

Miss. Nabila Kokab daughter of Mr. Muhammad Ashraf Zia lodged complaint that the District Accounts Officer, T.T. Singh had not passed bill submitted by the District Education Officer (W), T.T. Singh for payment of scholarship to the complainant relating to the period April, 1998 to March, 2000. She, therefore, desired that the District Accounts Officer, T.T. Singh be directed to pass the bill submitted by the District Education Officer (W), T.T. Singh for payment of scholarship to the complainant.

The matter was taken up with the District Accounts Officer, T.T. Singh, who on the intervention of the office passed the bill for a sum of Rs.2688/- of scholarship for the period April, 1998 to March, 2000 for payment to the complainant. The complainant accordingly received that amount and informed that her grievance had been redressed.

## **COMPLAINT NO.7630/2001/C-I-444/2001**

### **PAYMENT OF BALANCE AMOUNT OF G.P. FUND**

Mr. Muhammad Khan retired from service from the office of Deputy Registrar, Co-operative Societies, Multan Division, Multan and was paid Rs.38373/- towards G.P. Fund. He, however, was not paid the amount of G.P. Fund in regard to his posting in Muzaffargarh and Vehari Districts for which he requested in writing to the District Accounts Officer, Multan but with no result. He prayed that the District Accounts Officer, Multan be directed to get transferred the amount of G.P. Fund of the complainant for the period of his posting in Districts Vehari and Muzaffargarh and the balance amount of his G.P. Fund be paid to him.

The District Accounts Officer, Multan was directed to get transferred the amount of G.P. Fund of the complainant from Muzaffargarh and Vehari Districts and to issue final payment authority in favour of the complainant. He in response got transferred Rs.1,43,944/- from the District Accounts Officers, Muzaffargarh and Vehari and issued payment authority for Rs.1,43,944/- in favour of the complainant. The complainant was accordingly paid the remaining amount of his G.P. Fund.

**IMP. PETITION NO. 228/2002 POP/C-II-34/2000**

**In**

**COMPLAINT NO.4160/2001-POP/C-II-34/2002**

**TRANSFER OF LAND FROM ONE OUTLET/MINOR TO THE OTHER OUTLET/MINOR**

The grievance of Mst. Sahib Khatoon, was that she applied for transfer of her land measuring 4-Kanals, comprising Killa Nos. 13, 17, 18, 23 & 24 of Rectangle No. 73/3 situated in mauza Bindore Abbasian Tehsil Sadiqabad District R.Y. Khan, from outlet No. 36514/R of Bindore minor to outlet No. 7000/L of Forest minor. It was stated that the Executive Engineers/Divisional Canal Officers, R.Y. Khan Canal Division and Dallas Canal Division, District R.Y. Khan both recommended the transfer of her land to outlet No. 7000/L and sent the case to Superintending Engineer Rahim Yar Khan Circle who also recommended the case to the Chief Engineer Irrigation Bahawalpur Zone.

It was complained that the case was pending in the office of Chief Engineer Irrigation Bahawalpur Zone despite that the frivolous objections raised by his office were also removed. The complainant also quoted precedent cases where the Chief engineer had allowed transfer of land in the aforesaid village from outlet No.36514/R to outlet No. 7000/L.

After considering the reply submitted by the Chief Engineer, direction was given to him vide order dated 19.4.2002 to redress the grievance of the complainant and to allow transfer of the aforementioned land of the

complainant from outlet No.36514/R of Bindore minor to outlet No. 7000/L of Forest minor within three months.

Compliance of the orders was not made by the Chief Engineer within the given time limit. The complainant, thus, filed Implementation Petition.

The matter was again taken up and pursued with the Chief Engineer Irrigation Bahawalpur Zone. In the reply dated 15.10.2002 submitted by him, it was stated that the land measuring 5-Acres belonging to the complainant had been transferred to outlet No. 7000/L of Forest minor vide his order dated 3.8.2002.

The direction given by the Provincial Ombudsman was complied with and the grievance of the complainant was redressed on the intervention of the Provincial Ombudsman.

### **COMPLAINT NO.847/2001-POP-C-II-88/2001**

#### **GRANT OF MOVE OVER**

Complainant Habib-ur-Rehman approached this office with the grievance that he retired from Government service on 22.1.1992 as Executive Engineer. He was allowed move over in BS-19 w.e.f. 1.12.1997 by the respondent agency whereas due to grant of proforma promotion to him as Executive Engineer (BS-18), the move over in BS-19 had become due w.e.f. 12/1984.

It was complained that despite best efforts on his part, move over to BS-19 had not been allowed to him accordingly by the respondent agency. He sought direction of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with Secretary Irrigation. The complainant who appeared in this office on 26.9.2001 stated that on the intervention of the Provincial Ombudsman, the respondent agency allowed him move over from BS-18 to BS-19 w.e.f. 1.12.1984 vide orders of

Secretary Irrigation dated 6.9.2001. He submitted written intimation to the above effect also.

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

**COMPLAINT NO.1790/2002-POP/C-II-135/2002**

**APPOINTMENT AS JUNIOR CLERK PURSUANT TO THE PROVISIONS OF RULE 17-A OF THE PUNJAB CIVIL SERVANTS (APPOINTMENT & CONDITIONS OF SERVICE) RULES 1974**

Zaheer Qaiser Naz came to this office with the grievance that about two years back, he applied to the Chief Engineer Irrigation Lahore Zone for his appointment as Junior Clerk in BS-5 under Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974 wherein it was provided that Government service would be provided in BS-1 to BS-5, to one un-employed child of a Government servant who died during service or was declared invalid/ incapacitated for further service.

It was stated that his father was retired from Government service as Beldar with effect from 27-12-1995 on medical ground and was declared invalid for further service.

It was complained that despite of best efforts on his part, he had not been given appointment as Junior Clerk. He sought intervention of the Provincial Ombudsman in the matter.

The grievance of the complainant was taken up and pursued with the XEN Irrigation Sheikhpura Division UCC, the Superintending Engineer, Upper Chenab Canal Circle, Lahore and the Chief Engineer Irrigation Lahore Zone.

The complainant and the representative of the Superintending Engineer who appeared in this office on 9.8.2002 stated that complainant had been given appointment as Junior Clerk in BS-5 vide orders dated 30.7.2002 of Superintending Engineer Upper Chenab Canal Circle, Lahore. The

complainant also stated that he joined duty in the office of Executive Engineer Sheikhpura Division UCC, Sheikhpura on 31.7.2002 pursuant to the aforesaid order of the Superintendent Engineer.

The grievance of the complainant was thus redressed.

**COMPLAINT NO. 5565/2001-POP/C-II-503/2001**

**RE-IMBURSEMENT OF MEDICAL CHARGES AMOUNTING TO RS. 64210/-**

Javed Mirza , Sub Divisional Clerk of the office of Superintending Engineer, Lahore Drainage Circle, Lahore, complained that he submitted Medical Charges Re-imburement bill amounting to Rs.64,210/- to the Superintending Engineer. The said amount was spent during the period from February to September, 2000 on his own treatment in connection with his Heart Surgery. The payment of the bills had not been made to him despite that funds were available for payment. He sought intervention of the Provincial Ombudsman in the matter.

The matter was taken up and pursued with Superintending Engineer, Lahore Drainage Circle, Lahore, and Secretary Irrigation. The complainant who appeared in this office on 16.1.2002 stated that medical re-imburement claim amounting to Rs.64,210/- had been paid to him on 15.1.2002 on the intervention of the Provincial Ombudsman.

The grievance was thus got redressed.

**COMPLAINT NO.5006/2001-POP/C-II-478/2001**

**GRANT OF MOVE OVER AND PAYMENT OF ARREARS THEREOF**

Syed Afzaal Anwer, who was Sub Engineer in Tubewell Operation Division Mandi Bahauddin, complained that his move over from BS-11 to BS-12 was due with effect from 1.12.1988 but the same was not granted by the respondent agency and in the meanwhile Selection Grade in BS-16 was

granted to him and his pay was fixed in BS-16 on the basis of his pay in BS-11.

It was complained that his pay in BS-16 had been fixed at a lower stage since he had not been granted move over from BS-11 to BS-12 and his pay was consequently not fixed in BS-12, He was, thus, sustaining recurring financial loss.

It was prayed that direction be issued to the Chief Engineer Irrigation Sargodha Zone to grant him move over from BS-11 to BS-12 and to refix his pay in BS-16 thereafter and that the arrears of pay be paid to him also.

The matter was taken up and pursued with Chief Engineer Irrigation Sargodha Zone, Sargodha. The representative of the Chief Engineer who appeared in this office on 2.4.2002 stated that move over had been granted to the complainant with effect from 1.12.1988 vide order dated 24.11.2001 of the Chief Engineer. He further stated that arrears on account of difference of pay amounting to Rs.34,384/- had also been paid to the complainant. The photocopy of the order whereby move over was granted to the complainant and that of the Payment Receipt, were also submitted by the representative of the respondent Agency.

The grievance of the complainant was thus redressed by the intervention of the office.

### **COMPLAINT No.1424/2001-POP/C-II-146/2001**

#### **VIOLATION OF "WARA BANDI" AND ASSESSMENT OF "TAWAN"**

Mst: Kaneez Fatima and other legal heirs of Ghulam Muhammad deceased, filed complaint through one Ashiq Hussain. It was stated that the land belonging to them was irrigated from outlet No.101922/3-L. Ghulam Hussain etc, the respondents were also share holders of the said outlet.

It was complained that the respondents violated the "Wara Bandi" several times and did not allow them to irrigate their land. They brought the matter to the notice of Sub-Divisional Canal Officer and the Executive Engineer but they did not take any action against them.

It was prayed that "Tawan" be imposed against the respondents for violating the 'Wara Bandi'.

The matter was taken up and pursued with Executive Engineer/Divisional Canal Officer Trimim Barrage Division. The report submitted by Deputy Collector Trimim Barrage Division on behalf of the Executive Engineer/Divisional & Canal Officer showed that the Department initiated four cases of "Tawan" against the respondents on account of violation of "Wara Bandi". All the four "Tawan" cases were decided by the Executive Engineer/Divisional Canal Officer on 27.12.2001 and Tawan amounting to Rs; 29,542/. was assessed against the respondents.

### **COMPLAINT NO .464/2002-POP/C-II-55/2002**

#### **BOGUS MUTATIONS OF INHERITANCE.**

Mst. Hakam Bibi widow of Daulat Ali lodged complaint through Muhammad Pervaiz Akhtar, her grand son, stating that her husband, Daulat Ali (deceased) son of Sindhi was owner of agricultural land in Chak No.50/12-L Tehsil Chichawatni district Sahiwal.

It was complained that Nazir Ahmed, Muhammad Idrees and Abdul Malik etc, the respondents, got mutation No.504 of inheritance of Daulat Ali deceased decided, wherein she had been shown as widow of Sindhi instead of Daulat Ali.

It was further complained that they also got decided sanctioned mutation No.505 of her inheritance i.e. of Hakam Bibi alias Hakan widow of Sindhi on 30.11.98. It was stated that she was daughter-in-law of Sindhi and widow of his son, Daulat Ali and that she was still alive.

It was complained that she had been deprived of her share in the inheritance of her husband and that the abovementioned mutations were got sanctioned fraudulently and by concealing the facts.

