



**OMBUDSMAN (محاسب) SECRETARIAT,
GOVERNMENT OF KHYBER PAKHTUNKHWA**

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/0267/01/2024.
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Kamil Zada r/o KPRA Southern Region Bannu, House No. 207 Sector-B Bannu Township District Bannu, (Contact # 0346-9442613).
3	NAME OF THE AGENCY COMPLAINED AGAINST	Director General, Khyber Pakhtunkhwa Revenue Authority, Peshawar.
4	NAME OF THE INVESTIGATION OFFICER	Sadiq Dilawar, Senior Investigation Officer.
5	SUBJECT OF COMPLAINT	Request for Inquiry.
6	DATE OF REGISTRATION	06/02/2024.
7	DATE OF FINDINGS	23/09/2024.

THE COMPLAINT

Mr. Kamil Zada, Audit Officer in KPRA has filed a complaint stating that his case for promotion is pending for the last four years in the HR Department of KPRA. He alleged that the department has appointed individuals illegally, in violation of KPRA rules. Despite several requests to the authority to address this issue and consider his case, no action has been taken. He approached this forum and requested that injustice done to him may be redressed.

REPLY OF THE AGENCY

Notice under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 was issued to Director General, Khyber Pakhtunkhwa Revenue Authority, Peshawar to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Director (HR, Admin & Coord) KPRA submitted that Director General KPRA called the complainant in person on 29/02/2024 to listen to his observations in detail for prompt redressal of his grievance. However, the complainant repeated the same claim/request which he has made to this authority. The authority in the interest of fairness and transparency, had constituted two Committees for redressal of the grievances of the complainant. The Committee report shows that Mr. Kamil Zada, Audit Officer (BPS-16) through his application stated that his experience of 10 months from 01/04/2011 to 31/01/2012 at Millat Tobacco Industries (Pvt) Limited and that two months from 28/08/2009 to 28/10/2009 have not been counted and requested for inclusion in the calculation of his experience marks and his aggregate marks may be adjusted accordingly. The Committee examined the applications and its annexures as well as the short listing sheet and final evaluation sheet and found that the certificates for the above mentioned experience were not provided/mentioned at the time of recruitment. The Committee found that his experience marks are calculated as per the experience certificates provided by the complainant comes to be of 06 years and there was no error/omission in calculating his experience vis-à-vis to the documents provided at that time. The Committee, therefore, agreed that no change in the second tentative seniority list is required.

