

# **OMBUDSMAN**

## **GOVERNMENT OF KHYBER PAKHTUNKHWA**



**“EASY ACCESS,  
QUICK RESOLUTION”**



إِنَّ اللَّهَ يُحِبُّ الْمُقْسِطِينَ ٤٢

“Indeed, Allah loves those  
who act justly.”

Al Ma'idah Verse 42



صوبائی محتسب خیبر پختونخوا







## **Vision**

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To ensure that the Khyber Pakhtunkhwa is served by a fair and efficient public administration committed to accountability, Transparency and quality of service

## **Mission Statement**

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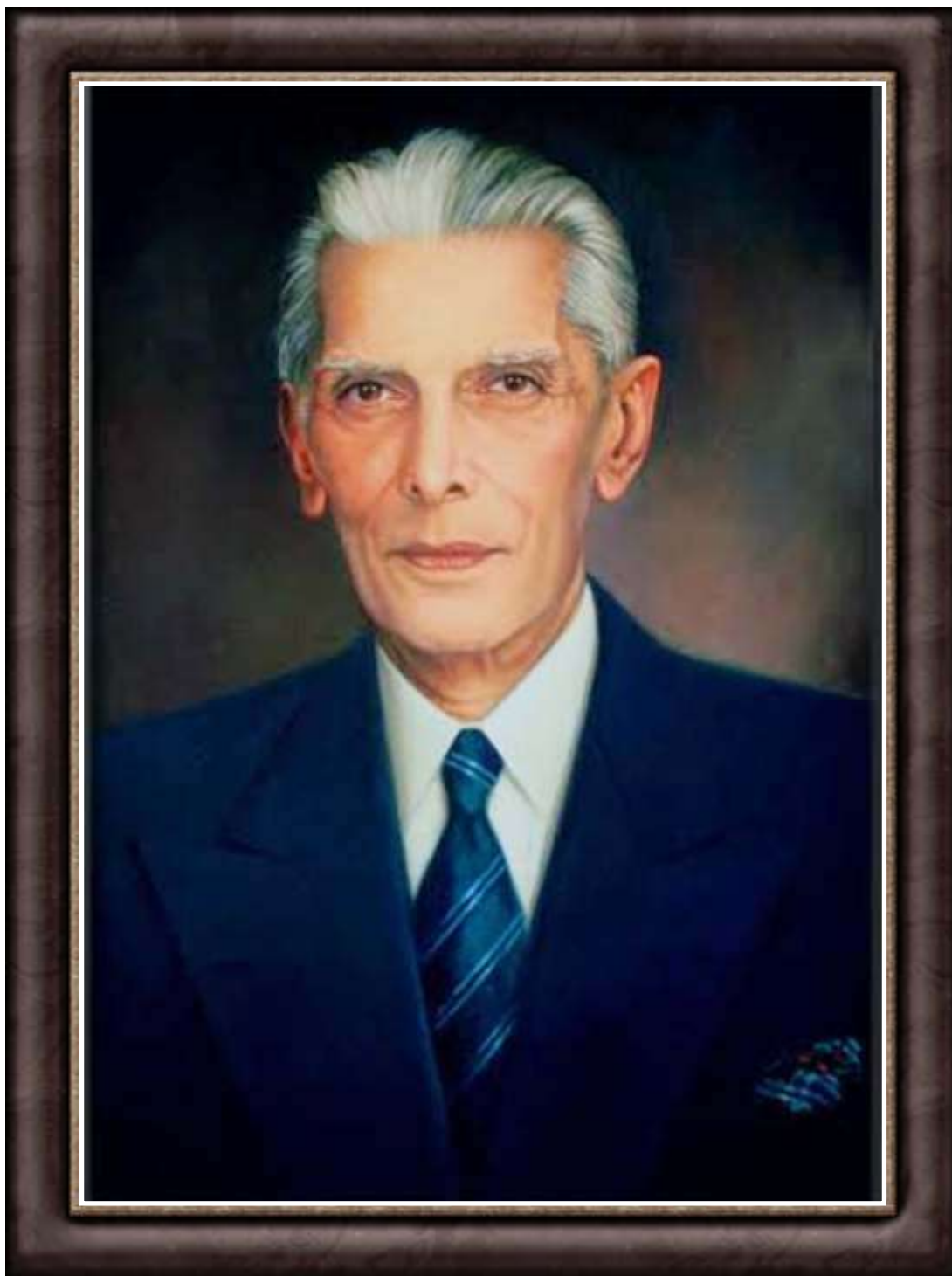
Through independent, objective and impartial investigations, we aim to redress grievances and address issues arising from maladministration in the public sector. Our goal is to improve the quality and standard of public service delivery while promoting fairness in public administration.

## **Values**

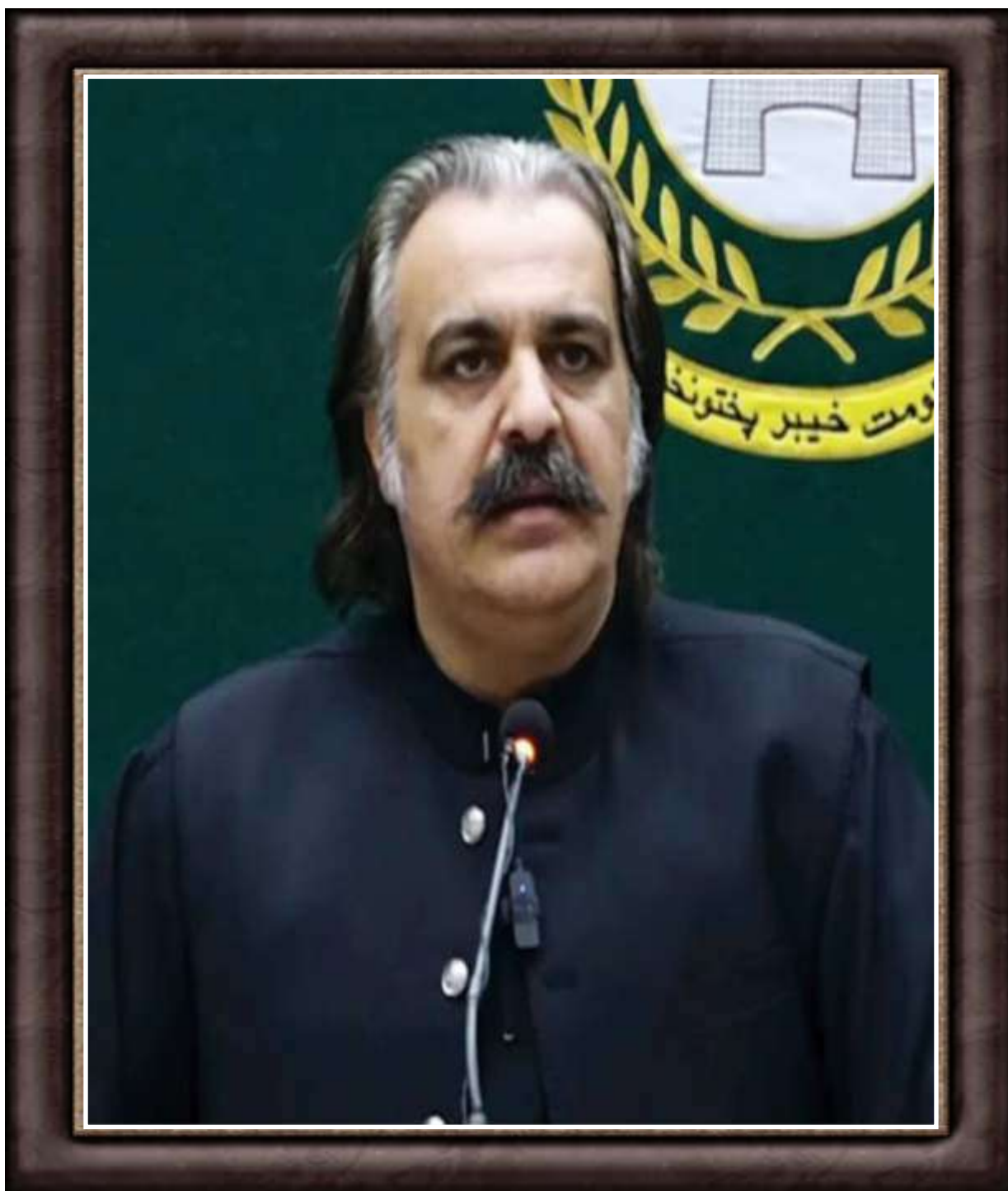
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- Maintaining impartiality and objectivity in our investigations.
- Ensuring accessibility and accountability to the public.
- Treating the public and organizations with courtesy and respect.
- Upholding professionalism in the performance of our functions.





Quaid-e-Azam  
**Muhammad Ali Jinnah**  
Founder of the Nation



**Sardar Ali Amin Khan Gandapur**  
Honorable Chief Minister  
Khyber Pakhtunkhwa



CHIEF MINISTER

Pakhtunkhwa House  
S.A.Q. Road,  
Peshawar Cantt.

## MESSAGE

The Office of the Provincial Ombudsman, Khyber Pakhtunkhwa, since its establishment in the year 2011, has been facilitating redressal of thousands of complainants against maladministration by the provincial government agencies / departments. The core responsibility of the Provincial Ombudsman is to provide inexpensive and speedy relief to the people of Khyber Pakhtunkhwa. Accountability is an essential requirement for good governance. Provincial Ombudsman Khyber Pakhtunkhwa works to bridge the gap between the citizens and the government organizations. The significant increase in number of complaints indicates an enhanced trust of the people in the Provincial Ombudsman Office for speedy redressal of their grievances. The incumbent provincial government is committed to go all out to ensure improved governance system in the province with zero tolerance policy against corruption and malpractices. Improving the services delivery promoting meritocracy, transparency and social justice in all the public service entities across the province is one of the priority areas of the provincial government. Pakistan Tekreek-e-Insaaf was envisaged as a movement to fight for a just and equitable society, where equal opportunities exist for all citizens, without any discrimination on the basis of race, ethnicity, origin, gender or religion. My government stands for an effective governance system with merit, justice and responsiveness as the guiding principles. The office of the provincial ombudsman is playing very important role in this regard. May Allah almighty help this institution to continue serving common citizens with dedication.

**Sardar Ali Amin Khan Gandapur**  
Chief Minister Khyber Pakhtunkhwa





**Aftab Alam Afridi**  
Honorable Minister for Law,  
Parliamentary Affairs & Human Rights  
Kyber Pakhtunkhwa



**OFFICE OF THE MINISTER FOR LAW,  
PARLIAMENTARY AFFAIRS & HUMAN RIGHTS,  
KHYBER PAKHTUNKHWA**

(Civil Secretariat, Peshawar)  
Phone No: 091-9211012 / 9210710

**Minister for Law, Parliamentary Affairs and Human  
Rights, Khyber Pakhtunkhwa - Message:**

The Office of Ombudsman “Mohtasib” was established in many early Muslims states to ensure that no wrongs were done to its citizens. The Institution of Ombudsman is designed to bridge the gap between administration of the provincial government and the citizens to improve administrative processes and procedures in order to help curb misuse of authority and discretionary powers. The “**Ombudsman**” is an important tool for good governance, administrative justice and a vital instrument for speedy grievance redressal of aggrieved persons against maladministration of government functionaries and departments. It is a matter of great satisfaction that the Institution of Ombudsman has taken firm roots in Khyber Pakhtunkhwa. The significant increase in number of complaints indicates an enhanced trust of the people in the Provincial Ombudsman Office for speedy redressal of their grievances.

Lastly, I commend the efforts of the Ombudsman and his team for their dedicated work in providing relief to thousands of complainants free of cost. May Allah Almighty help this Institution to further serve the common citizens and create facilities for them with dedication.

**(Aftab Alam Afridi)**  
Minister for Law, Parliamentary  
Affairs and Human Rights, Khyber  
Pakhtunkhwa



**Syed Jamalud din Shah**  
Provincial Ombudsman,  
Khyber Pakhtunkhwa





## **OMBUDSMAN'S MESSAGE**

It is with great pride and satisfaction that I present the Annual Report for the year 2024, highlighting key achievements, challenges, and milestones of the Office of the Ombudsman Khyber Pakhtunkhwa. This institution remains steadfast in its commitment to ensuring transparency, accountability, and justice in public administration, serving as a bridge between the people and the government.