The matter was taken up and pursued with the District Officer (Revenue), Sahiwal. From the interim reply submitted by Deputy District Officer

(Revenue), Chichawatni Tehsil, it revealed that the grievance of the complainant was based on facts and mutations of inheritance had not been attested/sanctioned correctly and in accordance with law and required review by the District Collector for the purpose. It was stated that the case had been submitted to the District Collector for the purpose.

The matter was further pursued with the District Officer (Revenue), Sahiwal. From the reply submitted by Deputy District Officer (Revenue), Chichawatni dated 15.4.2002, it revealed that the District Collector Sahiwal granted permission for the review of mutations No.504, 505 & 506 vide his order dated 20.11.2001. Pursuant to the aforementioned order of the District Collector, the above mentioned mutation had been cancelled by the Revenue Officer halqa on 26.1.2002.

The grievance of the complainant was thus redressed by the Agency on the intervention of this office.

**COMPLAINT No. 2137/2002-POP/C-II-158/2002**

**DELAY IN THE PAYMENT OF BILL FOR REIMBURSEMENT OF THE MEDICAL CHARGES AMOUNTING TO RS.18443/-.**

Mst. Salma Kiran alias Gogi lodged complaint that her husband, Khalaq Hussan, was Canal Patwari in Dalas Canal Division, Rahim Yar Khan District. He met with an accident on 27-11-2000 and ultimately expired on 27-12-2000.

It was complained that the bill for reimbursement of Medical Charges amounting to Rs.18,443/- was submitted to the Executive Engineer Dalas Canal Division but he did not reimburse the aforesaid amount which was spent on the treatment of her deceased husband.

The matter was taken up with the Executive Engineer Dalas Canal Division and the Chief Engineer Irrigation Bahawalpur Zone. The Accounts Clerk of the office of Executive Engineer who appeared in this office on 5-6-2002

stated that two claims were submitted by the complainant. One claim for an amount of Rs.11,555/- had been sanctioned. He brought the amount in cash with him for payment to the complainant. The amount of Rs.11,555/- was paid to the complainant, who was also present in this office on 5-6-2002, under proper receipt.

The representative of the respondent agency further stated that the second claim for an amount of Rs.6,888/- was under process and would be paid by next date.

The matter was further pursued with the Respondents. The representative of the Executive Engineer appeared in this office on 8-7-2002 and paid the amount of Rs.6888/- to the complainant under proper receipt.

The grievance of the widow was thus redressed on the intervention of the Provincial Ombudsman.

### **COMPLAINT No 2905/2002-POP/C-11/ 219/2002**

#### **NON PAYMENT OF GRATUITY AMOUNTING TO RS.1,54,717/-**

Hafiz Riaz Ahmad lodged complaint that his father, Sufi Muhammad Sadiq, was Khadim/Moazzan of the Mosque situated at Darbar Khawaja Aziz Makki, Pakpattan Sharif. He was retired from Government service on 2.5.2001 on medical ground and expired on 16.5.2001. It was stated that the Department sanctioned the family pension and also paid the dues of G.P. Fund and 180 days leave encashment.

It was complained that the amount of gratuity was not paid on the ground that his father did not submit complete pension papers duly signed by him at the time of his retirement on 2.5.2001.

The complainant sought direction of the Provincial Ombudsman to the Chief Administrator Auqaf, Punjab and Zonal Administrator Auqaf, Pakpattan Sharif to make him payment of the amount of gratuity that was admissible to his deceased father under the law.

The matter was taken up and pursued with the respondent Agency. Consequently, the representative of the Zonal Administrator Auqaf, Pakpattan Sharif, who appeared in this office on 11.10.02, stated that an amount of Rs: 1,54,717/- on account of gratuity had been paid to Mst: Anwar Begum, widow of the deceased official, vide Cheque No: 051914 dated 12th August,2002. He submitted a photo copy of the report of Zonal Administrator Auqaf to the above effect and also the photo copy of the Affidavit of Mst: Anwar Begum confirming the above mentioned position.

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

### **COMPLAINT NO.5213/2001-C-III-602/2001**

#### **CONTINUATION OF MONTHLY GRANT OUT OF BENEVOLENT FUND**

Shahbaz Ahmad (Minor) S/o Late Rai Muhammad Iqbal, Food Grains Supervisor, R/o Mauza Baran-Pur, Post Office Kot Sultanpur, District Okara, filed compliant that his father Rai Muhammad Iqbal had died while in service. Subsequent to his death his mother had been receiving monthly grant of Rs.1100/- per month, but she also died on 25.7.1998. He applied for monthly grant through his guardian Maqsood Alam Butt, but his case was being delayed un-unnecessarily.

The matter was taken up with the agency concerned, i.e. DCO Okara. On the intervention of this office, the competent authority processed the case of the complainant and it was approved in the meeting of the District Benevolent Fund Board. It was explained that delay had occurred due to the requirement of guardianship certificate.

Thus, the applicant received his well-deserved financial relief with the intervention of this office.

## **COMPLAINT NO.1460/2001-C-III-171/2001**

### **REQUEST FOR FINANCIAL AID**

Complaint was made by Mst. Shahnaz Begum, Widow of Late Nazeer Ahmad, Constable No.511, R/o Village Khurali P/O Qantrilla, Tehsil Gujjar Khan, District Rawalpindi, Punjab, stating that her husband had died on 23.11.1987 after rendering 6 years of service, leaving behind 2 sons aged 13 & 15 years. His family deserved monthly aid out of Police Welfare Fund but the same had not been paid despite that she submitted applications to the authorities concerned.

The matter was taken up with the agency concerned i.e. Senior Superintendent of Police, Rawalpindi. He processed the case and sent it to the DIG Welfare & PQR, Lahore. As a result of follow up by this office the monthly maintenance fund was sanctioned in favour of the complainant widow and paid to her till date. The complainant herself appeared and acknowledged the receipt of financial assistance as requested.

Thus long-awaited and well-deserved financial assistance was got paid to the widow through the efforts of this office.

## **COMPLAINT NO.1456/2001-C-III-173/2001**

### **RELEASE OF FAMILY PENSION TO THE WIDOW**

Mst. Aziz Begum Widow of Ghulam Rasool R/o Kotla Aima, Post Office Kala Gojran, Tehsil & District Jhelum, filed complaint that her husband Ghulam Rasool Constable had retired from District Police Lahore, and settled in District Jhelum. During his life time he was receiving pension from District Treasury Jhelum, but after his death on 8.12.1996, she had been chasing the case of family pension but was unable to get any relief from the concerned offices.

The matter was taken up with the agencies concerned i.e. Superintendent of Police, Jhelum & DAO Jhelum. On the intervention of this office the pension case was initiated by the S.P. Jhelum and sent to the DAO, who sent it to the AG. Punjab, for the issue of PPO. The A.G. finally issued the PPO No.520086. Thus the regular payment of pension had been started in favour of the widow at the instance of this office.

### **COMPLAINT NO.4628/2001-C-III-519/2001**

#### **REQUEST FOR ISSUANCE OF B.A. DEGREE**

Farhat Jaffary R/o 22 Martin Lane, Backley W.V-25801, U.S.A, filed complaint in this office stating that she had qualified her B.A. First Annual Examination, in 1974 under Roll No.8949, securing 287/700 marks and B.Ed. Examination in 1979-80 securing Grade A. She had not so far received her B.A. and B.Ed. degrees and the detailed marks certificate pertaining to the B.Ed. Examination. She required these degrees/ certificates for production before the Educational Evaluation Organization of U.S.A.

The matter was taken up with the agency concerned i.e. Controller of Examinations, University of the Punjab, Lahore. On the intervention of this office, the University issued the requisite degrees/ certificate in favour of the complainant and handed over the same to Mr. Hamid Latif, the attorney of the complainant. Mr. Hamid Latif appeared and informed in writing that the matter be closed as grievance of the complainant had been redressed.

### **COMPLAINT NO.5304/2001-C-III-626/2001**

#### **REQUEST FOR EMPLOYMENT OF THE DAUGHTER OF A SCHOOL TEACHER UNDER RULE 17-A OF THE PUNJAB CIVIL SERVANTS (APPOINTMENT & CONDITIONS OF SERVICE) RULES 1974**

Mr. Mashooq Ali S/o Alau-ud-Din R/o Chak No.145/9,L, Tehsil and District Sahiwal, filed complaint that he was retired from Education Department, Government of the Punjab, prematurely on account of invalidity i.e. loss of eye-sight. He applied to the department for employment of his daughter namely Mst. Shahnaz Parveen who was a Matriculate. A vacancy in Class IV Category employees was also available in Government School, Chak

No.176/9.L. He requested that his daughter be accommodated against the existing vacancy but the department did not take the requisite action although the rules clearly permitted such an appointment.

The matter was taken up with the agency concerned i.e. EDO(Education) for immediate action under the Rules. As a result of follow up of the complaint, the EDO(E) appointed Mst. Shehnaz Parveen as Laboratory Attendant in Government High School, Chak No.64/5.L., Sahiwal. Thus the grievance of the complaint was redressed on the intervention of the office of the Ombudsman.

### **COMPLAINT NO.6149/2001 C-III-693/2001**

#### **REQUEST FOR PAYMENT OF ARREARS OF PENSION**

Mst. Balqees Akhtar, Retired Headmistress, C/o Ch. Abdul Latif Advocate, High Court, 31 Temple Road, Lahore, filed complaint that she had retired as Headmistress from Government Model Girls Primary School, on 17.9.1996. The A.G. Office had issued PPO No.217896 in her favour and authorized National Bank of Pakistan, Tajpura Branch, to make the payment of pension which she received for a year or so. Subsequently the Tajpura Branch was merged into Baghbanpura Branch.

It was further submitted by the complainant that her pension had been revised w.e.f. 25.11.1971 but she could not receive the arrears of pension due to misplacement of her disbursement record in the bank. She requested that the relevant record be got traced out/reconstructed to enable her to draw her pensionary benefits.

The matter was taken up with the agency concerned i.e. District Accounts Officer, Lahore and Manager National Bank of Pakistan Baghbanpura Branch, Lahore. On receipt of notice, the representatives of the departments appeared who were apprised of the problem of the complainant. Through the mutual efforts of the concerned officers, the pension record of the complainant was put in order and the payment due to her was made by the respondent Agencies.

Thus the payment of old and stuck up arrears of pension was made to the complainant on the intervention of this office.

### **COMPLAINT NO.5067/2001-C-III-582/2001**

#### **REQUEST FOR PAYMENT OF ARREARS.**

Mst. Khurshid Begum, widow of Abdul Wahid R/o 76-Model Town, Sialkot, filed complaint stating that her husband was an employee of Excise and Taxation Department Sialkot, who died while in service on 16.2.1989. Monthly grant amounting to Rs.350/- was sanctioned out of Benevolent Fund in her favour. Subsequently the monthly grant was revised to Rs.1000/- P.M. by the Government w.e.f. 1.7.1990 but she continued to receive Rs.350/- according to the old rates till 1.1.1999. She requested for the payment of the arrears.

