### **TABLE-I**

# YEAR WISE RECEIPT AND DISPOSAL OF COMPLAINTS ( 30.9.1996 TO 31.12. 2013)

|                 | 1996-97 | 1998   | 1999   | 2000   | 2001   | 2002   | 2003   | 2004   | 2005   | 2006   | 2007   | 2008   | 2009   | 2010   | 2011   | 2012   | 2013   |
|-----------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Brought Forward | -       | 10,049 | 6,018  | 4,001  | 5,465  | 5,651  | 3,800  | 3,683  | 4,733  | 2,440  | 2,965  | 2,786  | 6,628  | 2,636  | 1,983  | 2,885  | 3,598  |
| Receipt         | 17,801  | 11,501 | 11,696 | 8,909  | 8,385  | 8,586  | 9,392  | 8,434  | 8,503  | 11,872 | 13,681 | 8,997  | 13,157 | 10,252 | 10,542 | 10,575 | 27,658 |
| Total Processed | 17,801  | 21,550 | 17,714 | 12,910 | 13,850 | 14,237 | 13,192 | 12,117 | 13,236 | 14,312 | 16,646 | 11,783 | 19,785 | 12,888 | 12,525 | 13,460 | 31,256 |
| Disposal        | 7,752   | 15,532 | 13,713 | 7,445  | 8,199  | 10,437 | 9,509  | 7,384  | 10,796 | 11,347 | 13,860 | 5,155  | 17,149 | 10,905 | 9,640  | 9,862  | 21,480 |
| Carried Forward | 10,049  | 6,018  | 4,001  | 5,465  | 5,651  | 3,800  | 3,683  | 4,733  | 2,440  | 2,965  | 2,786  | 6,628  | 2,636  | 1,983  | 2,885  | 3,598  | 9,776  |

Total Number of Complaints Received: 199,941

Total Number of Complaints Disposed of: 190,165

Carried Forward: 9,776

#### **TABLE-II**

## DEPARTMENT WISE RECEIPT OF COMPLAINTS & SUO MOTO TAKEN DURING 2013

| Sr.<br>No. | DEPARTMENT/AGENCY                        | Complaints | Suo Motu | Total |
|------------|--|------------|----------|-------|
| 1          | Police                                   | 2874       | 2085     | 4959  |
| 2          | Education                                | 2274       | 655      | 2929  |
| 3          | LG & CD                                  | 1356       | 1269     | 2625  |
| 4          | Health                                   | 1093       | 863      | 1956  |
| 5          | Board of Revenue                         | 1689       | 109      | 1798  |
| 6          | S&GAD                                    | 1425       | 22       | 1447  |
| 7          | DCO's                                    | 610        | 783      | 1393  |
| 8          | WASA                                     | 396        | 361      | 757   |
| 9          | A.G. Punjab                              | 747        | 3        | 750   |
| 10         | Irrigation & Power                       | 573        | 107      | 680   |
| 11         | HUD & PHE                                | 187        | 467      | 654   |
| 12         | BF Board                                 | 639        | 2        | 641   |
| 13         | BISE's                                   | 544        | 2        | 546   |
| 14         | Dev.Authorities                          | 365        | 171      | 536   |
| 15         | Finance                                  | 496        | 29       | 525   |
| 16         | Communication and Works                  | 349        | 117      | 466   |
| 17         | Universities                             | 418        |          | 418   |
| 18         | Agriculture                              | 228        | 51       | 279   |
| 19         | Excise & Taxation                        | 189        | 55       | 244   |
| 20         | Industries                               | 82         | 154      | 236   |
| 21         | Labour & Human Resource                  | 157        | 48       | 205   |
| 22         | Forestry, Wildlife & Fisheries           | 148        | 51       | 199   |
| 23         | Transport                                | 71         | 114      | 185   |
| 24         | Anticorruption Establishment             | 146        | 24       | 170   |
| 25         | Bait-ul-Maal                             | 133        | 33       | 166   |
| 26         | Food                                     | 66         | 100      | 166   |
| 27         | Livestock & Dairy Development            | 84         | 58       | 142   |
| 28         | Prisons                                  | 75         | 43       | 118   |
| 29         | Home                                     | 70         | 43       | 113   |
| 30         | Environment Protection                   | 59         | 52       | 111   |
| 31         | TEVTA                                    | 104        | 4        | 108   |
| 32         | Augaf                                    | 61         | 30       | 91    |
| 33         | Cooperatives                             | 82         | 8        | 90    |
| 34         | Zakat & Ushr                             | 62         | 10       | 72    |
| 35         | Social Welfare                           | 69         |          | 69    |
| 36         | Population Welfare                       | 51         | 1        | 52    |
| 37         | PBOTE                                    | 42         | 2        | 44    |
| 38         | PPSC                                     | 43         | 1        | 44    |
| 39         | PHA                                      | 38         | 4        | 42    |
| 40         | Social Security                          | 40         | 1        | 41    |
| 41         | Planning & Development                   | 15         | 24       | 39    |
| 42         | YAS&T                                    | 17         | 22       | 39    |
| 43         | Punjab Govt. Servants Housing Foundation | 35         |          | 35    |
| 44         | Mines & Minerals                         | 29         | 5        | 34    |
| 45         | Information Culture & Youth Affairs      | 24         | 3        | 27    |
| 46         | Rescue 1122                              | 6          | 3        | 9     |
| 47         | Small Industries                         | 9          |          | 9     |
| 48         | Archeology                               | 8          |          | 8     |
| 49         | PTBB                                     | 4          | 3        | 7     |
| 50         | Prosecution                              | 6          | <u>_</u> | 6     |
| 51         | PRSP                                     | 5          |          | 5     |
| 52         | Sports                                   | 5          |          | 5     |
| 53         | Human Rights & Minorities                | 3          | 3        | 3     |
| 54         | MPDD                                     | 2          | 3        | 2     |
| 55         | Law & Parlimantary Affairs               | 2          |          | 2     |
| - 55       | Total                                    | _          | 7995     | 26297 |
|            | Total                                    | 10302      | 1995     | 20231 |