Over the past year, we have made significant progress in addressing public grievances, promoting good governance, and improving public service delivery across the province. Our focus has been on enhancing accessibility, expediting complaint resolution, and ensuring that every citizen receives fair and impartial treatment.

Despite facing numerous administrative and structural challenges, my team and I have remained resolute in our mission. I extend my heartfelt appreciation to the dedicated staff, advisors, and consultants who have worked tirelessly to uphold the integrity of this institution. Their unwavering commitment has been instrumental in achieving the targets set for the year.

Looking ahead, we are determined to build on this progress, further strengthening our mechanisms to combat maladministration and ensure justice for all. I firmly believe that with continued dedication and the support of the people, the Office of the Ombudsman Khyber Pakhtunkhwa will continue to serve as a pillar of fairness and accountability in the province.

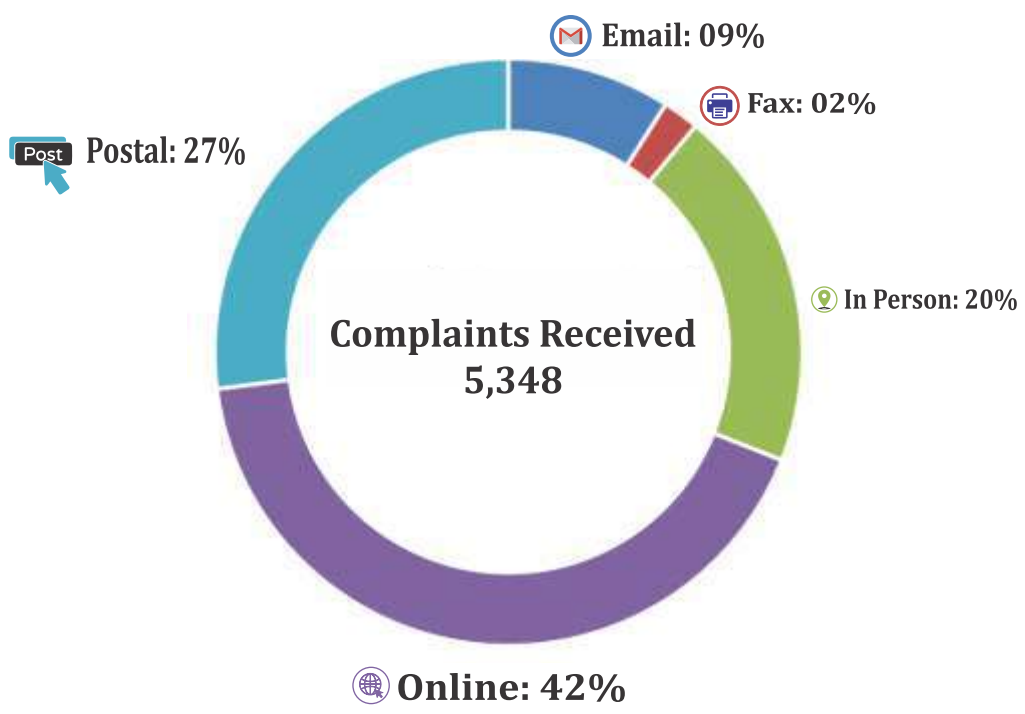
I welcome valuable feedback and suggestions from the public, as they play a crucial role in refining our efforts and making our services more effective. Together, we can create a more just and efficient governance system for the people of Khyber Pakhtunkhwa.

**(SYED JAMALUD DIN SHAH)**  
Provincial Ombudsman  
Khyber Pakhtunkhwa

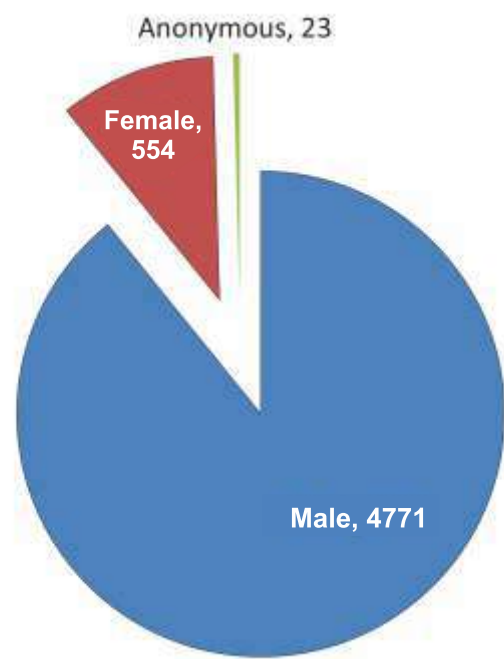


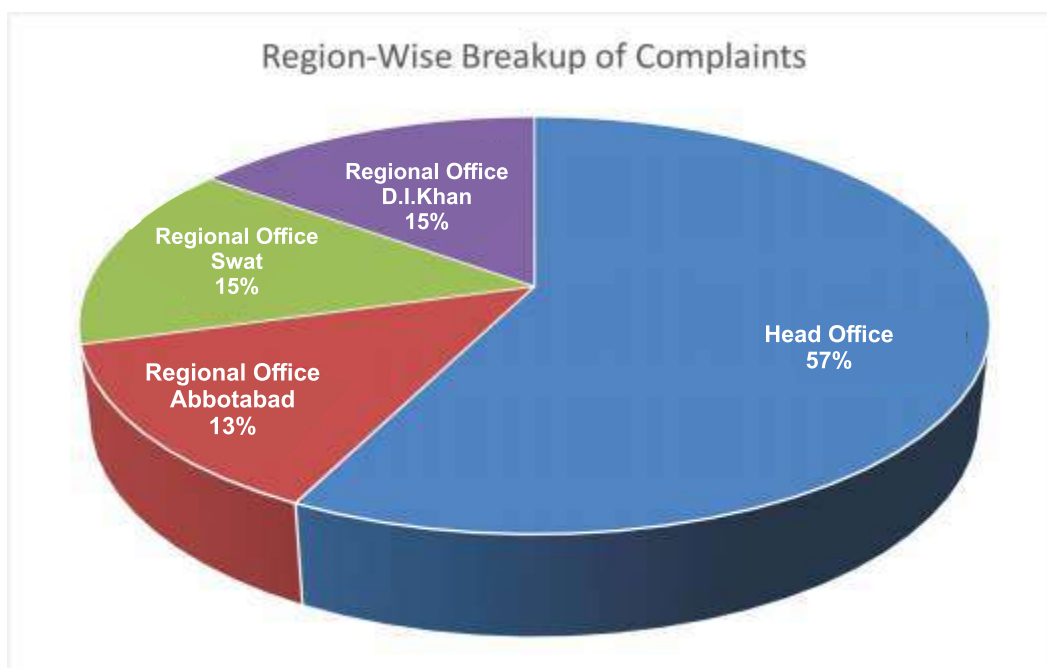
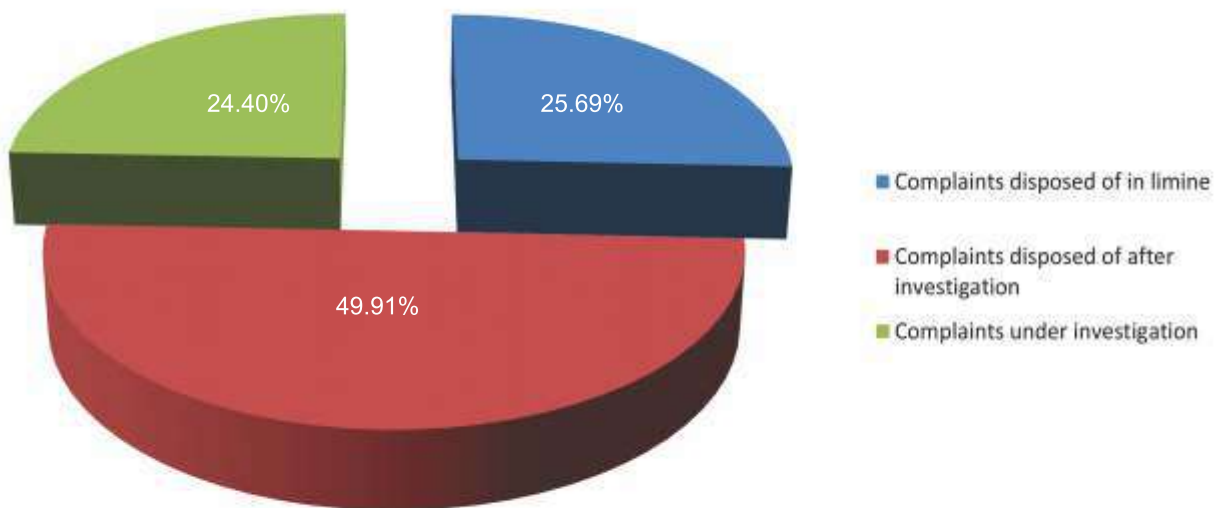
**Meeting Of Honourable Ombudsman  
Khyber Pakhtunkhwa With Honourable  
Speaker Of Khyber Pakhtunkhwa  
Mr.Babar Saleem Swati**

# Key Figures Of The Year



Total Complaints  
5348







D.O. No. PO.01 /2025

Dated: Peshawar the 25th Feb, 2025

Dear Chief Minister,

It is a great honor for me to present the Annual Report 2024 in pursuance of Section 27(1) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010. This report provides a detailed account of the activities of this office, highlighting its targets, outcomes, and areas for further improvement. Me and my team are committed to enhancing our investigation skills and strengthening regional offices. However, due to limited financial resources, we have personally visited some of the most backward areas of the province to raise awareness about the role and responsibilities of this forum.

The public has highly appreciated the establishment of regional offices by the Provincial Ombudsman. These offices, along with government representatives, will facilitate complainants in their respective areas and regions, saving them time and money by eliminating the need to travel to Peshawar. The demand for establishing divisional-level offices was recognized, and a summary has already been moved to the provincial government for approval through the Law Department.

The Provincial Ombudsman Khyber Pakhtunkhwa operates under the Provincial Ombudsman Act 2010, with the following key mandates:

- Protecting the legitimate rights of the people by discouraging acts of maladministration by provincial government agencies and ensuring adherence to the Rule of Law.
- Redressing and rectifying injustices, suppressing corrupt practices, and ensuring good governance.
- Effecting changes in government policies, procedures, and legislation, educating the public, and investigating and reviewing the actions of government agencies.
- Identifying the root causes of corruption and injustice through research and recommending corrective measures to the government for eradicating such malpractices.

The role of the Ombudsman in promoting and protecting human rights, good governance, and the rule of law is universally recognized in accordance with international standards. With this mandate, my team and I have worked diligently to address public grievances in a just and timely manner.

A brief summary of complaints managed during the current year is as follows:

- 4,297 complaints were newly registered.
- 1,051 complaints were carried forward from the previous year.
- A total of 5,348 cases were processed.
- 4,043 complaints were successfully disposed of.
- 1,305 complaints remain pending for the next year.

This revised version ensures better readability, grammar accuracy, and professional presentation while retaining the original meaning. Let me know if you need any further refinements!

With kind regards,

Yours sincerely



(SYED JAMALUD DIN SHAH)

**SARDAR ALI AMIN KHAN GANDAPUR**  
Hon'ble Chief Minister Khyber Pakhtunkhwa

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### Preamble

The Annual Report of the Khyber Pakhtunkhwa Ombudsman provides a comprehensive overview of the institution's activities, performance, and achievements during the year. Established to promote good governance, transparency, and accountability, the office serves as a pivotal mechanism for addressing grievances of citizens against public institutions.

This report highlights key milestones, significant case resolutions, and systemic improvements initiated to enhance public service delivery. It reflects the Ombudsman's unwavering commitment to safeguarding the rights of individuals by ensuring that public entities adhere to principles of justice, fairness, and rule of law.