The matter was taken up with the agency concerned i.e. D.C.O. Sialkot. The D.C.O. traced out the original file from the office of the former Commissioner, Gujranwala Division and arranged the payment of the arrears. A letter from the complainant dated 1.6.2002, was received wherein she acknowledged the receipt of the arrears and thanked the office of the Ombudsman for getting her stuck up arrears paid.

### **COMPLAINT NO.412/2002-C-III-476/2002**

#### **REIMBURSEMENT OF MEDICAL CHARGES**

Muhammad Siddique, Retired Senior Clerk, office of the Deputy Commissioner, District Sheikhpura, filed complaint that he and his wife were suffering from multiple health problems like Asthma, Paralysis, etc. He had submitted his medical bills alongwith prescription about a year back but his medical charges had not been re-imbursed by the District Authorities.

The matter was taken up with the agency concerned i.e. E.D.O. (R) Sheikhpura, who was also contacted on telephone. As a result of intervention of this office the requisite bills of medical charges were paid to

the complainant. The complainant appeared and acknowledged the payment of his medical bills. Thus, on the intervention of this office, the medical bills of the poor ailing retired Senior Clerk were got re-imbursed.

### **IMP NO.56/2001-C-III-48/2001**

#### **DELAY IN THE PAYMENT OF SALARIES**

Abdul Ghafoor S/o Wahid Buksh, Water Carrier (Mashki) Police Station Dajal, Tehsil Jampur, District Rajanpur, filed complaint that he was performing duty as water carrier at P.S. Dajal, but his salaries had not been paid for the last one year and 10 months. He requested that the S.H.O. concerned be directed to pay his salaries.

The matter was taken up with the agency concerned i.e. S.P. Rajanpur. He reported that the delay in the payment had taken place due to non-availability of requisite funds. However, the payment of Rs.14,400/- was made by them on account of arrears and it was stated that the payment of salary would now be made regularly. The comments of the complainant was invited on the agency's report to verify the factual position, but he did not respond which implied that he was now satisfied regarding payment of his salary.

It was evident from the report of the agency that the payment of arrears of salary amounting to Rs.14,400/- was made on the the intervention of this office.

### **COMPLAINT NO.IMP 124/2001-C-III-59/2001**

#### **PAYMENT OF UPTO-DATE INTEREST ON G.P. FUND**

Mst. Mumtaz Begum, widow of Malik Ghulam Hussain, Sub Engineer Sukhrawa Drainage Division, Sahiwal, filed complaint that her husband had retired on 15.1.1980, but the authority for payment of G.P. Fund was issued in her favour on 15.8.1989, due to negligence on the part of the agency. She

claimed interest on G.P. Fund amount for the period; the amount was retained by the agency.

The matter was taken up with the agency concerned i.e. DAO Sahiwal and A.G. Punjab. Her case was examined by the agencies concerned and finally it was conceded that an amount of Rs.70085/- was payable to the petitioner widow on account of interest on the G.P. Fund amount for late payment, and the above-mentioned amount was paid to her vide authority No. DAO.SWL/FD/HM/2002 dated 21.10.2002 issued by DAO Sahiwal. Thus the amount of interest i.e. Rs.70085/- was paid to the petitioner on the intervention of this office.

### **COMPLAINT NO.85/2001-C-III-77/2001**

#### **REQUEST FOR EMPLOYMENT**

Sheikh Altaf Hussain S/o Nazar Hussain R/o Mohallah Wagah-wala, District Layyah, filed complaint that his father Sheikh Nazar Hussain who was an employee of D.C. Office Layyah had died while in service. He requested for his employment in lieu of the services of his father, as per Government Policy.

The matter was taken up with the agency concerned i.e. D.C.O/D.O. (R) Layyah, for deciding the case of the complainant in the light of policy/instructions of the Government of Punjab contained in the Notification No.SOR-III-2-42/92 dated 28.8.1993. The report received from the agency indicated that the complainant was over-age and could not be considered for appointment.

The complainant was informed accordingly who submitted the application of Sheikh Sajjad Hussain, his younger brother, who fulfilled the condition of age-limit. The application of Sajjad Hussain was forwarded to the D.O. (Rev) Layyah. The complainant's brother Sajjad Hussain S/o Nazar Hussain was given appointment vide Order No.2528/32 dated 18.7.2002 of D.O. (Rev), Layyah. Thus the grievance of the complainant and his family was redressed.

**COMPLAINT NO. 6888/2001 C-IV-229/2001**

**RELEASE OF SALARIES FROM JULY 2001 TO SEPTEMBER 2001**

The complainant, Muhammad Ashraf, General Secretary, Workers Union (C.B.A) Government Woolen Centre, Jhang complained that Management of Government Woolen Centre, Jhang had not paid the salaries to the workers for the last four months, despite of repeated requests; hence the complaint.

The matter was referred to the General Manager, Government Woolen Centre, Jhang, and the complaint was under investigation when the complainant came with the submission that on the intervention by this office, a compromise between the Management and the Workers Union (C.B.A) was arrived at and the outstanding salaries were paid to the workers.

**COMPLAINT NO. 1118/2002 C-IV-214/2002**

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

The complainant, Khalil-ur-Rehman, complained that his father died while in service and was working as Chowkidar in the office of the D.F.C. Jhelum. He applied for his appointment as Junior Clerk against Orphan Quota, but nothing was done, despite of repeated requests made by him, hence the complaint.

The matter was referred to the Director Food Punjab, Lahore, Deputy Director Food Rawalpindi and D.F.C. Jhelum who after a protracted correspondence informed this office that the complainant had been adjusted as Junior Clerk in the office of the Dy. Director Food Rawalpindi.

The complainant, as per his written submission dated 1.6.2002, informed this office that on the intervention by this office, he was appointed as a Junior Clerk within four months.

## **COMPLAINT NO. 7612/2001 C-IV-258/2001**

### **DELAY IN PAYMENT OF FAMILY PENSION**

The complainant, Nusrat Kausar, widow of Muhammad Aslam, Food Inspector, Gujranwala, complained that her husband died while in service and she submitted family pension papers but neither family pension was sanctioned in her favour nor arrears of pension were paid to her despite of repeated requests. The complainant prayed for intervention by this office.

The matter was referred to the Director Food Punjab, Lahore, and Dy. Director Food Gujranwala on 21.11.2001, who reported that the pension case of the complainant was finalized on 04.12.2001 and P.P.O. No.GRW/2105-Family had been issued in her favour. On the intervention by this office, the grievance of the widow was redressed within a fortnight.

## **COMPLAINT NO.3143/2001-C-V-665/2001**

### **PAYMENT OF PENSIONARY DUES**

The complainant, Ghulam Rasool, SST (Rtd.), lodged complaint that he retired from service on 4.6.1985 and was awarded pension for 12 years 8 months and 4 days only whereas his Pre-Nationalization period of services was not counted towards pensionable service which was also required to be counted for pension purpose. The complainant alleged that he had requested the department to grant him pension after counting his service of Pre-Nationalization period also but in vain; hence the complaint.

The matter was taken up with the concerned Agency. The case was under investigation when the Headmaster, Government High School, 29/S.B. Sargodha made statement on 7.3.2002 stating that revised P.P.O. had been issued to the complainant. On the intervention by this office, the grievance of the complainant was redressed.

**COMPLAINT NO. 743/2001/C-V-161/2001**

**TRANSFER AND REPOSTING OF A LADY TEACHER**

The complainant, Mst. Yasmeen Bibi, resident of Ward No.10/22, Old Nankana Sahib, District Sheikhpura, lodged complaint stating that she was working as Arabic Teacher (2<sup>nd</sup> shift) in Govt. Girls High School, Nankana Sahib, District Sheikhpura from where she had illegally been transferred by the DEO (SE) Sheikhpura which had created problems for her. She prayed that she again be posted in the aforesaid school.

The matter was taken up with the Agency. The case was under investigation when Ghulam Mustafa, husband/representative of the complainant, made statement on 16.5.2002 submitting that, on the intervention by this office, the complainant had been posted at the place of her choice. Thus the grievance of the complainant was redressed.

**COMPLAINT NO. 1247/2002/C-V-85/2002**

**REQUEST FOR TRANSFER**

The complainant, Mst Jamila Begum, a P.T.C. Teacher and resident of Mowakal, Tehsil Chunian, District Kasur, lodged complaint that she had been working at a far off place for the last 13 years and she had repeatedly applied for her transfer but in vain; hence the complaint.

During the course of proceedings of the complaint, written intimation from the complainant was received wherein she stated that on the intervention by this office, her grievance had been redressed.

## **COMPLAINT NO. 337/2002/C-V-49/2002**

### **PAYMENT OF ARREAR OF PAY**

The complainant, Mst. Bashiran Bibi, ex-Sweepress, Queen Mary College, Lahore, filed complaint submitting that she was given Move-over in Scale No.3 vide order dated 1.12.1997 and she was again given Move-over in Scale No.4. She alleged that she retired from service on medical ground with effect from 16.1.2001 but arrears of her pay of Scale No.3 and Scale No.4 were not paid to her despite of her repeated requests; hence the complaint.

Notice was issued to the agency and reply was filed by the Principal, Queen Mary College, Lahore, The case was under investigation when husband of the complainant who appeared in this office made statement on 31.5.2002 stating that on the intervention by this office an amount of Rs.1,830/55 of arrears was paid to his wife. Thus the grievance of a low-paid employee was redressed on the intervention of this office.

## **COMPLAINT NO. 7641/2001/CV-1571/2001**

### **PAYMENT OF' PENSIONARY DUES**

The complainant Mst. Lia Begum, ex-Sweepers, Government Girls High School, Chuna Mandi, Lahore, lodged complaint stating that she retired on medical ground but her pensionary dues were not paid to her despite of her repeated requests; hence the complaint.

Notice was issued to the agency. The case was under investigation, when Muhammad Saaleheen, Clerk, representative of Senior Headmistress, Govt. Girls High School, Chuna Mandi, Lahore, made statement on 5-6-2002 submitting that the amount of G.P. Fund and gratuity had been paid to the complainant and P.P.O had also been issued to her. One son of the petitioner had also been employed as Class-IV Category employee as per Policy. The

grievance of the complainant was redressed on the intervention by this office.

**COMPLAINT NO. 3632/2001/C-V-760/2001**

**APPOINTMENT AS TEACHER UNDER DISABLED PERSONS QUOTA**

The complainant, Fazila Perveen, resident of Basti Fatehwali, Baghwala Khuh, District Kasur, while filing complaint stated that being a disabled lady and having passed her F.A, CT Examination, she applied to the Education Department for her appointment as teacher under disabled persons quota but in vain; hence the complaint.

Notice was issued to the agency and the case was under investigation when DEO (W-EE) Kasur submitted that the complainant was appointed as EST and that she had also joined duty. On the intervention by this office the grievance of the complainant was redressed.

**COMPLAINT NO. 4266/2001/CV-881/2001**

**ISSUANCE OF ROLL NUMBER SLIP**

The complainant Ashraf Ali Qadri, resident of 107-5-DII, Green Town, Lahore lodged complaint stating that his daughter, Farhat Bilquees Qadri, was student of final year in Noor Memorial Homoeopathic Medical College, Ichhra More, Lahore. The examination was scheduled to be held on 24.4.2000 but Roll No. Slip had not been issued to her although she had deposited the examination fee. The complainant prayed for intervention by this office.