Federal/Private Matters/where departments were not mentioned 1,361 1,361 Grand Total 19,663 7,995 27,658

### **TABLE-III**

# DISTRICT WISE COMPLAINTS RECEIVED & SUO MOTO TAKEN DURING 2013

| SR.<br>NO. | DISTRICT          | Complaints | Suo Moto | Total |
|------------|-------------------|------------|----------|-------|
| 1          | Lahore            | 3033       | 1759     | 4792  |
| 2          | Kasur             | 1631       | 573      | 2204  |
| 3          | Faisalabad        | 1109       | 461      | 1570  |
| 4          | Sheikhupura       | 936        | 480      | 1416  |
| 5          | Sargodha          | 1016       | 374      | 1390  |
| 6          | Multan            | 871        | 383      | 1254  |
| 7          | Gujranwala        | 685        | 383      | 1068  |
| 8          | Sialkot           | 673        | 291      | 964   |
| 9          | Rahimyar Khan     | 653        | 156      | 809   |
| 10         | Sahiwal           | 379        | 313      | 692   |
| 11         | Rawalpindi        | 294        | 357      | 651   |
| 12         | Narowal           | 558        | 79       | 637   |
| 13         | Khanewal          | 438        | 193      | 631   |
| 14         | Jehlum            | 328        | 239      | 567   |
| 15         | Okara             | 388        | 173      | 561   |
| 16         | Gujrat            | 461        | 93       | 554   |
| 17         | Jhang             | 387        | 153      | 540   |
| 18         | Muzaffargarh      | 359        | 171      | 530   |
| 19         | Nankana Sahib     | 276        | 253      | 529   |
| 20         | Toba Tek Singh    | 376        | 147      | 523   |
| 21         | Bhawalnagar       | 475        | 37       | 512   |
| 22         | Attock            | 219        | 263      | 482   |
| 23         | Bhawalpur         | 411        | 42       | 453   |
| 24         | Hafizabad         | 323        | 92       | 415   |
| 25         | Pakpattan         | 274        | 123      | 397   |
| 26         | Dera Ghazi Khan   | 333        | 48       | 381   |
| 27         | Vehari            | 284        | 75       | 359   |
| 28         | Mianwali          | 303        | 27       | 330   |
| 29         | Chakwal           | 203        | 75       | 278   |
| 30         | Mandi Baha-ud-Din | 243        | 26       | 269   |
| 31         | Rajanpur          | 232        | 34       | 266   |
| 32         | Bhakkar           | 199        | 36       | 235   |
| 33         | Khushab           | 207        | 13       | 220   |
| 34         | Layyah            | 117        | 27       | 144   |
| 35         | Chiniot           | 120        | 23       | 143   |
| 36         | Lodhran           | 104        | 23       | 127   |
| 37         | Other Province    | 90         |          | 90    |
|            | Total             | 18988      | 7995     | 26983 |

Complaints where districts were not mentioned 675 675 **Grand Total** 19663 7995 27658