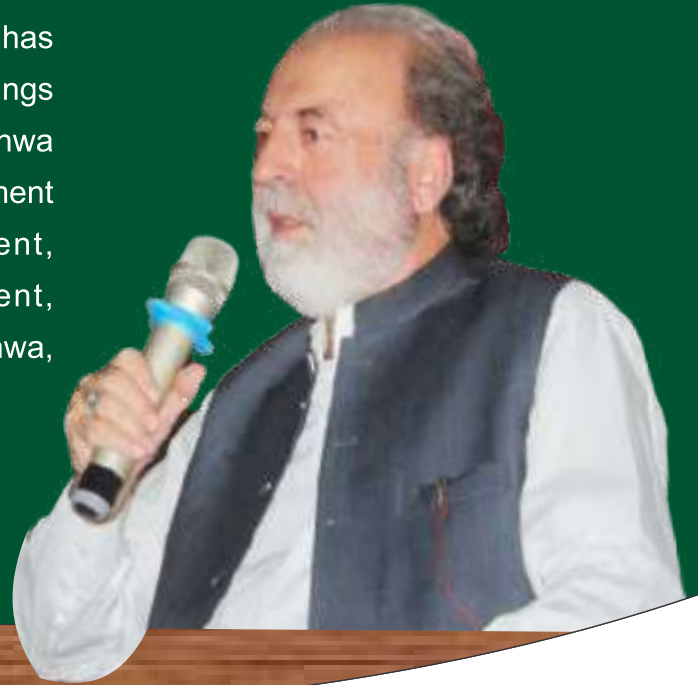
Through proactive investigations, public awareness initiatives, and collaboration with various stakeholders, the Ombudsman aims to create an efficient and people-centric administrative framework. The report also outlines challenges encountered, lessons learned, and recommendations to strengthen institutional integrity and responsiveness.

We extend our gratitude to the public, government agencies, and the dedicated team of the Ombudsman office for their invaluable contributions to fostering accountability and trust in governance. This report serves not only as an accountability document but also as a blueprint for future reforms and innovations in public service.



# The Ombudsman's Introduction

Took oath as the 4th Ombudsman for the Province of Khyber Pakhtunkhwa on 02/08/2021. He has rendered over 33 years Provincial Service and has held important Administrative as well as field postings like Secretary to Government of Khyber Pakhtunkhwa Establishment Department, Secretary to Government of Khyber Pakhtunkhwa, Local Government, Elections & Rural Development Department, Secretary to Government of Khyber Pakhtunkhwa, Sports, Culture & Tourism Department.



He has also held important field positions like Divisional Commissioner, Kohat Division Kohat, Commissioner Afghan Refugees, D.G Excise, Taxation & Narcotics Control Department, D.C.O District Administration Bannu and Deputy Secretary Chief Minister Secretariat Khyber Pakhtunkhwa. His services were also utilized by the Government of Khyber Pakhtunkhwa in Political Administration Ex-FATA in five large populated Agencies like Assistant Political Agent (APA) District Khyber, South Waziristan, Kurram and Orakzai. Syed Jamal ud Din Shah visited many foreign countries in different official capacities. He visited Italy, Korea, Iran, Switzerland, Germany, China, Singapore in connection with important official assignments.

## Introduction:

The Ombudsman is an independent, impartial, and neutral public official who investigates and resolves complaints regarding government agencies, institutions, and public services.

### The Deep-Rooted Tradition of Accountability in Islam:

From the dawning of Islamic history, when Allah (Subhana Wata' Ala) conferred prophethood upon Hazrat Muhammad (PBUH), the core tenet of Ehtisab (Accountability) was etched into the hearts of its followers. The second Caliph, Hazrat Omar (RA), further institutionalized this concept, creating a legacy that began with the Qadi-al-Qadat, evolved into the Diwan-al-Mazalim, and eventually culminated in the Turkish Mohtasib system.

The Mohtasib: Guardian of Justice



Ensuring justice and fairness, the Mohtasib, a distinguished public figure appointed by the reigning Caliph or monarch, was tasked with overseeing public officials' accountability. They operated autonomously but always within a clear framework. By the Abbasids era (750-847), the inception of complaint-handling agencies like 'Diwan-al-Mazalim' marked a significant evolution. These agencies, helmed by senior judges, addressed public grievances against government officials.

### Modern-day Evolution:

The inception of the modern-day Ombudsman has its roots in the early 19th century. Sweden was the first nation to officially introduce the Ombudsman system in 1809. The term 'Ombudsman' itself is Swedish and translates to "agent" or "representative." Initially, the Swedish Parliamentary Ombudsman was instituted to ensure that public officials adhered to the law. This was particularly significant as Sweden transitioned from an absolute monarchy to a constitutional monarchy. The success of this model in Sweden drew international attention. Neighboring Nordic countries began adopting similar systems. However, it was in the 20th century, particularly post World War II, that the Ombudsman model began seeing widespread adoption beyond the Nordic region. Countries saw the value in having an independent body that could ensure transparency, fairness, and protect the rights of individuals against possible administrative injustices.

From its Swedish origins, the Ombudsman model has been tailored to suit various administrative cultures and legal systems across the world. Whether it's the "Public Defender" in Georgia or the "Human Rights Defender" in Poland, the essence remains consistent: an independent entity ensuring administrative accountability and protection of citizens' rights.

The system's success is evident in its wide-ranging global adoption, from Europe to Asia, Africa, and the Americas. Its adaptability and core principles of justice and accountability make it a crucial institution in both democracies and countries transitioning towards democratic systems.

The Khyber Pakhtunkhwa Provincial Ombudsman Office was established under the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, with the primary objective of addressing public grievances and ensuring accountability and good governance within the provincial government jurisdiction. The Ombudsman investigates complaints from citizens, providing a platform for redress and promoting accountability within the provincial administration.

**Recommendations and Reporting:** The Ombudsman makes recommendations to the provincial government to address grievances and improve governance, and submits annual reports to the provincial assembly.

## Reforms In The Ombudsman Institution:

The Provincial Government has introduced several amendments to the Ombudsman Act over the years for betterment of the Ombudsman Institution. For instance, the Khyber Pakhtunkhwa Provincial Ombudsman (Amendment) Bill, 2024, was passed to introduce changes to the original act. These changes came into effect on July 29, 2024,, highlighting the ongoing efforts to refine the ombudsman's role and effectiveness.

These amendments aim to enhance the ombudsman's powers, jurisdiction, and functions, ultimately strengthening the institution's ability to investigate complaints, promote transparency, and ensure good governance. By refining the ombudsman's mandate, the Khyber Pakhtunkhwa Government seeks to improve public services, reduce corruption, and increase citizen satisfaction. For instance, Section 14 (e) was added in the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 vide amendment 2024 to implement the orders of the Ombudsman during the course of proceedings.

**14. Powers of the Provincial Ombudsman.** --- (1) The Provincial Ombudsman shall, for the purposes of this Act, have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908, in respect of the matter, namely:

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) compelling the production of documents;
- (c) receiving evidence on affidavits;
- (d) issuing commission for the examination of witnesses 6[; and]
- (e) implementation of orders or directions issued to any Agency during the course of proceedings.]

Similarly, new sections like 14A and 14B were also added vide amendments 2024 to refrain the Agency / Department from any prejudicial action, while the case is under process in this Forum.

### **14A. Agency to refrain from taking any action in matters pending before the Provincial Ombudsman.---**

Once the Provincial Ombudsman has taken cognizance of a matter under this Act, the Agency concerned shall not take any prejudicial action in regard to that matter till the conclusion of proceedings:

Provided that the Provincial Ombudsman may allow the Agency concerned, if so requested in writing by the Agency, to take any action or continue any proceedings if the Provincial Ombudsman is of the opinion that such action or proceeding will not prejudicially affect the matter pending before him.

**14B. Willful avoidance to implement findings.---**Where an Agency willfully avoids any findings recorded by the Provincial Ombudsman under the provisions of this Act within the time period specified in sub-section (1) of section 12 of this Act, without any cogent reasons and without availing the remedies available in sections 12, 13, 13A and 31 of this Act, it shall tantamount to misconduct on part of the head of the Agency and the Provincial Ombudsman in that case shall, after giving an opportunity of hearing to the head of the Agency, have the authority to recommend disciplinary action against the head of the Agency to the relevant competent authority in accordance with the relevant law or rules for the time being in force.]

**Introduction of the Implementation Committee:** The recent amendments to the Khyber Pakhtunkhwa Provincial Ombudsman Act have introduced significant changes, particularly with the establishment of an Implementation Committee. This committee, constituted vide Section 13A of the Provincial Ombudsman Act, 2010, within the Law Department, is responsible for overseeing the execution of recommendations made by the Ombudsman. The Implementation Committee plays a crucial role in ensuring that the recommendations are translated into tangible actions.

(2) For the purpose of implementation of findings in accordance with the instructions issued under sub-section (1), there shall be an Implementation Committee in Law Department, which shall consist of-



(a) Secretary to Government of Khyber Pakhtunkhwa, Law, Parliamentary Affairs and Human Rights Department;	Chairperson
(b) Law Officer of the Law Department;	Member
(c) Director (Implementation), Provincial Ombudsman Secretariat;	Member
(d) a representative of concerned Administrative Department or Agency, not below the rank of BPS-18; and	Member
(e) Deputy Secretary (Admin), Law Department.	Member-cum-Secretary.

### Key Aspects of the Implementation Committee include:

- **Composition:** The committee consists of members from Law Department, Provincial Ombudsman Secretariat, Department / Agency concerned, ensuring a collaborative approach to implementation.
- **Mandate:** The committee is responsible for monitoring and facilitating the implementation of recommendations made by the Ombudsman.
- **Enhanced Accountability:** The committee's oversight helps ensure that government agencies and departments are held accountable for implementing the recommended actions.

These amendments demonstrate the government's commitment to strengthening institutions and promoting transparency and accountability. By establishing a dedicated committee to oversee implementation, the government aims to ensure that the Ombudsman's recommendations lead to meaningful change.

### Impact of Amendments:

The impacts of these amendments are multifaceted;

Firstly, they demonstrate the provincial government's commitment to accountability, transparency, and citizen-oriented governance.

Secondly, the enhanced powers and jurisdiction of the ombudsman office are likely to increase public trust and confidence in the institution.

Thirdly, introduction of implementation committee and ensuring good governance in the province.

Finally, by addressing public grievances and promoting good governance, the ombudsman office can contribute to improved service delivery, reduced malpractices, and enhanced socio-economic development in Khyber Pakhtunkhwa.

## An Overview of Statistical Data

According to the Annual Report 2024 of the Ombudsman Office, a significant surge in complaints was recorded, totaling over 5,348 cases - a notable increase from the previous year. This substantial rise in complaints filed with the Ombudsman Office indicates a growing awareness among the general public about their rights and the available avenues for redress.

REGION	NUMBER OF COMPLAINTS	% Age
Head Office	3066	57.33
Regional Office Abbottabad	709	13.26
Regional Office Swat	778	14.55
Regional Office D.I.Khan	795	14.87
<b>Total</b>	<b>5348</b>	<b>100.00</b>

The data reveals that majority of complaints pertained to issues related to public service delivery in offices and other administrative injustices. The Ombudsman Office demonstrated its effectiveness by resolving a considerable number of cases, with a disposal rate of over 70%.