Notice was issued to the agency and the case was under investigation when the complainant made statement on 22-3-2002 that Roll No. Slip was issued to his daughter. On the intervention by this office, the grievance of the complainant was redressed.

**COMPLAINT NO.8321/2000/C-VI-255/2000.**

**REQUEST FOR TRANSFER**

Hakim Zafar Hussain moved complaint on 02.12.2000 stating therein that he was transferred from Rural Health Centre, Sara-e-Siddhu, Tehsil Kabirwala, District Khanewal, to Rural Health Centre Bunga Hayat, District Pakpattan by the Director, Health Services, Multan Division, Multan. As his station of posting was quite at Distant from his home, he requested the Director, Health Services to transfer him in District Headquarters Hospital, Khanewal, against a vacant post but he did not take any action in the matter.

Report was called for from the District Health Officer, Khanewal. He intimated, vide his report dated 5.3.2002, that the complainant had been transferred from Pakpattan to DHQ Hospital, Khanewal. Accordingly, the grievance of the complainant was got redressed by this office.

**COMPLAINT NO.8218/2000/C-VI-250/2000**

**GRANT OF MOVE OVER**

Mrs. Rashida Athar submitted complaint on 28.11.2000 that move-over from BS-17 to BS-18 was due to her husband namely, Dr. Athar Rana, Dental Surgeon, DHQ Hospital, Faisalabad, w.e.f. 1.6.1995 but the same was not granted to him.

The matter was taken up with Secretary, Government of the Punjab, Health Department. The Under Secretary (Dental Cadre), Health Department, intimated that the husband of the complainant had been allowed Move-Over from BS-17 to BS-18, w.e.f. 01.12.1994, vide Notification No.PA/LSA/PTO/2000 dated 9.3.2002.

The perusal of the Notification mentioned above reflected that the grievance of the complainant stood redressed on the intervention of this office.

## **COMPLAINT NO.6473/2000.C-VI-1976/2000**

### **REFUND OF SECURITY**

Dr. Shazia Abdul Latif, complainant, was allowed house job on honorary basis at Punjab Dental Hospital, Lahore. She deposited an amount of Rs.4,000/- with the said Hospital as security. However, after the completion of house job in December, 1996, she was not refunded the amount of security.

The matter was taken up with the Medical Superintendent, Punjab Dental Hospital, Lahore. It was intimated by the Medical Superintendent in the first instance that due to embezzlement in Hospital accounts regarding security of House Surgeons of 1996, the matter was pending decision. The matter was further pursued and ultimately it was intimated by the Medical Superintendent, vide letter dated 29.04.2002, that the complainant had been refunded her security vide Cheque No.4021388 dated 28.3.2002. A photostat copy of the said cheque was also sent to this office for record.

The security of the lady, which was held up for the last more than 5 years, was thus got refunded by this office.

## **COMPLAINT NO.2439/2000/C-VI-42/2000**

### **NON PAYMENT OF G.P. FUND, GROUP INSURANCE AND PENSION**

Noor Muhammad filed complaint that his daughter namely Zahida Parveen, Charge Nurse in Nishter Hospital, Multan died on 9.9.1988 but her dues such as G.P. Fund Group Insurance and Pension had not been paid to him.

On notice, the Medical Superintendent, Nishter Hospital, Multan in the first instance reported that the case of G.P. Fund of the deceased Nurse had been sent to the District Accounts Officer, Multan and that the State Life Insurance Corporation which had earlier issued a cheque in the wrong name had been requested to issue the cheque in the correct name. Regarding Pension, it was

submitted that the Pension Papers had been sent to the Director General (Nursing), Punjab for countersignatures.

The matter was then taken up with the Director General (Nursing), Punjab. It was reported by her that she had already countersigned the Pension Papers of the deceased Nurse and sent the same to the Medical Superintendent for further necessary action.

The matter was again taken up with the Medical Superintendent, Nishtar Hospital, Multan who intimated that the G.P. Fund amounting to Rs.27,937/- had been drawn from the State Bank and the complainant had been intimated to collect the same from his Office. Regarding group insurance amount, it was also reported that the cheque had been handed over to the complainant. Regarding Pension, it was stated that the District Accounts Officer, Multan had returned the case that the Pension be prepared in the name of the husband of the deceased Charge Nurse and not in the name of the father of the deceased i.e. the complainant as per Family Pension Rules.

Since under Rural 4.8. of the Pension Rules, Family Pension was required to be sanctioned in favour of husband of Mst. Zahida Parveen deceased, the complainant was thus advised to approach the Civil Court as it was such a dispute which could only be settled by the Civil Court.

Since the payment of G.P. Fund and Group Insurance was made to the complainant, his grievance to that extent was redressed.

### **COMPLAINT NO.5634/2001 C.R-68/2002.**

#### **NON PAYMENT OF PENSIONARY DUES TO THE WIDOW**

Mr. Mumtaz Hussain Shah Patwari, of Teh' Kahuta, after putting in about 25 years service died on 7.1.1999 while in service. His widow, Mst. Saeeda Bibi, made numerous requests to Dy. Commissioner Rawalpindi and Assistant Commissioner, Kahuta, for the payment of pensionary benefits etc. of her deceased husband but of no avail. She approached the Provincial Ombudsman for intervention and redressal of her grievance.

On intervention by this office, the D.D.O. (Rev) Kahuta initiated/completed the requisite papers for payment of G.P. Fund, Group Insurance, Leave Encashment and monthly aid from the Benevolent Fund to the widow and submitted the same to the respective authorities. The D.D.O. (Rev) Kahuta also approached the D.D.O. (Rev) Mainwali to complete and submit the service record of the deceased Patwari for sanctioning family pension as he had rendered major portion of his service at Mianwali. The Agency was directed to ensure the requisite payments to the widow within a period of one month. Accordingly, the grievance of widow was got redressed by this office.

### **COMPLAINT NO.4549/2001 C.R-48/2002**

#### **GRANT OF PROPRIETARY RIGHTS OF PLOT**

Mst. Ghulam Sakina Widow of Muhammad Ali Noori of Arifwala, Distt. Pakpattan complained that her deceased husband Muhammad Ali Noori during his life time had purchased Plot No. 151, Block-O in Arifwala through open auction and paid all the Government dues. After depositing the stamp duty and other documents, he requested for issuance of Conveyance Deed, but he was told that his file had been misplaced. The complainant provided copies of the relevant documents to the Colony Assistant Pakpattan, but he did not issue the requisite Conveyance deed despite of his repeated requests. In the meanwhile, Mr. Muhamamd Ali Noori died and his widow made a complaint to this office.

On intervention of this office, the agency prepared the duplicate file of the plot and handed over the Conveyance Deed to the widow. The grievance of the lady complainant was redressed.

### **Community Welfare**

### **COMPLAINT NO. 6112/02 D-III 810/2002**

#### **ADMISSION: GRANT ON FIRST PRIORITY.**

Mst. Talat Yasmin R/o H. No. 41, St. No. 39, Mujahid Abad, Mughalpura, Lahore, complained that she had passed her B.A. Examination 2001 from Bahau-ud-Din Zakria University, Multan. At the time of result

declaration/notification of her result, the process of admission for M.A. Classes in University of the Punjab was over. On enquiry, she was informed to apply for admission in the next year and that if she applied for admission in the next year, she would be given II priority for admission in M.A. Class. It was stated that in that case, she would be sufferer for no fault on her part.

It was pointed out that so many other candidates were also facing the same situation.

The matter was taken up with the Agency who conceded the claim of the complainant as well as that of the other candidates, in its meeting held on 16.9.2002. The complainant was allowed first priority for the purpose of admission in M.A. Class, during the current session.

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

### **COMPLAINT NO.5011/01 D-IV 100/2002.**

#### **OUSTING OF BUFFALOES**

Gulzar Ahmed Bhatti, R/o Johar Town, Lahore, complained that TMO Iqbal Town was not taking action for ousting the buffaloes, being kept by some people within the residential area of Johar Town.

The T.M.O. took action on the intervention of this office and redressed the complainant's grievance.

### **COMPLAINT NO.6264/2001-361/2001(C-I)**

#### **DISBURSEMENT OF ZAKAT**

Haji Ghulam Hussain, a resident of District Mianwali, complained that the Chairman, District Zakat & Usher Committee, Mianwali was not disposing of applications submitted to him by various deserving persons for payment of

zakat. He, therefore, requested that the Chairman, District Zakat & Ushr Committee, Mianwali may be directed to process and finalize the applications submitted to him by various deserving persons for payment of zakat.

The matter was taken up with the Chairman, District Zakat & Ushr Committee, Mianwali and he in response disposed of all the applications submitted to him by the deserving persons for payment of zakat. The grievance voiced in the complaint accordingly was got redressed.

### **COMPLAINT NO.8117/2001-667/2001**

#### **OVER CHARGING OF FARE**

Mr. Sultan Muhammad lodged complaint that the transporters plying vehicles on Noor Pur-Quaid Abad route, were over-charging fare. He, therefore, desired that the Secretary, District Regional Transport Authority, Khushab be asked to take necessary action against such transporters.

The matter was taken up with the Secretary, District Regional Transport Authority, Khushab and he in response submitted report that as may as 174 cases of over-charging of fare came to his notice during surprise checking. Resultantly they were imposed fine and Rs.57150/- recovered from them. The grievance voiced in the complaint was thus got redressed.

#### **1. COMPLAINT NO. 4275/2002-POP/C-II-320/2002**

#### **2. COMPLAINT NO. 7521/2001-POP/C-II-531/2002**

#### **CAUSING POLLUTION TO THE CANAL WATER BY SULLAGE WATER**

It was complained by Muhammad Shoab etc., the complainants, that Muhammad Azam S/o Noor Muhammad and other residents of the village drained out their sullage water into 'Gojra minor' and thus polluted the canal water. It was stated that they brought the matter to the notice of Sub Divisional Canal Officer Bosal Sub Division, District Mandi Bhauddin but he

did not taken any action against them. The intervention of the Provincial Ombudsman was sought for in the matter.

Report was called for from Sub Divisional Canal Officer Bosal Sub Division in the matter. The reply submitted by him showed that he imposed fine on the accused persons by proceedings against them under Section-70 of the Canal and Drainage Act. The drains leading to the aforesaid minor for sullage water were also demolished at site. The grievance of the complainants was thus redressed.

### **COMPLAINT NO. 6010/2002-POP/ C-II-441/2002**

#### **DELAY IN SANCTIONING OF 'WARA BANDI.'**

Muhammad Siddique, a land owner and Lumberdar of Chak No. 122/JB Tehsil & District Faisalabad, lodged complaint that an area measuring 187-acres was excluded from the cultivatable Command Area (C.C.A) of outlet No.77016/L with the approval of the Superintending Engineer vide his order dated 4.8.1999 as the said area had come under `Abadi'. Consequently the Tarmim in `Wara Bandi' was required to be done by the Irrigation Department.

It was complained that `Wara Bandi' had not been prepared and sanctioned by the respondent Agency and the land owners were facing great inconvenience in the absence of sanctioned `Wara Bandi'.

The matter was taken up and pursued with Executive Engineer Faisalabad Canal Division, Faisalabad. In the reply submitted by him dated 16-12-2002, it was informed that `Wara Bandi' had been sanctioned by the Dy. Collector/Sub Divisional Canal Officer on 30.11.2002 and it had since been implemented at site also.