### TABLE-IV

#### COMPLAINTS PERTAINING TO MALADMINISTRATION IN MATTERS RELATING TO SERVICE DURING 2013

| SR.<br>NO. | DESCRIPTION   | COMPLAINTS |
|------------|---|------------|
| 1          | Pensionary and Other Retirement Benefits  | 1919       |
| 2          | Release/Fixation of Pay   | 434        |
| 3          | Appointment Under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of service) Rules 1974 | 270        |
| 4          | Payment of Pending Bills (Medical, TA/DA etc)   | 264        |
| 5          | GP Fund   | 230        |
| 6          | Benevolent Fund   | 201        |
| 7          | Selection Grade / Promotion / Move-over   | 198        |
| 8          | Family Pension  | 192        |
| 9          | Grant of Increaments  | 62         |
| 10         | Appointment Against Quota for the Children of Employees (BS-1 to 5)                                       | 41         |
| 11         | Appointment Against Quota for the Disabled  | 23         |
| 12         | Completion of Service Book/Service Record   | 21         |
| 13         | Transfer of PPO   | 21         |
| 14         | Issuance of Last Pay Certificate  | 16         |
|            | TOTAL   | 3,892      |

## TABLE-V

## NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2013

| SR.NO | CATEGORY                            | COMPLAINTS | %AGE  |
|-------|-------------------------------------|------------|-------|
| 1     | Service Matters                     | 772        | 20.83 |
| 2     | Concerning Federal Agencies         | 654        | 17.64 |
| 3     | Anonymous                           | 455        | 12.27 |
| 4     | Private Matters                     | 360        | 9.71  |
| 5     | Without NIC/Affidavit               | 351        | 9.47  |
| 6     | Non-indication of Maladministration | 291        | 7.85  |
| 7     | Not Addressed to this Office        | 267        | 7.20  |
| 8     | Subjudice                           | 155        | 4.18  |
| 9     | From Non-aggrieved persons          | 106        | 2.86  |
| 10    | Policy Matter                       | 57         | 1.54  |
| 11    | Already Disposed in Limini          | 53         | 1.43  |
| 12    | Concerning Banking Mohtasib         | 50         | 1.35  |
| 13    | Press Clippings                     | 35         | 0.94  |
| 14    | For Appointments                    | 28         | 0.76  |
| 15    | For Financial Help                  | 23         | 0.62  |
| 16    | Time Barred                         | 22         | 0.59  |
| 17    | Concerning Other Provinces          | 20         | 0.54  |
| 18    | Premature                           | 7          | 0.19  |
| 19    | Concerning Tax Ombudsman            | 1          | 0.03  |
|       | TOTAL                               | 3,707      | 100   |

#### **TABLE-VI**

# NATURE OF MALADMINISTRATION REFLECTED IN MAINTAINABLE CASES DURING 2013

| SR.<br>NO. | NATURE OF MALADMINISTRATION (ALLEGED)  | COMPLAINTS | suo мото | TOTAL  |
|------------|--|------------|----------|--------|
| 1          | Administrative Excesses, Discrimination,<br>Favouritism, Arbitrary, Unjust and Biased<br>Decisions | 5,953      | 3,495    | 9,448  |
| 2          | Inattention, Delay, Neglect, Inefficiency and Ineptitude   | 7,168      | 2,198    | 9,366  |
| 3          | Corrupt Practices  | 2,835      | 2,302    | 5,137  |
|            | TOTAL  | 15,956     | 7,995    | 23,951 |
|            |  |            |          |        |
|            | Total Maintainable Complaints Received   | 15,956     | 7,995    | 23,951 |
|            | Total Non-Maintainable Complaints Received   | 3,707      | -        | 3,707  |
|            |  | 19,663     | 7,995    | 27,658 |

**Total Complaints Received** 

### **TABLE-VII**

# DISPOSAL OF COMPLAINTS DURING 2013

| DESCRIPTION  | COMPLAINTS | SUO MOTU | TOTAL  |
|--|------------|----------|--------|
| Disposed of in Limini i.e. non-maintainable complaints | 3,707      |          | 3,707  |
| Disposed of after Investigation                        | 10,816     | 6,957    | 17,773 |
| TOTAL  | 14,523     | 6,957    | 21,480 |
|  |            |          |        |
| Complaints brought forward                             | 3,598      |          | 3,598  |
| Complaints received                                    | 19,663     | 7,995    | 27,658 |
| Total complaints processed                             | 23,261     | 7,995    | 31,256 |
| Total disposal of complaints                           | 14,523     | 6,957    | 21,480 |
|  |            |          |        |

**Carried Forward** 

8,738 1,038

9,776

### **TABLE-VIII**

#### Representations Decided by the Governor During 2013

| Total | Rejected | Accepted | Filed | Modified | Substituted | Remanded | TimeBarred | WithDrawn | Amended |
|-------|----------|----------|-------|----------|-------------|----------|------------|-----------|---------|
| 986   | 640      | 55       | 97    | 72       | 1           | 16       | 79         | 20        | 6       |