S.NO	SUBJECT	COMPLAINTS	%age
1	Release of Salary/GP Fund/B.F/Insurance	640	11.97
2	Request for action against concerned officer	629	11.76
3	Miscellaneous complaints	298	5.57
4	Violation of Merit / Rules / Quota / Policy	285	5.33
5	Payment of outstanding Dues / Pay / Stipends	246	4.60
6	Poor water and sanitation issues	212	3.96
7	Non-payment/Delay/Increase of Pension/LPR	203	3.80
8	Compensation/ Death Grant/Financial Assistance	195	3.65
9	Delay in execution of approved schemes	191	3.57
10	Arrangements of buildings/repair /solarization of School	177	3.31
11	Abuse of powers / Misuse of Authority	161	3.01
12	Delay/Illegal/Non-issuance of Appointment Orders	156	2.92
13	Request for Upgradation / Promotion / Seniority	155	2.90

14	Re-instatement/Transfer /Regularization Service	148	2.77
15	Request for payment of Arrears/Increment/TA-DA	141	2.64
16	Appointment against Deceased Son's Quota	120	2.24
17	Functionalization of RHC/Tubewell/School	114	2.13
18	Illegal Transfer/Occupation/Encroachment of Land	113	2.11
19	Reimbursement of Medical Bills / Retirement grant	97	1.81
20	Correction / prov.of Degree/DMC / Domicile	92	1.72
21	Correction of WSSP/Electricity/ Gas Bill	87	1.63
22	Appointment against Retired Class-IV Son's quota	86	1.61
23	Recovery of money / illegal deduction	75	1.40
24	Cleanliness issues	74	1.38
25	Lack of basic facilities	71	1.33
26	Request for Fee Refund/ Scholarship/ Allowance	64	1.20
27	Delay/ Non-granting of Admission / Examinations	63	1.18
28	Irregularities / delay in recruitment process	50	0.93
29	Non-issuance of interview / test call letters / NOC	41	0.77
30	Allegations of corruption / Fraud cases	40	0.75
31	Negligence on part of Agencies	39	0.73
32	Request for Inquiry	35	0.65
33	Request for provision of information	33	0.62
34	Appointment Disable Quota / In Lieu of Land	32	0.60
35	Request for legal share in property	32	0.60
36	Delay in Verification of documents	30	0.56
37	Request for remission of fine / Illegal Taxation	26	0.49
38	Non-registration / fake FIR	25	0.47
39	Request for correction of revenue record	21	0.39
40	Request for re-checking of papers / marks	18	0.34
41	Allotment / Clearence of Plot/Residential Accomod:	17	0.32
42	Illegal transfer of Patwarkhana	16	0.30
<b>TOTAL</b>		<b>5348</b>	<b>100.00</b>

The increased number of complaints and the Ombudsman Office's prompt response reflect a positive trend, showcasing the growing trust of citizens in the institution. This upward trajectory also underscores the expanding awareness among the masses about their rights and the importance of holding public authorities accountable.

S.NO	YEAR	COMPLAINTS			
		Previous Year Balance	Admitted	Rejected	Total
1	2011	0	249	283	532
2	2012	71	583	251	905
3	2013	217	333	431	981
4	2014	103	659	491	1253
5	2015	253	522	439	1214
6	2016	418	615	584	1617
7	2017	304	480	486	1270
8	2018	394	445	396	1235
9	2019	244	637	497	1378
10	2020	292	749	730	1771
11	2021	382	482	865	1729
12	2022	392	881	1246	2519
13	2023	576	1620	1504	3700
14	2024	1051	2923	1374	5348
Total		4697	11178	9577	25452

### Public Awareness:

The Ombudsman Office's efforts to enhance public awareness through outreach programs, media campaign, and collaborations with civil society organizations have contributed significantly to this encouraging trend. As the Ombudsman Office continues to provide free and impartial services to the public, it is expected that this positive momentum will persist, fostering a culture of transparency, accountability, and good governance.



### Public Awareness Campaigns at Government Post Graduate Colleges of District Bannu, Karak and Miranshah (NMD):

Since students are the core means of dissemination of the message of the Ombudsman about the role and responsibilities of Ombudsman Institution in Khyber Pakhtunkhwa to maximum population of the province. Therefore, there were necessary to arrange Public Awareness Sessions in different Colleges of the province. Accordingly awareness sessions were conducted in Post Graduate Colleges of District Bannu, Miranshah and Karak, which step was highly appreciated by the public at large.



### **Public Awareness Campaigns at Government Post Graduate Colleges of District Tank, Mansehra:**

Similarly, Awareness Campaign Sessions were organized in Govt Post Graduate College Tank and Govt College of Management Sciences Mansehra. The students and faculty members appreciated the steps taken by the Ombudsman for awareness of the public about the role and responsibilities of Ombudsman Institution in Khyber Pakhtunkhwa. The audience were also informed in these districts about opening and operationalization of regional offices at D.I.Khan and Abbottabad. So that they can get free of cost access to justice at their door step, the core objective of this institution.







Public Awareness Campaign at Union Council Essa Khel District Peshawar

## Public Awareness Campaigns at Bacha Khan University Charsadda and outreach session for All Hotels Association Nathia Gali:

The Honorable, Provincial Ombudsman graced the occasion along with his team and chaired the session. The session commenced with recitation of holy verses from Quran. After welcoming address by the Vice Chancellor of the University, the Hon'ble Provincial Ombudsman explained to the audience the objective of the visit. The Ombudsman stated that students can play a pivotal role in fostering civic responsibility, promoting accountability and support the Ombudsman's mission. Students can raise awareness of the Ombudsman's role in promoting good governance, transparency and Human Rights. Brochures were distributed to the participants and standees elaborating the role of Ombudsman were also placed in the venue.

Similarly, at outreach session for All Hotels Association at Nathiagali, Senior Advisor to Federal Tax Ombudsman introduced the participants. The Honorable, Provincial Ombudsman while presiding the session stated that "Good Governance" is the hallmark of the Provincial Ombudsman. Its mandate is to listen to the grievances of taxpayers against the relevant departments. The participants were encouraged to speak freely for resolution of their concerns. While explaining the mechanism to file a complaint, they were told to do so online/email on their website along with evidence for resolution. The complainants shall be kept posted about the outcome.







Outreach session at Nathia Gali

### Public Awareness Session at Union Council Auditorium Kohat for Nazimeen, Naib Nazimeen and Village Councilors in District Kohat:

During monthly progress review meeting, it was suggested by the members that it would be appropriate that awareness session be conducted for Nazimeen, Naib Nazimeen and Village Councilors. Accordingly, in Kohat, Assistant Director (Senior) Local Government was informed to invite all the elected representatives of the district. All Tehsil Nazimeen, Naib Nazimeen, Village Councilors, etc were informed accordingly. The elected representatives highly appreciated the step and shared lots of complaints on spot.



## Public Awareness Campaign on Electronic Media:

Awareness campaign on electronic media has a significant access to large number of audience. Here are some effects of awareness campaign on electronic media:



1. Increased Reach: Electronic media platforms, such as television, radio, and social media, have a wide reach and can access a large audience.
2. Improved Awareness: Awareness campaign on electronic media can effectively educate people about social issues, good governance, or other important topics.
3. Behavioral Change: Well-designed awareness campaign can influence people's attitudes and behaviors, leading to positive changes in society.
4. Cost-Effective: Compared to traditional media, electronic media can be a cost-effective way to reach a large audience.
5. Measurable Impact: Electronic media platforms provide analytics and metrics, making it easier to measure the impact and effectiveness of awareness campaign.





### Public Awareness Carried Out By Regional Offices:

The Ombudsman Office's efforts to raise public awareness were also carried out at the regional level. The Deputy Registrars of the respective regions play a protentional role in disseminating the Ombudsman messages about the role, and responsibilities of the Ombudsman Institution through outreach programs, media campaign, and interactive with civil society organizations. Few highlights of awareness sessions at regional level are given as below:

### Public Awareness Campaign at Swat Region:

Difference outreach activities were performed by the Deputy Registrar Swat with support of District Government. "Kuli Kachehri" about role, responsibilities and mandate of the Provincial Ombudsman Khyber Pakhtunkhwa was also organized in Gwalera District Swat.



## Public Awareness Campaign at Abbottabad Region:

An awareness campaign event was held at Local Government Office Abbottabad according to the instructions of Hon'ble Provincial Ombudsman, Khyber Pakhtunkhwa. The awareness session was attended by large number of participants, including officials from office of Assistant Director Local Government, Abbottabad.

The Deputy Registrar Regional Office Abbottabad highlighted the objectives and performance of the Provincial Ombudsman Secretariat.



### Potential Effects of Awareness Campaign:

**1. Increased complaints:** By educating the public about their rights and the ombudsman's role, awareness campaign may lead to an increase in complaints, as more people become aware of the available grievance redressal mechanism.

**2. Improved complaint quality:** Awareness campaign may also lead to better-informed complaints, as citizens understand what constitutes a valid grievance and how to articulate their concerns effectively.

**3. Enhanced public trust:** Effective awareness campaign can increase public trust in the ombudsman institution, leading to a greater willingness to engage with the office and seek resolution for grievances.

**4. Reduced misinformation:** By disseminating accurate information about the ombudsman's role and procedures, awareness campaign can help reduce misconceptions and misinformation, streamlining the complaint process.



### **Visit of Delegation from Center for Peace and Development Initiatives (CPDI) to Ombudsman Secretariat Khyber Pakhtunkhwa on July 10, 2024**

A delegation of civil society members from Peshawar, Charsadda, Nowshera, Mardan, and Haripur visited the KP Ombudsman Secretariat in Peshawar. The visit was led by Ms. Sarwat Jahan, Team Leader of the Good Governance Project. The visit was arranged by Center for Peace and Development Initiatives under their Good Governance Project.

The purpose of the visit was to orient the civil society members on the mission and mandate of the provincial Ombudsman Office. The visit will enable the delegation members to further raise awareness about the office and assist communities in their districts in addressing their grievances through the Ombudsman's office free of cost.

The visit was highly appreciated by the senior officials of the Ombudsman's office. The Hon'ble Provincial Ombudsman Syed Jamal Uddin Shah welcomed the delegation and appreciated the initiative of CPDI in bringing the delegation to their office.

Secretary KP Ombudsman Office Mr. Jauhar Ali Shah briefed the delegation about the mandate and working of the Office.



## Affiliation Of Khyber Pakhtunkhwa Provincial Ombudsman With National And International Ombudsman Institutions:

### International Ombudsman Institute (IOI) :



In most countries around the world, parliamentary control bodies are established, which monitor and implement the rule of law, the fight against corruption and effective service delivery. Although the specific role of the Ombudsman institution may vary, the holder of this office is legitimized by parliament – either through direct elections or through appointment by the head of state or government by or after consultation with parliament. The

International Ombudsman Institute (IOI), established in 1978, is the only global organization for the cooperation of more than 200 independent Ombudsman institutions from more than 100 countries worldwide. The IOI is organized in six regional chapters (Africa, Asia, Australasia & Pacific, Europe, the Caribbean & Latin America and North America). In its effort to focus on good governance and capacity building, the IOI supports its members in a threefold way: training, research and regional subsidies for projects. [www.theioi.org](http://www.theioi.org)

The International Ombudsman Institute (IOI) and the Khyber Pakhtunkhwa (KPK) Ombudsman play crucial roles in promoting accountability, transparency, and good governance. Recently, the International Ombudsman Institute (IOI) is supporting the awareness campaign project by allowing subsidy to Provincial Ombudsman Khyber Pakhtunkhwa. The awareness campaign is carried out in most of the backward areas of the province and is expended to all districts of the province.

In summary, the IOI plays a vital role in promoting the ombudsman-ship globally, while the KPK Ombudsman focuses on addressing grievances and promoting accountability within the provincial government of Khyber Pakhtunkhwa.

### Asian Ombudsman Association (AOA):



Pakistan hosted the first Asian Ombudsman Conference on 15 – 16 April 1996 at Islamabad. The conference decided to establish Asian Ombudsman Association (AOA). Its Secretariat was established within the premises of the Federal Ombudsman Secretariat at Islamabad.

The Federal Ombudsman of Pakistan was elected the first President of the Board of Directors in 1998 and was re-elected

for the subsequent terms. With the current membership of 47 institutions, the Asian Ombudsman Association is a major non-political, independent, democratic and professional body of international character representing more than two thirds of the world population.

AOA's Objectives include, inter-alia, to promote the concept of ombudsman-ship and to encourage its development in Asia. It also stands for promotion of professionalism, exchange of information and experiences among the ombudsmen in the Region. The Association has so far held 24 meetings of the Board of Directors, 17 Meetings of the General Assembly and 17 International Conferences on various themes of professional interest

The Federal Ombudsman of Pakistan was re-elected unopposed as President of AOA for a four years terms on 11 September 2023. The other heads of ombudsman institutions who were elected include Vice President (Azerbaijan), Secretary (Hong Kong) and the Treasurer (Iran) with five Directors from China, Japan, Korea, Turkiye and Tatarstan.