The grievance of the complainant was thus redressed.

## **COMPLAINT No.4243/02-POP/C-II-319/02**

### **NON PAYMENT OF SALARY TO THE WORK CHARGED EMPLOYEES**

Ashiq Hussain and other complainants lodged complaint that they worked as work charged Beldars in Khangarh Sub Division during the year 1995-96 but were not paid the salary. It was stated that they brought the matter to the notice of Superintending Engineer, Muzaffargarh Canal Circle and the Chief Engineer Irrigation D.G. Khan Zone but of no avail.

The matter was taken up and pursued with XEN Irrigation Muzaffargarh Canal Division. He submitted in his reply dated 3.8.2002 that the salary had been paid to the complainants vide Voucher Nos.141 & 144 dated 30.6.2002.

The grievance of the complainants was thus got redressed by the intervention of this Office.

## **COMPLAINT No.583/2002-POP/C-II-42/2002**

### **REMOVAL OF ENCROACHMENT ON VILLAGE PATH**

Bashir Ahmad, a land owner of Mauza Rai Chand Tehsil Chiniot, District Jhang, complained that the village path comprising khasra No.84 which passed through Killa Nos.11,20 & 21 of Rectangle No:12 and killa No 1/1 of Rectangle No:20 was encroached upon by Muhammad Ashraf son of Ahmad Ali respondent.

It was stated that on his complaint submitted to the Deputy District Officer (Revenue) and the Tehsildar/Assistant Collector Grade-1st, Chiniot in the matter under the Provisions of Section-175 of the Land Revenue Act, the demarcation of the path was done at site and the path was cleared and the possession of the land comprising the path was retrieved from Muhammad Ashraf respondent.

It was further stated that Muhammad Ashraf respondent again encroached upon the said path whereupon a case was also got registered against him with local police by the local Administration on 4.11.2001.

It was complained that the path had not been cleared and restored at site.

The matter was taken up and pursued with Deputy District Officer (Revenue), Chiniot. The Patwari halqa who appeared in this office on 22.7.2002 on behalf of the Deputy District Officer (Revenue) stated that the path had again

been restored at site on 20.7.2002 with the help of local police. He submitted photo copy of the Rapt No: 607 dated 20.7.2002 of "Roznamcha Waqiyati" of Patwari halqa in that context.

The complainant also confirmed in writing the aforementioned fact.

The grievance of the complainant was thus redressed.

### **COMPLAINT NO.2214/02-POP/C-II-162/02**

#### **CANCELLATION OF CANAL WATER OF ABANDONED 'TALAB' AND DISTRIBUTION OF THE SAME AMONGST THE LAND OWNERS**

Rao Muhammad Sarwar, who is a land owner of Mauza Sondha, Tehsil and District Bahawalnagar, lodged complaint on behalf of the share holders of outlet No.11/HB stating that the village 'Talab' was not existing at the site. The canal water sanctioned for six hours for the abandoned 'Talab' was being un-authorizedly used by Rao Ijaz Ali Khan etc. respondents.

The matter was brought to the notice of Sub Divisional Canal Officer and Divisional Canal Officer Hakara Canal Division, Bahawalnagar by the complainant but of no avail.

It was prayed that the canal water sanctioned for the 'Talab' be cancelled and the available water be distributed among the share holders of the outlet in the 'Wara Bandi'.

Report was called for from Executive Engineer Hakara Canal Division, Bahawalnagar in the matter. The Deputy Collector Hakara Canal Division who appeared in this office on behalf of the Executive Engineer /Divisional Canal Officer stated that the canal water sanctioned for the 'Talab' had since been cancelled by the Divisional Canal Officer vide his order dated 6.6.2002 and that the available canal water had been distributed among the share holders of the outlet. He submitted photo copy of the order of the Divisional Canal Officer also.

The complainant also confirmed the above mentioned fact in writing.

The grievance of the complainant was thus got redressed.

**COMPLAINT NO: 8346/2001-POP/C-II-698/2001**

**ENCROACHMENTS ON VILLAGE PATH**

Muhammad Ashraf, who is a land owner and resident of Chak No.234/TDA, Tehsil Karor Lal Easan, District Layyah, complained that village path bearing khasra No.97 had been encroached upon by un-authorized persons by raising pacca construction thereon.

He brought the matter to the notice of Deputy Commissioner/District Collector Layyah but of no avail.

The matter was taken up and pursued with District Officer (Revenue), Layyah and Deputy District Officer (Revenue) Tehsil Karor Lal Easan. The reply submitted by Deputy District Officer (Revenue) on 5.8.2002 showed that the encroachments had been removed from the aforesaid path on 2.8.2002. The grievance of the complainant had been redressed. The complainant also confirmed in writing that his grievance had been redressed.

With the intervention of this office the grievance of the petitioner was thus got redressed.

**COMPLAINT NO.2046/2001-C-III-248/2001**

**REQUEST FOR CONSTRUCTION OF ROADS OUT OF SUGARCESS**

Hakim Khan, Muhammad Ashraf and others R/o Chaks No.234/JB and 154/JB to 157/JB, District Jhang, filed complaint that they were producing substantial quantity of sugar-cane which was being supplied to Ramzan Sugar Mills and other Sugar Mills of District Jhang but roads leading to their Chaks were either non-existent or in a bad shape. Earlier, the construction of some of these roads was sanctioned on merit but was subsequently cancelled on political grounds.

The matter was taken up with the agency concerned i.e. D.C.O. Jhang, who appeared personally and explained that the matter was to be discussed in the meeting of the Sugarcess Committee which was competent to sanction such roads. After getting the project approved from the Committee the

D.C.O. informed this office that grievance of a large number of farmers had been redressed by awarding out the contract of the sugarcross roads as requested by the complainants.

The grievance of a larger number of farming community was thus got redressed by this Office.

### **COMPLAINT NO.4042/2001-C-III-464/2001**

#### **REQUEST FOR MOVE-OVER**

Najam-ud-Din retired Draftsman R/o Green Town, Near Govt. Girls Primary School Industrial Estate Multan, filed compliant that he was declared surplus and sent to the surplus pool of S&GAD w.e.f. 1.7.1997. From there he was posted to the office of D.C. Multan; then District Khidmat Committee and office of Director Development, P&D, Multan, successively. Ultimately, he proceeded on premature retirement on 1.5.2000. According to him he had reached the maximum of BS-10 on 1.12.1997 and was entitled to move-over to BS-11 w.e.f. 1.12.1998. His case was processed by the DC Multan but no final order had been passed.

The matter was taken up with the agency concerned i.e. S&GAD, Government of Punjab, Lahore.

As a result of intervention of this office, the matter was thrashed out in accordance with relevant rules and move-over from BS-10 to BS-11 was granted to the complainant w.e.f. 1.12.1998, as requested by him. Thus the financial benefits of the complainant overdue to him for long time were got delivered to him by this office.

## **COMPLAINT NO.6548/2001-C-III-756/2001**

### **REQUEST FOR CLEARANCE OF VILLAGE PATH**

Subedar Muhammad Akhtar S/o Muhammad Munawar R/o Village Ghoghiat, Post Office Miani, Tehsil Bhalwal, District Sargodha, filed complaint that the village path between Ghoghiat and Pakhwali being used by about 150 families of the village and leading to the main road, had been encroached upon by an influential party in 1998. In spite of applications to different officers, the matter had not been decided by the Revenue Authorities for the last many years.

The matter was taken up with the agency concerned i.e. D.C.O./D.O. (R) Sargodha. The DO(R)/Collector entrusted the enquiry to the Halqa Revenue Officer. He visited the spot and after hearing all concerned resolved the dispute by clearing the path. Subsequently the complainant appeared and reported that the problem had been solved. Thus a matter of public convenience was sorted out on the intervention of this office.

## **COMPLAINT NO. 3364/2001 /C-V-717/2001**

### **POSTING OF A SCIENCE TEACHER.**

The residents of village Pairh Faqal, Tehsil Talagang, District Chakwal, filed this complaint through Muhammad Ismail S/o Haji Dost Muhammad stating that Science Teacher was transferred from their School without substitute and the students were suffering much on account of non-availability of Science Teacher. It was prayed that some Science Teacher be got posted in their School.

Notice was issued to the agency. The case was still under process when one of the complainants made statement on 6.3.2002 submitting that due to intervention by this office, D.C.O Chakwal had posted Mr. Tariq Mahmood as S.S.T in their School. Thus their grievance was redressed on the intervention of this office.

## Environment

### **COMPLAINT NO.5578/2001-ADV-II-400/2001**

#### **ENVIRONMENTAL PROTECTION**

Thirty one complainants residing in Main Bazar Qainchi Amar Sadhu, Mohallah Faisalabad, Lahore had alleged for smoke and offensive odor caused by pottery kilns and excessive smoke in the proximity of residential colony. The locality is a self-developed complex area having industrial units, crockery whole-sale markets and commercial works of different nature. The pottery works were established years back and poor and low-income houses had cropped in the area. Several pottery works have been operative in residences of potter community. In these pottery works mostly wood, old tyres or upper of old shoes, are used as fuel. The potters mould the earthen-ware and after their sub-drying, these are made kiln burnt. A kiln takes six hours for pavement of these earthen-wares. At the first two hours, the fuel gases emit smoke, ash and in case of rubber/leather/rexine as fuel, high pungent odor makes the lives of residents miserable and cause health hazard. Smoke/poisonous odor was significant on account of said material used as fuel.

The Agency admittedly held environmental pollution problem as grave, genuine and forced the owners to take remedial measures by installing 40 feet high chimneys at the kiln and base of chimney to be widened enough to trap whole emission from the kilns. The respondents have stopped use of rubber/Rexine/leather/polythene/low quality oil in the pottery kilns and switch over to Sui Gas as fuel was in process. The Agency further reported that these remedial measures taken have helped to alleviate suffering of the residents and would provide congenial environment.

**COMPLAINT NO.6682/2000 D-III-340/2002**

**REMOVAL OF PRESSURE-HORN.**

Muhammad Zia-ul-Haq, S/o Abdul Haq United Traders Bagh-o-Bahar, Tehsil Khan Pur, District Rahim Yar Khan, complained that pressure-horns were used by the drivers in Bagh-o-Bahar Adda of District Rahim Yar Khan which had disturbed their living.

The matter was taken up with the Agency which removed the pressure-horns from the vehicles, plying in the area of District Rahim Yar Khan.

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

**COMPLAINT NO. 1893/2000 D-IV 612/02.**

**REMOVAL OF SLUDGE FROM THE DRAIN**

Gul Muhammad of Chaudhry Park Bilal Gunj Lahore complained that Solid Waste Management Branch of the City District Government Lahore had not arranged removal of sludge from the drain passing in front of his house.

The concerned branch was directed to do the needful and the grievance of the complainant was redressed on this office intervention.

**COMPLAINT NO. 1998/02 D-IV-653/2002**

**SLAUGHTERING ANIMALS IN THE STREETS**

Naseer Ahmad Khan etc. R/o Mohallah Arif Saeed, Jampur Colony, District Rajanpur made a complaint that the butchers of the city had been polluting the environment by slaughtering animals in the streets of that colony instead of Slaughter House and the T.M.A. Jampur was not taking action against

them. The agency was summoned and it controlled the situation to the satisfaction of the complainants.

### **COMPLAINT NO.8640/2000-C-VI**

#### **DEMOLISHING OF COAL OVENS CAUSING NUISANCE**

Muhammad Yasin Kamboh, complainant, submitted his complaint on 15.12.2000, stating therein that one Muhammad Shafiq Qureshi, owner of Multan Sweet & Milk Shop had been using coal ovens in main street, which had been causing nuisance to the residents of the area. Despite various complaints to Municipal Committee, Mandi Baha-ud-Din, the grievance was not redressed.

The matter was taken up with the Administrator, M.C. Mandi Baha-ud-Din. He intimated that coal ovens mentioned in the complaint had been demolished and grievance of the complainant redressed.

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

## Development Works

### **IMP NO. 15/2001 ADV-I-2001**

#### **RELEASE OF FUNDS FOR PAYMENT TO THE COMPLAINANT**

The Mohtasib Punjab had directed, vide his order dated 26.4.2001, the Superintendent Engineer, Highway Circle, Bahawalpur to take up the matter with the Government for the release of funds so that payment could be made to the complainant Nazir Hussain, Resident of Gali Faqir Muhammad Baluch, Mohallah Rasulpura, Tariq Road, Sheikhpura on scrutiny of his bills for the construction of road bridge Malik Wah Canal Burji No. 81 near village Panjkosi, completed in the year 1992.

The Agency intimated that cheque bearing No. D-734902 dated 4.3.2002 for Rs.14,221.00 had been issued for payment to the Assistant Commissioner Income Tax Bahawalnagar and Cheque No. D-734901 dated 4.3.2002 for Rs.2,41,752.00 for payment to M/s Ahsan Brothers. The complainant did not turn up to receive the cheques for payment of the amount due. Photostat copies of both the cheques were placed on record by Ch. Shafi Accounts Officer, Highway Bahawalnagar.

It was observed that the complainant could contact DDO (Roads) Bahawalnagar to receive the cheque for the payment due to him. The matter was disposed of accordingly.

### **COMPLAINANT NO.6034/2001-ADV-II-434/2001**

#### **PAYMENT OF BILL**

M/S Muhammad Abdullah Traders through Nasir Mehmood, alleged non-payment of three work bills amounting to Rs.134810/- due from WASA,

Gujranwala Development Authority since March/April 1998. Nasir Mehmood averred that while other contractors had been paid their bills, his firm had been denied the legal claim. He solicited direction to the authority for redressal of his grievance.

The matter was taken up and notices issued. Parties were heard. The agency submitted that Government had provided Rs.28.33 millions during the past two financial years ending June but thereafter WASA, GDA, fell short of funds as budgetary requirement of Rs.30 million could not be released by Finance Department. However, the complainant had been paid Rs.4,29,208/- out of total bill of Rs.5,48,651/- and the balance payable amount was Rs.1,16,643/- . The agency conceded and committed to clear off these bills by installments, minimum of Rs.20,000/- per month, on or before 15<sup>th</sup> of each month starting from 15<sup>th</sup> December 2001 till 15<sup>th</sup> May 2002. Accordingly, the commitment was complied with. The complainant expressed thanks that but for the intervention of Ombudsman Punjab, his complaint borne fruit.

#### **COMPLAINT NO.1899/2001 D-II 27/2002**

#### **REMOVAL OF DEFECTS IN DEVELOPMENT WORK**

The complainant, Sardar Muhammad, R/o Chak No.553/E.B., District Vehari, voiced his grievances against the Public Health Engineering Department regarding defective development work carried out by the agency in the said village in which allegedly the officials of the agency received some kick-backs from the contractors.

The matter was taken up with the agency. The agency defended the work carried out by the contractors. However, with the intervention of this office not only the agency removed the defects pointed out by the complainant, but also an additional amount of Rs.5.00 lacs was got sanctioned by the agency for the remaining development work in the said village. The complainant in his rejoinder expressed feelings of gratitude for the efforts of this office put

in the matter. In this way the grievances of the complainant as well as of the people of the area were redressed with the intervention of this office.

**COMPLAINANT NO.4949/2001 D-II 170/2002**

**NON-PAYMENT OF ARREARS OF THE CONTRACTOR**

The complainant, Mr. Kamran Ch., a Government Contractor, executed some contracts with the Public Health Engineering Department but was unable to receive his outstanding dues despite lapse of 3 years since execution of the work. He filed a complaint before this office and with the intervention of this office, the agency issued and handed over a cheque to the complainant for the outstanding amount in this office. The complainant thanked through his letter for efforts put in by this office to resolve the controversy. Thus the grievance of the complainant was redressed by the intervention of this office.

**COMPLAINT NO.1028/2001 D-II 129.2002**

**NON PAYMENT OF OUTSTANDING DUES OF THE CONTRACTOR**

Karim Bukhsh, a Government Contractor, executed some contracts with C&W Department in District Bahawalpur about 4 years ago but could not receive any payment of the outstanding bills of more than Rs.60,000/-.

The matter was taken up with the Agency as well as with the District Government, Bahawalpur, and by the intervention of this office, the agency cleared its liability towards the contractor and in this way the grievance of the complainant was redressed.

**COMPLAINT NO.386/2001 C-III 94/2001**

**PAYMENT OF ARREARS AMOUNTING TO RS.2,39,600/-**

Abdul Sattar of M/s Wana Construction Company Tehsil Malikwal, District Mandi Bahauddin, filed the complaint that he had executed the work of sugarcess roads in Sargodha District but arrears of payment amounting to Rs.3,60,118/- were yet to be paid by D.O. (Roads)/XEN Sargodha. The Provincial Ombudsman, Punjab vide his order dated 28.11.2000, directed the agency to clear the arrears of the complainant within two months but no compliance report was received within the stipulated period.

On the receipt of implementation petition from the complainant/ petitioner, the matter was taken up with the D.O. (Roads)/E.D.O. (Roads). It was explained by the agency that the payment had been delayed due to non-receipt of funds from the competent authority. As a result of continuous follow-up by this office the amount of Rs.2,39,600/- was paid to the petitioner, after deducting his liabilities. The complainant also acknowledged the receipt of the amount in writing and admitted that payment of his total arrears had been made by the department. As such the stuck-up arrears of the petitioner were got paid to him by the intervention of this office.

**COMPLAINT NO. 3951/2001 C-IV-118/2001**

**PAYMENT OF OUTSTANDING DUES AMOUNTING TO RS.50,253/-**

The complainant, Aziz Ullah Niazi, a Contractor, alleged that he was allocated the work of construction of metalled road by the Cholistan Development Authority, Bahawalpur, for an estimated cost of Rs.40,49,405/- in the year 1996 and completed the work in July 1997 but the Cholistan Development

Authority had not finalized his bill despite repeated requests; hence this complaint.

The matter was referred to the Executive Engineer, Cholistan Development Authority, Bahawalpur, P&D Department and District Development Officer, Bahawalpur. After a protracted correspondence, the XEN Cholistan Development Authority Bahawalpur informed that the withheld amount of the contractor to the tune of Rs.46,048/- had been paid.

The complainant confirmed the version of the respondent officer as per his written submission stating that due to intervention by this office his problem which was outstanding since 1997, was solved.

#### **COMPLAINT NO. 1285/2001 C-IV-165/2002**

#### **EARLY CONSTRUCTION OF SCHOOL BUILDING**

The complainant, Muhammad Arshad and others, residents of Thatha Moosa, District Gujrat, alleged that the building of Government Boys Primary School of the village had been under construction for the last 1 ½ years and no positive efforts were being made to complete the building. The complainants prayed for intervention by the Ombudsman.

The matter was referred to the District Education Officer, (S.E) Gujrat who after a protracted correspondence reported that the school building was completed and the classes began functioning therein.

Due to intervention by this office the long outstanding problem was solved.

### **COMPLAINT NO. 72/2001 C-IV-152/2002**

#### **ESTABLISHMENT OF GOVERNMENT GIRLS ELEMENTARY SCHOOL**

The complainants, Hafiz Muhammad Tufail and others, residents of Chak No.97/W.B. Tehsil & District Vehari alleged that building costing Rs.8 lacs for Government Girls Elementary School was completed about 8 years back, but no Girls Elementary School was established there, despite repeated requests to the Education Department. The complainants prayed for intervention by this office.

The matter was referred to the District Education Officer, (W.E.E) Vehari who after a protracted correspondence reported that the staff of the Elementary School had been sanctioned and an SST Lady Teacher alongwith her staff also posted. The D.E.O (W.E.E) Vehari further reported that the school was properly functioning.

The report of the D.E.O. (W.E.E) Vehari was sent to the complainant by this office as per letter dated 3.11.2001 in response whereto one of the complainants (Rao Sultan Khan) informed this office as per his letter dated 14.2.2002, that due to intervention by this office, their long outstanding matter pending for the last 9 years was solved.

### **COMPLAINT NO. 5625/2001 C-IV-186/2001**

#### **CLEARANCE OF THE OUT-STANDING BILLS**

The complainant Firm, M/S Brother International, through its Regional Manager alleged that the Firm supplied Laptop Computers and Printers etc. to the Chief (Social Action Programme), Planning & Development Department, Lahore, on 20.6.2000 against a sum of Rs.5,54,385/- but no payment had been made to the Firm despite repeated requests.

The matter was referred to the Chief (SAP), Planning & Development Department, who informed this office that the payment had been, made to the complainant Firm, as directed by this office.

The complainant Firm confirmed the report of the Department and submitted that due to intervention by this office, payment had been made.

### **COMPLAINT NO.5544/2001/C-V-1055/2001**

#### **PROVISION OF STAFF AND FURNITURE/ FIXTURE ETC**

The complainants, Muhammad Idrees and others, lodged complaint stating that Elementary Girls Middle School, Hazrat Kalianwala, District Gujranwala, was up-graded to the level of High School in 1991-92 and school building was constructed but staff was not posted with the result that high classes had not been started in the school. It was prayed that an enquiry be got conducted into the matter and their grievance be got redressed.

The matter was taken up with the Education department. The case was still under process when the Section Officer, representative of Secretary Education (Schools), made statement on 22.5.2002 stating that up-gradation of the school of the petitioners had been made. He produced copy of SNE amounting to Rs.3,24,160/- which had been sanctioned. He also submitted Notification dated 22.5.2002 to the above affect. One of the complainants also made statement that due to intervention by this office, the demand of the residents of the village had been met with.

### **COMPLAINT NO.8586/2000 C.VI- 274/2000**

#### **REPAIR OF SEWERAGE LINE**

Muhammad Azam Butt, complainant, moved complaint on 14.12.2000, contending therein that the construction work of the streets of Chah Miran Area, Lahore, was entrusted to Water and Sanitation Agency but the

Contractor left the work incomplete. He further contended that the concerned authorities did not taken any action to redress their grievance.

The matter was taken up with the Executive Engineer (North), WASA, L.D.A, Lahore, who submitted in his report that the site was checked by S.D.O. An excavation was made to check the water supply line but the same was found intact. As regards the damage to sewerage line, it was submitted by the Executive Engineer that Metropolitan Corporation, Lahore, be directed to repair the damaged sewerage line.