. [www.aoa.org.pk](http://www.aoa.org.pk)

### Forum Of Pakistan Ombudsman (FPO):



The Forum of Pakistan Ombudsman (FPO) was established on April 16, 2011 as a non-governmental, apolitical, independent and professional forum for Ombudsmen in Pakistan. The Forum was established keeping in view the need to improve coordination, promote capacity building and provide quality services for the common man.

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professional forum for Ombudsmen in Pakistan. The Forum was established keeping in view the need to improve coordination, promote capacity building and provide quality services for the common man. The idea to set up the FPO was discussed during the informal meeting of the Ombudsmen of Pakistan in April 2011 and a consensus was emerged for the creation of a platform that would enable effective interaction between Ombudsmen within Pakistan and at the same time make it possible for them to reach out to Ombudsmen in foreign jurisdictions outside Pakistan.

Mr. Mushtaq Ahmad Sukhera, Federal Tax Ombudsman is the President of the Forum. The Forum currently has 12 members and is governed by a four member Board. [www.fpo.org.pk](http://www.fpo.org.pk)



### OIC Ombudsman Association (OIC-OA):



Since inception of Islamic History, when Allah (Subhana Wata' Ala) entrusted the Nubuwwah to the Holy Prophet, Hazrat Muhammad (PBUH), the concept of Ehtisab (Accountability) remained the hallmark of its followers through the Caliphs and onward. Thus, the modern Ombudsman is a variant of the Islamic era Mohtasib, originally ascribed to the second Caliph Hazrat Omar's (RA) Institution of the Qadi-al-Qadat, then the Diwan-al-Mazalim and the Turkish Mohtasib. The Mohtasib used to be an

important public authority, appointed by and answerable to the Caliph or the King, assigned to conduct accountability of public officials. He enjoyed complete independence and functioned within the documented framework. During the Abbasids era (750-847) complaint handling agencies, each headed by a senior judge called 'Diwan-al-Mazalim', were established to examine complaints brought by the public against government officials. The Islamic era Mohtasib is thus the institutional precursor of the modern day Ombudsman, introduced in Sweden in 1807 – a Nordic accomplishment.

Acknowledging the historic significance of the Institution of Ombudsman, the Council of Foreign Ministers of Organization of Islamic Cooperation (OIC) Member States in its 39th Session, held at Djibouti, Republic of Djibouti on 15-17th November 2012, felt the need to promote and strengthen this Institution in the Islamic World and, therefore, a Resolution (Resolution No: 4/39-ORG) was adopted: ". . . to establish Networking of Ombudsman Offices in the OIC Member States to promote sharing of expertise and best practices in complaint handling skills, speedy handling of public grievances, capacity building of Ombudsman institutions in Islamic world; . . ." The participants of the conference on "Networking of Ombudsmen in the Organization of Islamic Countries (OIC) Member States" held on 28 - 29th April 2014 in Islamabad (Pakistan), emphasized that Islamic concept of accountability should be promoted as top priority in the OIC and suitable institutional arrangements be devised for sharing knowledge, experience, and ideas to strengthen the institutions of the Ombudsman in OIC Member States. To achieve above objectives, it was unanimously agreed by the participants that an association, named as "OIC Ombudsman Association (OICOA)", be established with its Secretariat at Islamabad (Pakistan).

The Federal Tax Ombudsman was elected as President of the Steering Committee to formulate the by-laws of OICOA. In this regard, 1st meeting of Steering Committee was held from 28th to 29th April, 2015 in Islamabad. Later on, after approval of by-laws in the conference held on November 17th-19th, 2019 in Turkey, the OICOA moved from its formative stage to operational mode. Pakistan was assigned the seat of Secretary General of OICOA, permanently. In the light of by-laws, Chief Ombudsman of Turkey was elected as President, General Inspection Organization, Iran Vice President and Federal Tax Ombudsman, Pakistan Secretary General of the OICOA. [www.oicoa.org.pk](http://www.oicoa.org.pk)



## KEY CHALLENGES

The Provincial Ombudsman Khyber Pakhtunkhwa faces several challenges which are stated as follow;

### 1. Digitization of record and Online Complaint Management Information System (CMIS):

Online registration of complaint facility to the complainants / citizens as well as online handling of complaints internally / processing facility to the investigation Officers / staff is crucial. To improve quality of work by providing paperless work facility to the staff and to keep the complainants informed about the status of their complaints is required to ensure timely communication. Provision of tracking system and SMS facility to the complainants can further facilitate the public. Availability of online transfer of complaints amongst the Regional Offices, provision of mobile App facilities and digitization of record and use of Information and Communication Technology is required. Finance Department has been approached the provide necessary funds for the same.

**2. Capacity Building:** There is a dire need for capacity building of staff engaged in the conduct of investigation, report writing, drafting of recommendations and so on. On improvement of the real time complaint tracking system / CMIS, will also require training to the existing management. They need to be equipped with ICT skills and flawless report writing / investigation techniques. Finance Department has been approached the provide necessary funds for the same.



3. **Resource Constraints:** Limited/less funds for ICT equipment, Printing, awareness campaign materials, traveling to hard areas, Pol charges etc. Funds allocated mostly fall short of the requirements.

4. **Accommodation:** Office accommodation is also a major problem faced by the Office. The present office is a rented building with a monthly rent of Rs. 805,203/- per month and has not enough rooms to accommodate the members and staff of the office.

5. **Awareness Campaign and “Khuli Kachehries”:** Lack of awareness campaign in backward areas of the Province, especially in newly merged districts (NMDs) (erstwhile FATA) is mandatory for better improvement in administrative justice in the Province. Similarly, to provide speedy relief to the citizens as mandated under the Provincial Ombudsman Act, 2010 and to promote Civic Engagement in the area, “Khuli Kachehries” are necessary at every District as well as at Tehsil level. Case has been taken up with Finance Department for provision of necessary funds for the same.

6. **Expansion of Ombudsman Secretariat:** In order to provide speedy and inexpensive justice to the citizens, one office at each divisional headquarter is pre-requisite to minimize burden of complaints in the head office as well as to deliver free of cost justice at their door step.

### 7. **Budget and Financial Autonomy:**

It is pertinent to mention here that in order to ensure the financial autonomy and independence of the Ombudsman office, re-appropriation from one head to another / budget-wise distribution on the pattern of other Ombudsman institutions may be authorized to commensurate to its needs to run day to day business and to manage properly the affairs of the office of Ombudsman, the Government is usually reluctant to provide demanded funds.

## Way Forward.

Keeping in view the aforementioned key challenges, the following suggestions are submitted to the Provincial Government for strengthening the Ombudsman Office to ensure good governance in the province and to provide free of cost and speedy justice to the citizens at their door step.

1. **Accommodation:** The Provincial Government was requested to provide 05 Kanal plot at Regi Model Town, Peshawar for construction of Ombudsman Secretariat building. The present office is in a rented building with a monthly rent of Rs. 805,203/- and has not enough accommodation for the officers and officials of the Secretariat.

2. **Financial Autonomy:** In order to ensure the financial autonomy and independence of the Ombudsman office, re-appropriation from one head to another / budget-wise distribution on the pattern of other Ombudsman institutions may be allocated to commensurate to its needs case has been taken up with Finance Department.

3. **Status of Ombudsman:** Status of Ombudsman in all other provinces is equal to a Judge of the High Court, whereas the Provincial Ombudsman, Khyber Pakhtunkhwa is given MP-II scale having fixed pay upto maximum of BPS-18 scale Officer. The Law Department may place the proposal of provision of status / perks and privileges of Ombudsman of Government of Khyber Pakhtunkhwa as equal to Judge of the High Court before the Cabinet for approval. case has been taken up with Finance Department.

4. **Awareness / Seminars:** Creating awareness in backward areas of the Province, especially in newly merged districts (NMDs) (erstwhile FATA) is pre-requisite for improvement in administrative justice in the area. To this effect, allocation of funds have already been requested from Finance Department, but no funds have been released yet.

5. **Nomination of Focal Persons to improve response from Agencies:** The delayed response from Agencies hamper the process of Investigation in the complaint. Hearing fixed in several technical complaints to know the view points of the Agencies are adjourned due to non-attendance of representatives of the Agencies thus causing unnecessary delay in the disposal of complaints. Therefore, nominating focal person in each organization would facilitate early hearing. Case have been taken up with all Departments for Nomination of Focal Persons.

6. **Expansion of Ombudsman Secretariat:** In order to provide speedy and inexpensive justice to the citizens at their door step, one sub-office at each divisional level would be required. The Provincial Government is required to provide sanction of sub-offices at divisional level,





# Complaints Statistics

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TABLE-I

**MONTH WISE BREAKUP OF COMPLAINTS FOR THE YEAR 2024**

Month	Complaints	%age
Pending complaints of the year, 2023	1051	19.65
January	405	7.57
February	463	8.66
March	191	3.57
April	346	6.47
May	302	5.65
June	248	4.64
July	351	6.56
August	491	9.18
September	318	5.95
October	460	8.60
November	338	6.32
December	384	7.18
<b>Total</b>	<b>5348</b>	<b>100.00</b>

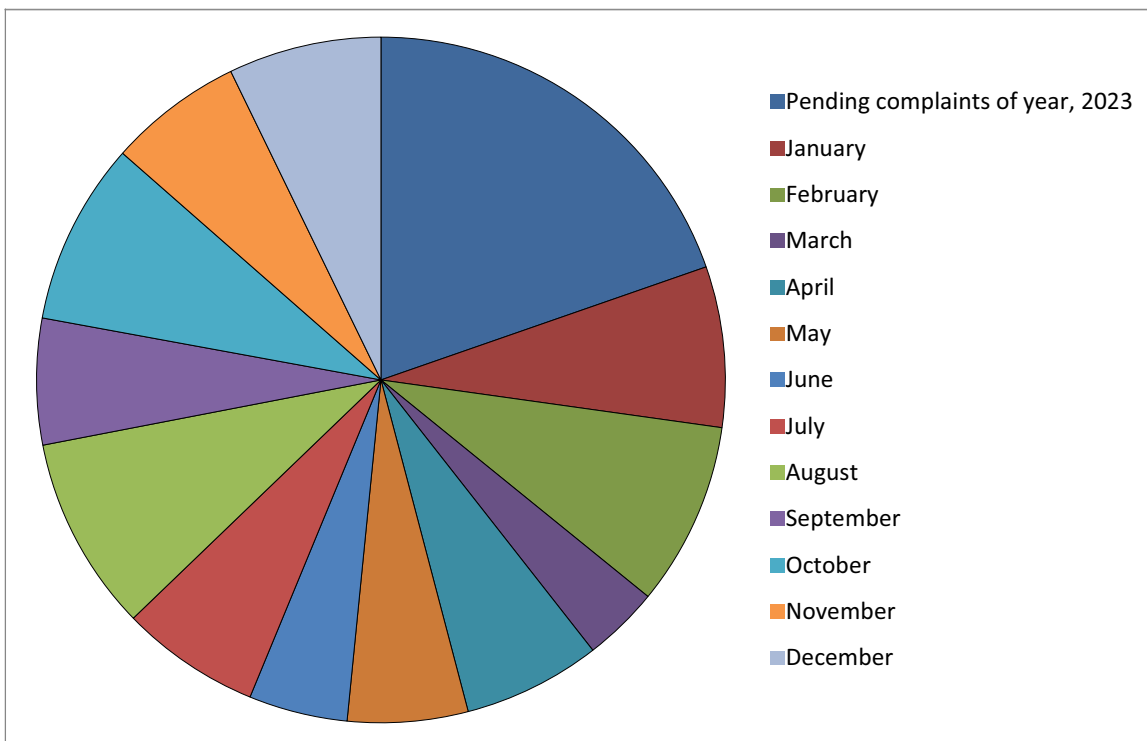
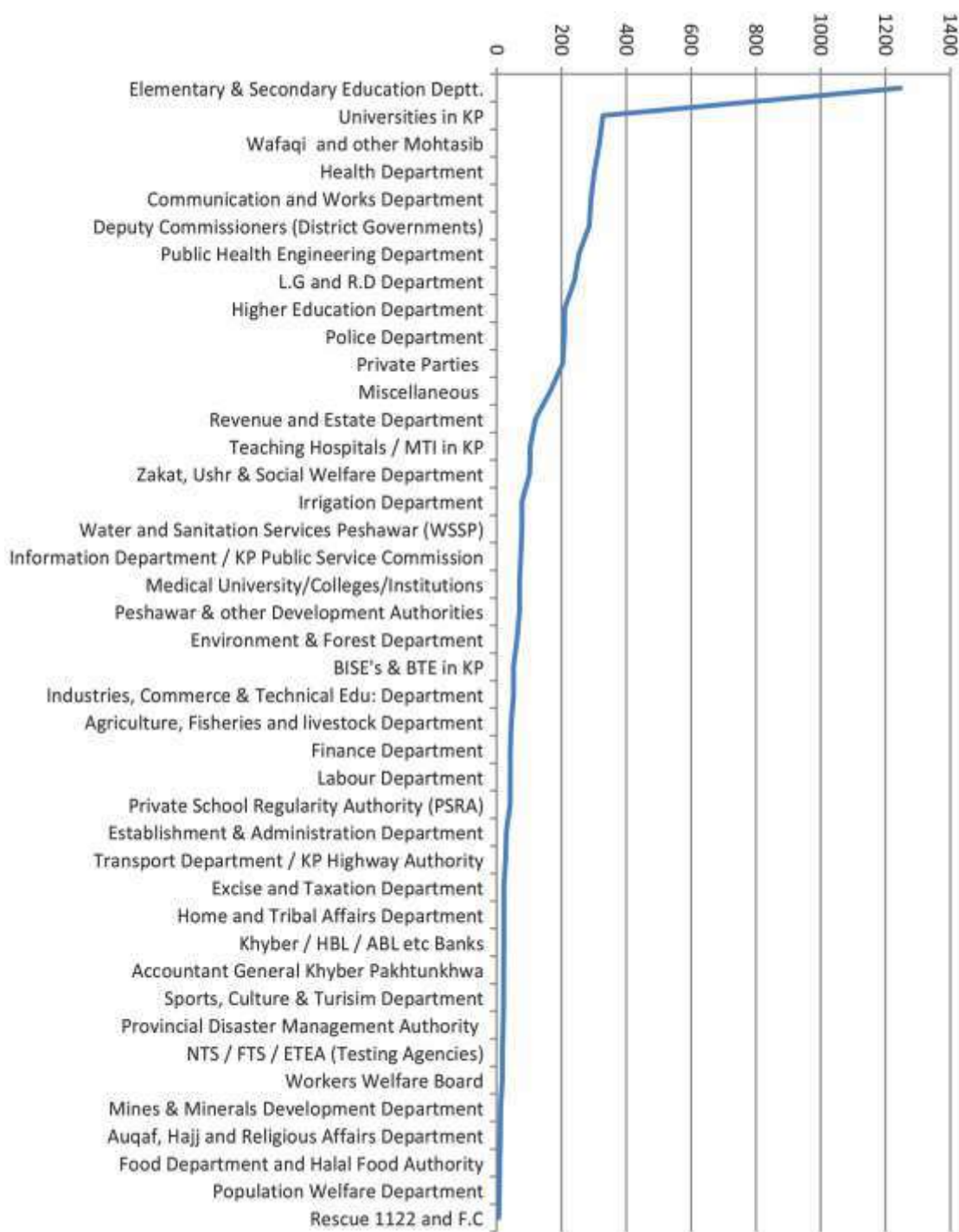


TABLE-II

**AGENCY/DEPARTMENT WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2024**

Agency / Department	Number of Complaints	% age
Elementary & Secondary Education Deptt.	1246	23.30
Universities in KP	328	6.13
Wafaqi and other Mohtasib	317	5.93
Health Department	302	5.65
Communication and Works Department	291	5.44
Deputy Commissioners (District Governments)	286	5.35
Public Health Engineering Department	254	4.75
L.G and R.D Department	240	4.49
Higher Education Department	210	3.93
Police Department	208	3.89
Private Parties	204	3.81
Miscellaneous	165	3.09
Revenue and Estate Department	120	2.24
Teaching Hospitals / MTI in KP	103	1.93
Zakat, Ushr & Social Welfare Department	102	1.91
Irrigation Department	78	1.46
Water and Sanitation Services Peshawar (WSSP)	78	1.46
Information Department / KP Public Service Commission	74	1.38
Medical University/Colleges/Institutions	70	1.31
PDA and other Development Authorities	70	1.31
Environment & Forest Department	63	1.18
BISE's & BTE in KP	52	0.97
Industries, Commerce & Technical Edu: Department	52	0.97
Agriculture, Fisheries and livestock Department	45	0.84
Finance Department	42	0.79
Labour Department	42	0.79
Private School Regularity Authority (PSRA)	41	0.77
Establishment & Administration Department	30	0.56
Transport Department / KP Highway Authority	27	0.50
Excise and Taxation Department	22	0.41
Home and Tribal Affairs Department	22	0.41
Khyber / IIBL / ABL etc Banks	22	0.41
Accountant General Khyber Pakhtunkhwa	21	0.39
Sports, Culture & Tourism Department	21	0.39
Provincial Disaster Management Authority	20	0.37
NTS / FTS / ETEA (Testing Agencies)	17	0.32
Workers Welfare Board	17	0.32
Mines & Minerals Development Department	12	0.22
Auqaf, Hajj and Religious Affairs Department	11	0.21
Food Department and Halal Food Authority	9	0.17
Population Welfare Department	8	0.15
Rescue 1122 and Frontier Constabulary	6	0.11
<b>Total</b>	<b>5348</b>	<b>100.00</b>

**AGENCY/DEPARTMENT WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2024**

# Department-Wise Analysis Report

## Introduction

This report analyzes the complaints received by the KP Ombudsman in 2024, categorized by various government agencies and departments. The data provides insight into the frequency and distribution of complaints, highlighting key areas of concern.

## 1. Overview of Complaints

A total of 5,348 complaints were recorded across multiple government agencies and departments in Khyber Pakhtunkhwa (KP). The complaints are distributed unevenly, with some departments receiving significantly higher numbers.

## 2. Departments with Highest Complaints

The following departments received the highest number of complaints, indicating significant issues or public grievances:

1. Elementary & Secondary Education Department – 1,246 complaints (15.5%)
  - The highest number of complaints were recorded in this department, reflecting potential issues related to school management, teacher recruitment, exam procedures, and student concerns.
2. Universities in KP – 328 complaints (4.1%)
  - This suggests issues in university administration, academic concerns, admissions, and faculty-related disputes.
3. Wafaqi Mohtasib – 317 complaints (4%)
  - Indicates a considerable number of complaints related to federal institutions or public grievances requiring higher-level intervention.
4. Health Department – 291 complaints (3.6%)
  - Reflects concerns in public healthcare services, hospital management, and medical negligence.
5. Communication & Works Department – 286 complaints (3.6%)
  - Complaints likely relate to infrastructure development, road maintenance, and construction projects.
6. Deputy Commissioners (District Governments) – 254 complaints (3.2%)
  - Indicates grievances related to district-level administration, land disputes, and governance issues.
7. Public Health Engineering Department – 240 complaints (3%)
  - Suggests water supply, sanitation, and infrastructure-related problems.

8. Local Government & Rural Development Department – 210 complaints (2.6%)
  - Likely concerns local governance, municipal services, and community development.
9. Higher Education Department – 208 complaints (2.6%)
  - Points towards policy-related issues, funding concerns, and administrative inefficiencies.
10. Police Department – 204 complaints (2.5%)
  - Complaints may relate to misconduct, inefficiency, or failure to address grievances effectively.

### 3. Departments with Lowest Complaints

Some departments had significantly lower complaint numbers, which may indicate better service delivery or lower public engagement:

- Population Welfare Department (8 complaints)
- Rescue 1122 and F.C (8 complaints)
- Food Department and Halal Food Authority (11 complaints)
- Auqaf, Hajj, and Religious Affairs Department (12 complaints)
- Mines & Minerals Development Department (17 complaints)

These departments likely have limited public interaction compared to others or have efficient grievance resolution mechanisms.

### 4. Key Observations and Trends

- Education-related complaints dominate – combined complaints for Elementary & Secondary Education (1,246) and Higher Education (208) indicate major concerns in the education sector.
- Public Service Departments receive large number of complaints – Police, Health, and Communication & Works departments indicate potential governance issues.
- District-level grievances are substantial – Complaints against Deputy Commissioners (254) and Local Government (210) highlight governance and service delivery concerns.
- Lower complaints in specialized departments – Departments like Population Welfare and Auqaf, Minorities and Religious Affairs have minimal complaints, owing to less direct public interaction.

### 5. Recommendations

#### 1. Education Sector Reforms

- Address school and university-level issues, ensuring efficient management, student support, and timely grievance redressal.



2. Addressing Issues In Public Service Delivery
  - Enhance transparency and accountability in police, health, and public works departments to build public trust.
3. Strengthening Local Administration
  - Improve responsiveness of Deputy Commissioners and Local Government bodies to reduce complaints at the grassroots level.
4. Infrastructure & Public Health Improvements
  - Address water supply, road maintenance, and sanitation-related complaints through proactive government interventions.
5. Digitization of Complaints Handling
  - Implement a centralized tracking system to ensure timely resolution and transparency in grievance redressal.

## 6. Conclusion

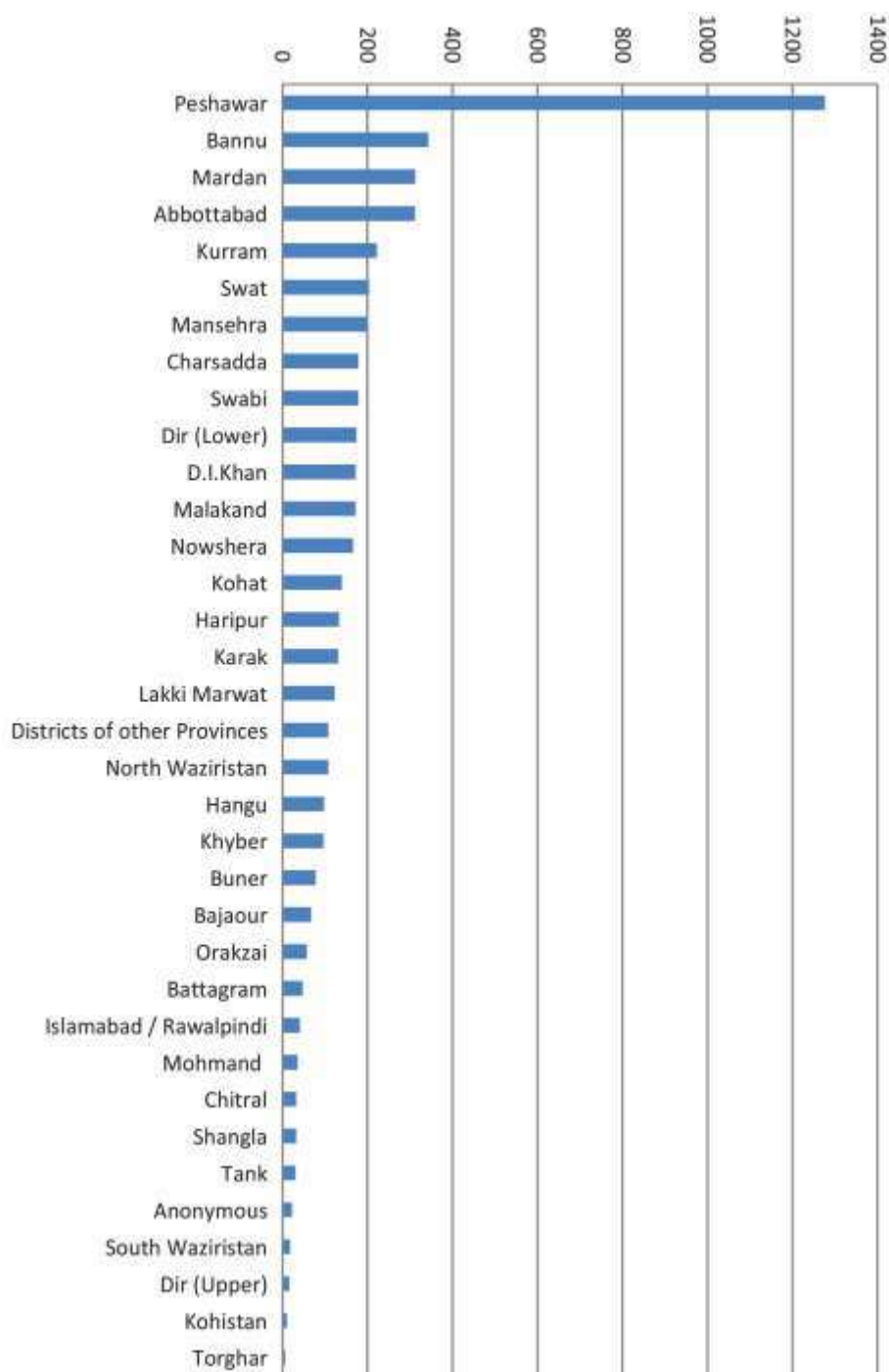
The data indicates that education, healthcare, infrastructure, and governance-related departments face the highest number of complaints. Addressing these issues through policy reforms, better service delivery, and accountability measures can significantly improve public satisfaction and reduce grievances in the future.