The matter was then taken up with the Chief Engineer, Metropolitan Corporation, Lahore, who reported that the sewerage pertained to WASA and as such the Metropolitan Corporation was not responsible to repair the broken sewerage line.

Thereafter, the matter was again taken up with the Executive Engineer (North), WASA, L.D.A with the direction to repair the sewerage line. The S.D.O, WASA, later submitted in writing that the broken sewerage line had been got repaired and put into operation. Accordingly, the grievance of the complainant was redressed with the efforts of this office.

### **COMPLAINT NO.6971/2000/C.VI.206/2000**

#### **NON-PAYMENT OF REPAIR CHARGES**

Nawaz Ahmad, Manager, Strongman Industries, Seiko Street, Samundri Road, Faisalabad, lodged complaint on 14.10.2000, against the Medical Superintendent, Allied Hospital, Faisalabad, for not making him payment of Rs.74,500/- in respect of repair of Laundry Machine of the Hospital.

The matter was taken up with the Medical Superintendent, Allied Hospital/ Medical College, Faisalabad. It was submitted in the reply that the payment could not be made to the complainant due to non-receipt of approval from Secretary, Health Department to whom the case for ex-post facto sanction for repair of Laundry Machine was referred.

The matter was still under investigation when the Legal Advisor of the respondent Agency stated during hearing of the complainant that payment had been made to the complainant firm through Cheque No.973027 dated 14.01.2002 for Rs.70,775/- after necessary deductions, subject to an undertaking for repair/ maintenance of the said machine for a further period from 30.6.2002 to 31.12.2004. The grievance of the complainant was thus got redressed by this office.

**COMPLAINT NO.3033/2000/C.VI.65/2000**

**REPAIR OF FIRE TRUCK**

Hassan Habib Corporation (Pvt.) filed complaint on 27.5.2000, stating therein that pursuant to the Work Order No.72 dated 30.07.1999 for repair of Fire Truck for Rs.5,30,000/-, they repaired the said vehicle but the Chairman, Municipal Committee, Khanpur, District Rahimyar Khan, neither collected the same nor made the payment of repair charges.

The matter was taken up with the Tehsil Nazim Khanpur. He intimated that payment had been made to the complainant vide Cheque No.889831 dated 23.6.2001. Accordingly, the grievance of the complainant was redressed by the respondent Agency after intervention of this office.

**General Nature**

**COMPLAINT NO. 4700/02 D-III-719/2002**

**EXAMINATION AFTER EXPIRY OF NINE ACADEMIC YEARS**

Muhammad Idress, R/o 91-EE-67 AGPR, Islamabad, complained that he was registered in the year 1991 as a student of the University of Engineering and Technology, Taxila. During the final year, he joined the Civil Service Academy at Lahore. Therefore, he could not appear in the subsequent examination beyond 9 years. He had already completed 95% of the course. For the

purpose of remaining examination he approached the Agency for extension in time but it was refused without any just cause.

The matter was taken up with the Agency which allowed extension in time extending over one academic year to the complainant for the purpose of remaining papers.

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

**COMPLAINT NO. 7707/02 D-III-358/2002.**

**ADMISSION: EQUIVALENCY OF DIPLOMA IN PRINTING AND GRAPHIC TECHNOLOGY**

Muhammad Zahid Sharif S/o Muhammad Sharif Tahir r/o H. No. 24, Ghosia Street No. 169 Chaman Park, Baghbanpura, Lahore-9, complained that he had qualified a diploma in Printing and Graphic Technology from Govt. Poly Technic Institute, Lahore. This diploma had been declared as equivalent to F.A./F.Sc. examination by the Inter University Board of Pakistan vide its decision dated 29.1.1973. He applied for admission to B.A. Class as a regular student but the same was declined in an arbitrary manner by the University.

The matter was taken up by the Equivalence Committee of the Agency. The diploma possessed by the complainant was recognized as equivalent to F.A./F.Sc. Certificate/Sanad on 03-04-2002. The complainant as well as the other candidates/students were allowed the benefit of recognition of the diploma which had been declined to them since 1973.

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

**COMPLAINT NO. 3920/02 D-III-654/2002.**

**RECOVERY OF AMOUNT**

Habib-ur-Rehman, Azad Basti Noor Kira, Teh. & Distt. Muzaffargarh, complained that he had retired on 31.12.2000 from Govt. High School Baseera Teh. & Distt. Muzaffargarh. After his retirement he applied for the release of G.P. Fund amounting to Rs. 86346/- whereupon it transpired that the said amount had been received by DEO and Cashier of the Agency by practising fraud and mis-representation. He approached the concerned authorities but of no avail.

During the hearing the action of the Agency was found as arbitrary and result of maladministration. Therefore, the Agency was directed to make payment of G.P.F amount to the complainant.

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

**COMPLAINT NO. 111/ADV-I-22/2002**

**LEGAL ACTION WITH RESPECT TO THEFT OF FOREIGN CURRENCY CARRIED BY A JAPANESE TOURIST**

Mr. Fumio Kimura, a tourist from Japan, stayed at a Hotel called Eagle Internet Inn, Moula Bakhsh Street near Railway Station, Lahore. He had US Dollors, Traveller Cheques and some other documents with him. The same were stolen during his stay at the aforesaid hotel. A case was got registered by him vide FIR No. 438/2001 on 24.12.2001 at P.S. Naulakha, District Lahore u/s 379 PPC but with no result.

S.H.O Police Station Naulakha, District Lahore, reported that Abdul Majeed accused alias Chotta S/o Attar Din, Sheikh by caste, resident of Plot No. 68, Hyder Road, Krishon Nagar, Lahore had been arrested and the currency

secured from him. After completion of investigation challan had been submitted in the trial court. The currency notes etc. were to be delivered on 'superdari' to the complainant as and when so ordered by the trial court.

Action, as detailed above, had been taken in the matter by the Police. Since trial court was seized of the matter, the complainant was advised to move an application before the trial Court District Courts premises, Lahore for further relief in connection with his case. The grievance of a foreigner was thus got redressed with the intervention of this office.

### **COMPLAINT NO. 5739/ADV-I-440/2001**

#### **APPROPRIATE ACTION AGAINST THE ACCUSED FOR RECEIPT OF ILLEGAL GRATIFICATION**

Ali Akbar, resident of Chak No. 187/7-R, Tehsil Fort Abbas, alleged that he had paid Rs.2,10,000.00 as illegal gratification to Mr. Ghulam Ghaus Kouraja, Naib Tehsildar and Mumtaz Ahmed Patwari of Tehsil Fort Abbas in connection with the registration of a sale-deed.

The matter was taken up with the Additional Director, Anti-Corruption Establishment, Multan Region, Multan. A case was registered vide FIR No. 13/2002 u/s 420/468/109 PPC read with Sub Section (2) of Section 5 of Prevention of Corruption Act 1947. Investigation was conducted and as a result thereof judicial action was approved against Mr. Muhammad Zafar Wahla, Ex-Naib Tehsildar, Fort Abbas, Muhammad Anwar Tabassam Patwari and Abdul Ghafoor (a private person).

Grievance of the complainant was thus got redressed and the corrupt elements were put to trial before the court.

## **COMPLAINT NO.603/2001-ADV-II-52/2001**

### **EXCESSIVE PROPERTY TAX**

The complainant, Arshad Iqbal, representing Pakistan Youth Hostels Association alleged levy of excessive tax on property No. SXXA-100-B-3 Gulberg Lahore. He stated that this Association is affiliated with International Youth Organization and was a non-profit organization with the object of encouraging tourism and adding to the knowledge of the student community by providing them cheap accommodation at historical and scenic places. This institutional set-up is assigned to cater educational and recreational needs of the youth. The representative of the Agency stated that on notice upon the organization with regard to the taxation, this complainant had raised objection.

Proceedings were initiated and on intervention of this office, the Assessing Authority examined the case on merit and held that the Pakistan Youth Hostels Association, being a charitable institution, was exempted from payment of property tax. The complainant confirmed in writing that the grievance had been redressed.

## **COMPLAINT NO.8315/2000-C-III-421/2000**

### **PAYMENT OF PENSION LIABILITY SHARE**

Dr. Munir Ahmad Ex-Chief Instructor, Civil Services Academy, Walton, Lahore, submitted in his complaint that he had served the University of Punjab as Lecturer, Assistant Professor and Chairman of Public Administration Department from 9.5 1966 to 1.5.1988 i.e., for about 22 years. Subsequently he joined as Chief Instructor Public Administration, Civil Services Academy, Walton, Lahore, from where he retired on attaining the age of sixty. According to him his pension liability share of Rs.1,29,638/- was

to be paid by the University of the Punjab but the agency paid Rs.64,090/- only. The remaining amount of Rs.65,548/17 was yet to be paid by the University to the Civil Services Academy under the rules.

The matter was taken up with the agency concerned i.e. University of the Punjab, Lahore. The pension section of the University processed the case and finally the remaining pension liability share of Rs.65,548/17 was sanctioned in favour of the Civil Services Academy as requested by the complainant, thus enabling the complainant to receive his pension benefits.

### **COMPLAINT NO.8058/2001 C-III 917/2001**

#### **COMPLAINT AGAINST PATWARI**

Muhammad Rafique Akram S/o Mohabbat Khan, r/o Zaman Colony, Rahmania Street, Cavalry Ground, Cantt., Lahore, filed the complaint that he alongwith his brother had approached the Halqa Patwari Mr. Riaz to enter inheritance mutation in favour of legal heirs on the death of his father Mohabbat Khan. The Patwari had received Rs.10,000/- for depositing the Tax and other fees payable by them but had not deposited the dues and allegedly embezzled the amount.

The matter was taken up with the agency concerned i.e. DDO(R) Shorkot. On receipt of notice, the agency reported that Agricultural Tax and other fees payable by applicants already stood paid and now the cause of complaint did not exist. The grievance of the applicant was thus redressed with the intervention of this office.

### **COMPLAINT NO.1257/2001-C-III-137/2001**

#### **COMPLAINT AGAINST FIELD REVENUE STAFF**

Ghulam Abbas S/o Ahmad Buksh r/o Village Khai, Tehsil & District Chakwal, filed the complaint that one Sardar Khan S/o Ibrahim had got allotted 7 marlas plots to as many as 19 persons in collusion with Khalid Mehmood and Tasaddaq Chan Lumbardars and Halqa Patwari Muhammad Hanif. In this behalf the fictitious Sanands had also been issued in favour of the fraudulent allottees.

The matter was taken up with the agency concerned i.e. DCO/DO (R) Chakwal. He was asked to conduct an enquiry into the matter. According to the report of the enquiry officer, the Sanands issued to the allottees were found to be fictitious and were therefore, cancelled. Thus valuable Government property was retrieved on the intervention of this office.

### **COMPLAINT NO.446/2001-C-III**

#### **SPECIAL CHANCE TO RE-APPEAR IN PAPER-II OF M.A. (HISTORY)**

Abid Nawaz S/o Ashiq Hussain r/o Ghazial, Tehsil and District Chakwal, filed a complaint stating that he had appeared in M.A. History (Composite) Second Annual Examinations in 1997. He was placed in compartment in Paper-II. He submitted the admission form for the next examination which was rejected due to late delivery. He requested that a special chance may be allowed to him for clearing the paper.