This report provides a data-driven analysis for KP Ombudsman to identify priority areas and improve public service delivery across various government departments.

TABLE-III

**DISTRICT WISE BREAKUP OF COMPLAINTS DURING 2024**

S.No.	DISTRICTS	Number of Complaints	% age
1	Peshawar	1276	23.86
2	Bamu	343	6.41
3	Mardan	313	5.85
4	Abbottabad	312	5.83
5	Kurram	222	4.15
6	Swat	204	3.81
7	Mansehra	199	3.72
8	Charsadda	179	3.35
9	Swabi	179	3.35
10	Dir (Lower)	174	3.25
11	D.I.Khan	172	3.22
12	Malakand	172	3.22
13	Nowshera	166	3.10
14	Kohat	140	2.62
15	Haripur	133	2.49
16	Karak	131	2.45
17	Lakki Marwat	123	2.30
18	Districts of other Provinces	108	2.02
19	North Waziristan	108	2.02
20	Hangu	98	1.83
21	Khyber	97	1.81
22	Buner	78	1.46
23	Bajaour	68	1.27
24	Orakzai	57	1.07
25	Battagram	48	0.90
26	Islamabad / Rawalpindi	41	0.77
27	Mohmand	36	0.67
28	Chitral	33	0.62
29	Shangla	33	0.62
30	Tank	31	0.58
31	Anonymous	23	0.43
32	South Waziristan	18	0.34
33	Dir (Upper)	16	0.30
34	Kohistan	11	0.21
35	Torghar	6	0.11
<b>Total</b>		<b>5348</b>	<b>100.00</b>

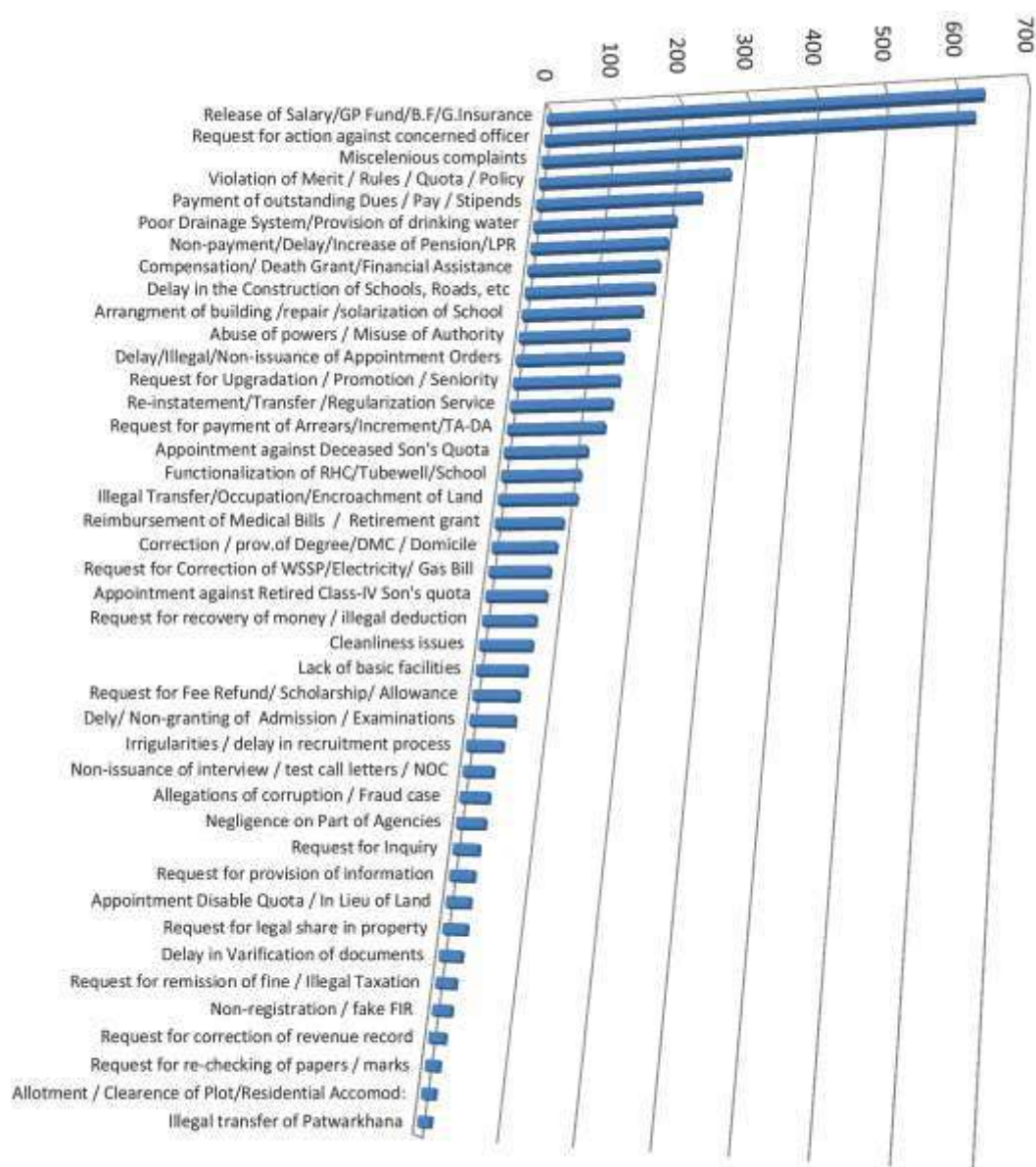
**DISTRICT WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2024**

**TABLE-IV**  
**SUBJECT WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2024**

S.NO	SUBJECT	COMPLAINTS	%age
1	Release of Salary/GP Fund/B.F/G.Insurance	640	11.97
2	Request for action against concerned officer	629	11.76
3	Miscellaneous complaints	298	5.57
4	Violation of Merit / Rules / Quota / Policy	285	5.33
5	Payment of outstanding Dues / Pay / Stipends	246	4.60
6	Poor Drainage System/Provision of drinking water	212	3.96
7	Non-payment/Delay/Increase of Pension/I.P.R	203	3.80
8	Compensation/ Death Grant/Financial Assistance	195	3.65
9	Delay in the Construction of Schools, Roads, etc	191	3.57
10	Arrangement of building /repair /solarization of School	177	3.31
11	Abuse of powers / Misuse of Authority	161	3.01
12	Delay/Illegal/Non-issuance of Appointment Orders	156	2.92
13	Request for Upgradation / Promotion / Seniority	155	2.90
14	Re-instatement/Transfer /Regularization Service	148	2.77
15	Request for payment of Arrears/Increment/TA-D.A	141	2.64
16	Appointment against Deceased Son's Quota	120	2.24
17	Functionalization of RHC/Tubewell/School	114	2.13
18	Illegal Transfer/Occupation/Encroachment of Land	113	2.11
19	Reimbursement of Medical Bills / Retirement grant	97	1.81
20	Correction / prov.of Degree/DMC / Domicile	92	1.72
21	Request for Correction of WSSP/Electricity/ Gas Bill	87	1.63
22	Appointment against Retired Class-IV Son's quota	86	1.61
23	Request for recovery of money / illegal deduction	75	1.40
24	Cleanliness issues	74	1.38
25	Lack of basic facilities	71	1.33
26	Request for Fee Refund/ Scholarship/ Allowance	64	1.20
27	Delay/ Non-granting of Admission / Examinations	63	1.18
28	Irregularities / delay in recruitment process	50	0.93
29	Non-issuance of interview / test call letters / NOC	41	0.77
30	Allegations of corruption / Fraud case	40	0.75
31	Negligence on Part of Agencies	39	0.73
32	Request for Inquiry	35	0.65
33	Request for provision of information	33	0.62
34	Appointment Disable Quota / In Lieu of Land	32	0.60
35	Request for legal share in property	32	0.60
36	Delay in Verification of documents	30	0.56
37	Request for remission of fine / Illegal Taxation	26	0.49
38	Non-registration / fake FIR	25	0.47
39	Request for correction of revenue record	21	0.39
40	Request for re-checking of papers / marks	18	0.34
41	Allotment / Clearance of Plot/Residential Accomod:	17	0.32
42	Illegal transfer of Patwarkhana	16	0.30
<b>TOTAL</b>		<b>5348</b>	<b>100.00</b>



## STATISTICAL ANALYSIS OF SUBJECT WISE COMPLAINTS FOR THE YEARS, 2024



## Subject-Wise Analysis Report of Complaints Received by KP Ombudsman (2024)

### Introduction

This report provides an in-depth analysis of the 5,348 complaints received by the Provincial Ombudsman of Khyber Pakhtunkhwa (KP) in 2024, categorized by subject matter. The data highlights key areas of concern and suggests recommendations for addressing recurring public grievances.

#### 1. Overview of Complaint Distribution

The complaints cover a wide range of issues, primarily related to salary payments, governance, infrastructure, and education. The table below summarizes the top 10 complaint categories, accounting for more than 50% of the total complaints.

Complaint Category	No. of Complaints	% of Total Complaints
Release of Salary/GP Fund/B.F/G. Insurance	640	12.0%
Request for action against concerned officer	629	11.8%
Miscellaneous complaints	298	5.6%
Violation of Merit / Rules / Quota / Policy	285	5.3%
Payment of outstanding dues / pay / stipends	246	4.6%
Poor drainage system / provision of drinking water	212	3.9%
Non-payment / delay / increase of pension / LPR	203	3.8%
Compensation / Death Grant / Financial Assistance	198	3.7%
Delay in construction of schools, roads, etc.	191	3.6%
Arrangement of building repair / solarization of school	177	3.3%

These top 10 categories alone account for 57% of all complaints, indicating a strong public demand for financial payments, administrative accountability, and infrastructure improvements.

### 2. Key Findings and Trends

#### A. Financial-Related Complaints Dominate (43%)

- Salary, pension, outstanding dues, and financial assistance represent a significant portion of grievances (2,028 complaints, 38%).
- Requests for fee refunds, scholarships, and financial compensation further indicate dissatisfaction with timely payments.

#### B. Governance & Accountability Issues (17%)

- 629 complaints (11.8%) were registered for action against officials, highlighting inefficiency, corruption, or negligence.
- 161 complaints (3%) on abuse of power/misuse of authority also emphasize governance concerns.
- Allegations of corruption and fraud cases (40 complaints) reflect a lack of trust in public institutions.

### C. Public Service Delivery & Infrastructure Issues (20%)

- Poor drainage, drinking water supply, and sanitation problems (212 complaints).
- Delays in school and road construction (191 complaints).
- Requests for building repairs and solarization (177 complaints).
- Issues related to appointments, promotions, and reinstatements (500+ complaints) show concerns about employment and human resource management.

### D. Legal & Administrative Issues (15%)

- Illegal land transfers, tax issues, and fake FIRs (100+ complaints).
- Delays in document verification and non-issuance of appointment letters (170+ complaints).
- Requests for correction of records and rechecking of exam papers (50+ complaints).