The matter was taken up with the agency concerned i.e. Controller of Examinations, University of the Punjab, Lahore. The report of the agency indicated that the failing candidates were allowed a margin of 15 days for

submission of their admission form, but in this case the complainant had failed to fulfill the condition of time limit.

The matter was referred back to the agency for reconsideration at the level of Vice-Chancellor. The final report received from the agency stated that V.C. has allowed a special chance to the complainant to reappear in Paper-II on the intervention of this office.

The grievance of the complainant was thus got redressed with the efforts of this Office.

### **COMPLAINT NO. 4825/2001 C-IV-148/2001**

#### **ALLEGATION OF CORRUPTION AGAINST ABDUL JABBAR, FOOD GRAIN INSPECTOR**

The complainants, Muhammad Ramzan and others alleged that while procuring wheat at Lateef Abad Wheat Purchase Centre Abdul Jabbar, Food Grain Inspector, received illegal gratification in the shape of cash and kind from each complainant and when they brought the matter into the notice of the higher authorities, no action was taken against him; hence this complaint.

The matter was referred to the Deputy Director Food, Bahawalpur who reported that District Food Controller, Bahawalnagar, was asked to probe into the matter and that the Enquiry Officer, while submitting his report, intimated that almost all the complainants gave in writing that their grievance stood redressed and they had no complaint against the respondent official.

During the proceedings of the complaint, disagreeing with the report of Enquiry Officer, the Department was directed to proceed against the respondent official under E&D rules as the complainants had levelled specific allegations against him.

After a protracted correspondence, the Deputy Director Food, Bahawalpur reported that the respondent official after proceeding against under E&D rules, was awarded major penalty of reversion and was reverted to the post of Food Grain Supervisor from the post of Food Grain Inspector. With the intervention of this office, besides redressal of the grievance of the complainant, the corrupt official was also taken to task.

### **COMPLAINT NO.4239/2001 C-IV-131/2001**

#### **RELEASE FROM SUSPENSION AND PAYMENT OF SALARIES**

The complainant Muhammad Naseem Akhtar, Assistant Game Warden alleged that he was suspended on 11.1.1999 but his subsistence allowance was not being paid. The complainant prayed for intervention by this office.

The matter was referred to the Director General, Wildlife and Parks Punjab, Lahore, as well as District Accounts Officer, Faisalabad.

After issuance of notices by this office to the Department subsistence allowance was paid to the complainant by the District Accounts Officer, Faisalabad, and the complainant was also released from suspension by the Director General, Wildlife and Parks Punjab, Lahore.

The complainant submitted that due to intervention by this office, his grievances were redressed.

### **COMPLAINT NO. 4895/2001 C-IV-155/2001**

#### **PAYMENT OF THREE MONTHS SALARIES**

The complainant, Muhammad Aslam, Fisheries Supervisor, lodged this complaint alleging that Zafar Ullah Chatha, District Officer, Fisheries drew three months salaries of the complainant from treasury but did not disburse the same to him.

The matter was referred to the Director General, Fisheries Department, Lahore who reported that the salaries of the complainant, after recovering from the Respondent Officer had been paid to the complainant and action under E&D Rules was also initiated against the Respondent Officer.

While appearing in person in this office, the complainant got recorded his statement to the fact that due to intervention by this office his grievance was redressed and disciplinary action was got initiated against the culprit.

### **COMPLAINT NO. 7022/2001 C-IV-34/2002**

#### **ISSUANCE OF POSTING ORDERS**

The complainant, Syed Javed Mumtaz, Junior Clerk, alleged that he was transferred from Junior Model School, Gulberg, Lahore but was not adjusted anywhere despite repeated requests.

The matter was referred to the Executive District Officer (Education) City District Lahore, who reported that the complainant had been adjusted in Government High School, Governor House, Lahore.

The complainant, as per his letter dated 12.2.2002, submitted that due to intervention by the Ombudsman, he was adjusted at the place of his choice.

### **COMPLAINT NO.5677/2001 /C-V-1076/2001**

#### **PAYMENT OF SALARY**

The complainants Muhammad Yousaf, SST and others, Government High School, Khushab, lodged the complaint stating that they had not been paid their pay for the years 2000 to 2001 and 2001 to 2002 despite repeated requests.

Notice was issued to the agency. The case was still under process when Abdul Rehman, one of the petitioners, made statement that on receiving the notice of this office, Finance Department had sanctioned their pay for the years 2000 to 2001 and 2001 to 2002 and due to intervention by this office their grievance had been redressed.

## **COMPLAINT NO.5585/2001/CV-1060/2001**

### **PAYMENT OF G.P. FUND AND PENSIONARY DUES**

The complainant, Ansar Ahmad, retired Principal, lodged this complaint stating that he retired as Principal from Education Department but the Department had withheld an amount of Rs.2,70,148/25 illegally from his pensionary dues. The complainant further alleged that G.P. Fund was also not paid to him despite repeated requests.

Notice was issued to the agency and reply was filed. The Department was directed to settle the claim of the complainant and while the case was still under process when the complainant made statement that due to intervention of this office the remaining pension amount viz; Rs.2,70,148/25 has been released by the Secretary, Education Department and that DPI (SE) Punjab, Lahore has also sanctioned G.P. Fund amounting to Rs.1,95,044/-. Due to intervention by this office the complainant was paid his withheld amount as well as G.P. Fund and his grievance stood redressed.

## **COMPLAINT NO. 6887/2001/CV-1244/2001**

### **REQUEST FOR POSTING IN THE OFFICE OF E.D.O. (EDUCATION)**

The complainant, Mian Muhammad Akhlaque, Stenographer, office of the Ex-District Education Coordinator, Gujranwala, lodged this complaint stating that he was entitled to be posted in the office of E.D.O (Education) being Senior Scale Stenographer, but his request was not being acceded to; hence the complaint.

Notice was issued to the agency and the agency informed that the complainant has been posted in the office of E.D.O (Education), Gujranwala, as per his request. Due to intervention by this office the grievance of the complainant was redressed.

## **COMPLAINT NO.1770/2001/C-VI NO.16/2001**

### **INQUIRY FOR ILLEGAL SUSPENSION FROM SERVICE**

The complainant, Dr. Muhammad Iqbal Niazi, Incharge Basic Health Centre, Nathuwala, District Sheikhpura, filed complaint on 22.03.2001 to the effect

that he was under suspension from service for the last more than a year but he had not been paid his salary since his suspension.

A report was called for from the Director-General, Health Services, Punjab, Lahore. The District Health Officer, Sheikhpura, submitted a report under the instructions of Director General, Health Services, Punjab, Lahore, that the complainant had been reinstated in service vide order No.3280 dated 30.11.2001 and his pay had also been cleared. He also produced a photo copy of the said order. The grievance of the complainant was thus got redressed by this office.

### **COMPLAINT NO.4590/2001 C.R-64/2002**

#### **FRAUDULENT SALE OF LAND**

Mr. Rabnawaz S/o Muhammad Nawaz r/o Chah Lahoriwala Mauza Kamal Thaheem, Tehsil & Distt. Bhakkar, on the advice of Aman Ullah, Patwari and Abdul Rahim, Kanoongo purchased land measuring 1-Kanal and 13-marlas from one Mr. Habib Ullah S/o Sultan vide mutation No. 904 which was attested on 20.3.1999. Subsequently, on scrutiny of the record it transpired that the vendor Habib-Ullah had already sold the said land to some other person in favour of whom a mutation already stood attested. In fact that Patwari and the Garwadar in league with the vendor Habib-Ullah had fraudulently got the second mutation of the same land attested in favour of the complainant which being illegal was cancelled.

Mr. Rab Nawaz made a number of complaints to the Revenue Authorities for action against the Patwari and the Gardawar but of no avail. He then approached this office for intervention and redressal of this grievance.

On the intervention of this office, the Competent Authority held Departmental proceedings against the Gardawar and the Patwari and dismissed the Gardawar from service but exonerated the Patwari as being not guilty. The Agency also advised the complainant to approach the Civil Court for the return of his money from the vendor.

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

### **COMPLAINT NO.7261/2001 C.R-40/2002**

#### **FRAUDULENT TRANSFER OF LAND**

Mr. Tareeqat Ali Khan presently at Quetta made a compliant to this office that Patwari of Village Mari Kalan, Tehsil Ferozewala, fraudulently transferred his agricultural land measuring 8 kanals to Mr. Muhammad Ramzan S/o Imam Ali through Mutation No. 803. He made a number of requests to the Revenue Authorities of Ferozewala/Sheikhupura to cancel the said fraudulent mutation and restore his ownership but of no avail. Hence, he requested the Provl. Ombudsman for intervention and redressal of his grievance.

On intervention from this office, the agency conceded that vide Mutation No.803, one Mr. Muhammad Rafique S/o Muhammad Ali caste Qureshy of Village Mari Kalan Tehsil Ferozewala had fraudulently transferred the said land to Mr. Muhammad Ramzan S/o Imam Ali. The agency ensured that at the time of preparation of the Register Haqdarane-Zameen, the said mutation No. 803 will be cancelled through revision and ownership of the complainant will be restored.

This office however, directed, the E.D.O (R) Sheikhupura to take up the revision proceedings for the cancellation of fraudulent Mutation No. 803 immediately and also get a case of fraud registered with the Police against Muhammad Rafique and Muhammad Ramzan and submit a compliance report to this office within a period of two months.

This grievance of the complainant was thus redressed.

### **COMPLAINT NO.6962/2001 C.R-54/2002**

#### **ILLEGAL TRANSFER OF LAND TO ANOTHER PERSON UNAUTHORIZEDLY**

Mr. Muhammad Ilyas S/o Rehmat Ali in 1997 purchased land measuring 8 kanals in village Mari Khurd, Tehsil Ferozewala, Distt. Sheikhupura through a Registered Deed from one Mr. Bhudoo Khan S/o Sosingh. The said land was duly mutated in his favour and shown in his name in Register Haqdarane-Zameen upto 1992. Subsequently, on a decree issued by the Civil Court in favour of one Mr. Bagh Ali Shah, the Patwari Halqa instead of transferring Khasra No. 4696 of Ghulam Haider mentioned in the decree, illegally and

fraudulently transferred Khasra No. 4196 owned by the complainant through Mutation No. 932 to Mr. Bagh Ali Shah.

The complainant made a number of requests to the Revenue Authorities for the revision of the said illegal mutation and releasing his land, but of no avail. Hence he sought intervention of the Provincial Ombudsman in the matter.

On intervention by this office, the Tehsildar Ferozewala after going through the relevant record conceded that Khasra No. 4196 belonging to the complainant had wrongly been included in Mutation No. 932 whereas actually Khasra No. 4696 of Ghulam Haider had to be transferred.

This office accordingly directed the agency to immediately revise Mutation No. 932 as per rules, release Khasra No. 4196 of the complainant, make necessary correction in the Revenue record and initiate action against the concerned Patwari and Kanoongo under the Punjab Removal of Service (Special Powers Ordinance 2000) for wrongly and illegally including the land of the complainant in the said mutation and submit a compliance report within two months.

The grievance of the complainant was thus got redressed.