## 3. Departments with High Complaint Volume

Based on Table-II (Agency-wise complaints) and Table-IV (Subject-wise complaints), the following departments require urgent reforms:

1. Elementary & Secondary Education Department
  - Highest complaints on merit violations, recruitment delays, and infrastructure.
  - Need for transparent hiring, funding for school development, and prompt responses to teacher/student grievances.
2. Finance & Pension Departments
  - Late salary disbursements and pension delays.
  - Need for an efficient financial processing system.
3. Local Government & Public Works
  - Infrastructure complaints related to drainage, drinking water, roads, and schools.
  - Need for better planning and monitoring of development projects.
4. Health Department
  - Complaints about medical bill reimbursements, recruitment delays, and non-functional RHCs (Rural Health Centers).
  - Need for improved healthcare governance.
5. Police & Law Enforcement
  - Cases of fake FIRs, illegal taxation, and corruption.
  - Need for police accountability mechanisms.

## 4. Recommendations

1. Digitization of Payment & Pension Systems
  - Implement real-time tracking for salary, pension, and compensation requests.
  - Introduce online complaint portals with strict deadlines.
2. Strengthening Governance & Anti-Corruption Measures
  - Establish special monitoring units for complaints against officers.
  - Regular performance audits for public servants.
3. Improving Infrastructure Development
  - Speed up school, road, and public utility construction.
  - Ensure timely repairs and maintenance.
4. Enhancing Public Service Delivery
  - Improve water, sanitation, and rural healthcare access.

- Ensure transparent hiring and promotions in government jobs.
- 5. Legal & Administrative Reforms
- Fast-track document verification and legal issue resolution.
- Improve land transfer and taxation processes.

## 5. Conclusion

The KP Ombudsman's Office plays a crucial role in addressing public grievances. However, the high volume of financial and governance-related complaints highlights the need for systemic reforms. Efficient digital services, better public infrastructure, and strict governance accountability measures will help reduce complaints and improve public trust in government institutions.

This report serves as a framework for policy improvements to enhance service delivery and address key public concerns in KP.



TABLE-V

**REGION - WISE RECEIPT OF COMPLAINTS FOR THE YEAR 2024**

S.NO	REGION	NUMBER OF COMPLAINTS	% Age
1	Head Office	3066	57.33
2	Regional Office Abbottabad	709	13.26
3	Regional Office Swat	778	14.55
4	Regional Office D.I.Khan	795	14.87
Total		5348	100.00

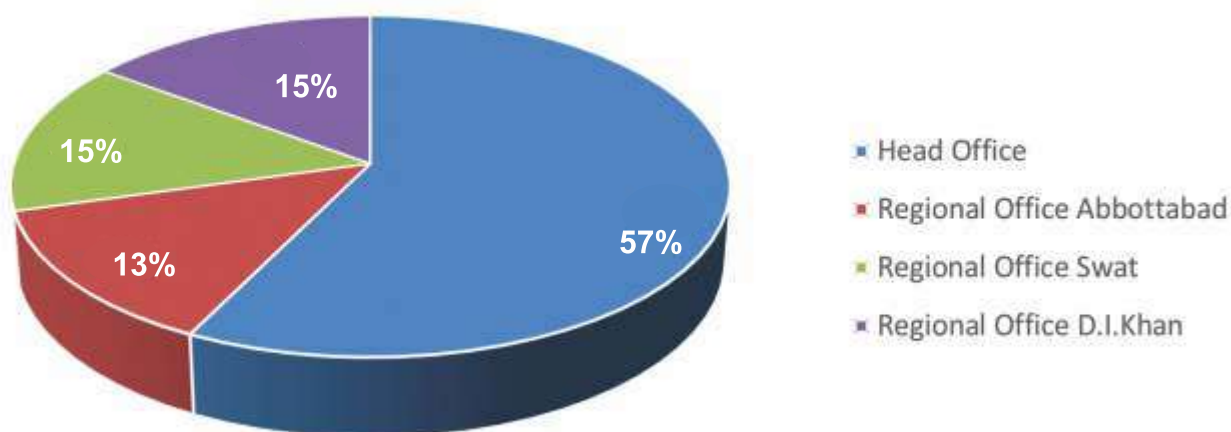


TABLE-VI

## STATUS WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2024

S.NO	STATUS	COMPLAINTS			%age
		Admitted	Not Admitted	Total	
1	Male	3548	1223	4771	89.21
2	Female	426	128	554	10.36
3	Anonymous	0	23	23	0.43
Total		3974	1374	5348	100.00

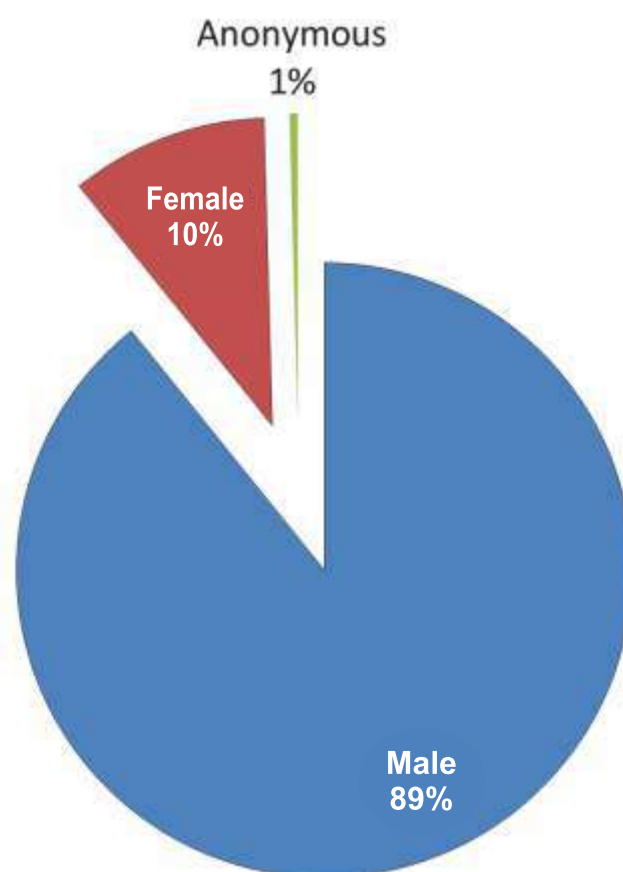


TABLE-VII

**BREAKUP OF MAINTAINABLE AND NON-MAINTAINABLE COMPLAINTS**  
**FOR THE YEAR 2024**

S.NO	CATEGORY	NUMBER OF COMPLAINTS	% Age
1	Admitted for investigation	3974	74.31
2	Incomplete Complaints	123	2.30
3	Sent to Wafaqi and other Ombudsman	317	5.93
4	Sent for appropriate action to Agencies	376	7.03
5	Rejected complaints	558	10.43
Total		5348	100.00

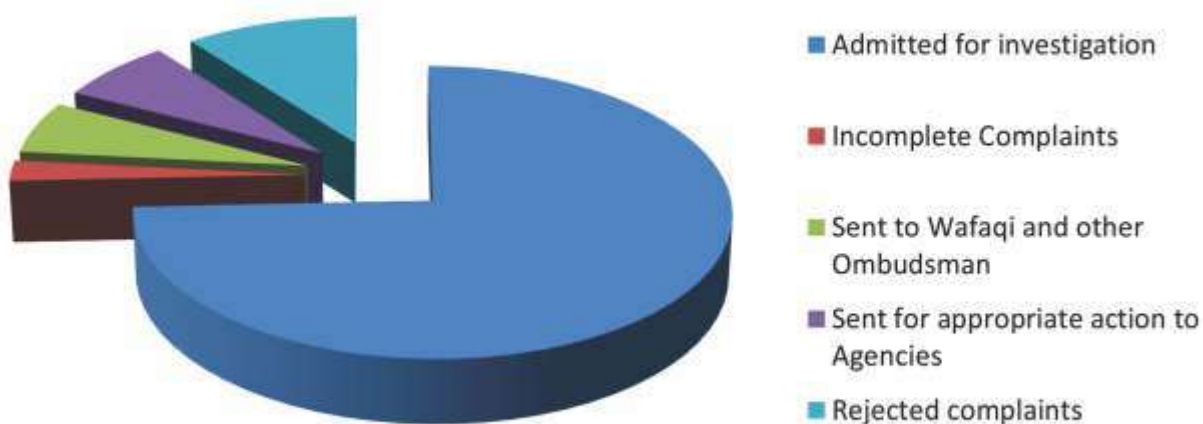


TABLE-VIII

**BREAKUP OF COMPLAINTS DECIDED AFTER INVESTIGATION**

S.No	Category of Complaints	Number of Complaints	% Age
1	Complaints decided in favour of complainants	1018	38.14
2	Recommendations issued	446	16.71
3	Complaints having no maladministration	372	13.94
4	Outside jurisdiction	387	14.50
5	Complaints Closed with mutual agreement	352	13.19
6	Complaints withdrawn / not pressed	94	3.52
Total		2669	100.00

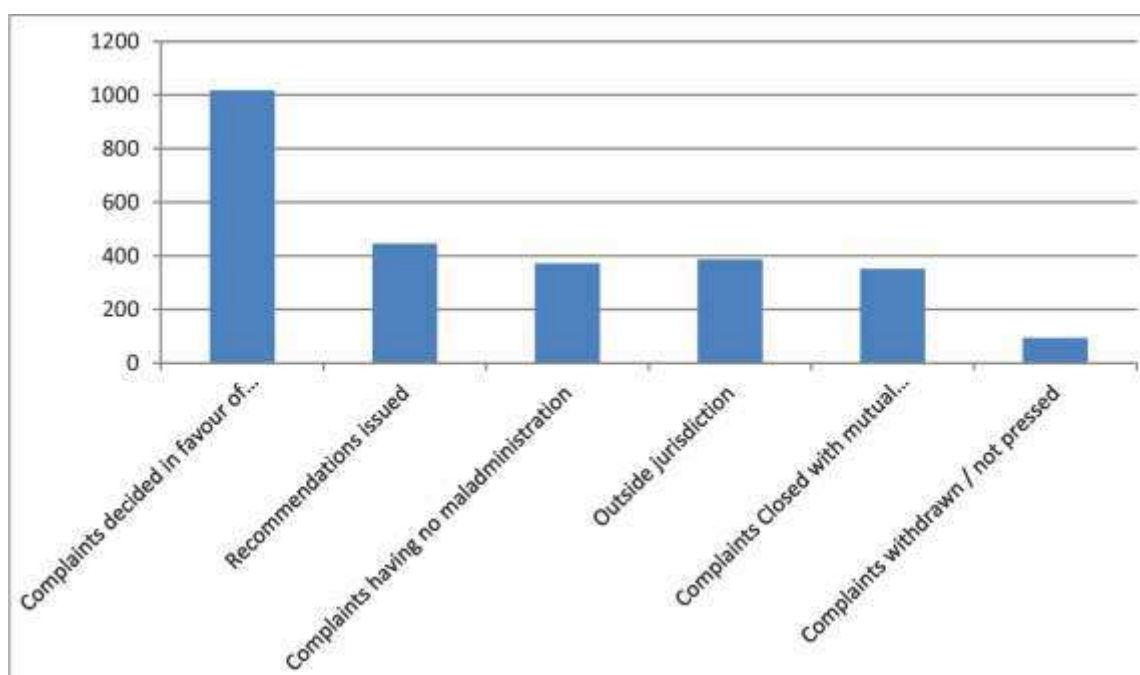




TABLE-IX

**BREAK UP OF NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2024**

S.NO	NATURE/CATEGORY/AGENCY	COMPLAINTS	%age
1	Sent to Wafaqi and other Mohtasib	317	23.07
2	Service matter	112	8.15
3	Rejected / Filed without any action	100	7.28
4	Sent to Agencies for appropriate action	376	27.37
5	Subjudice / adjudicated by courts	14	1.02
6	Anonymous	23	1.67
7	Incomplete complaints	123	8.95
8	No jurisdiction	309	22.49
<b>TOTAL</b>		<b>1374</b>	<b>100.00</b>

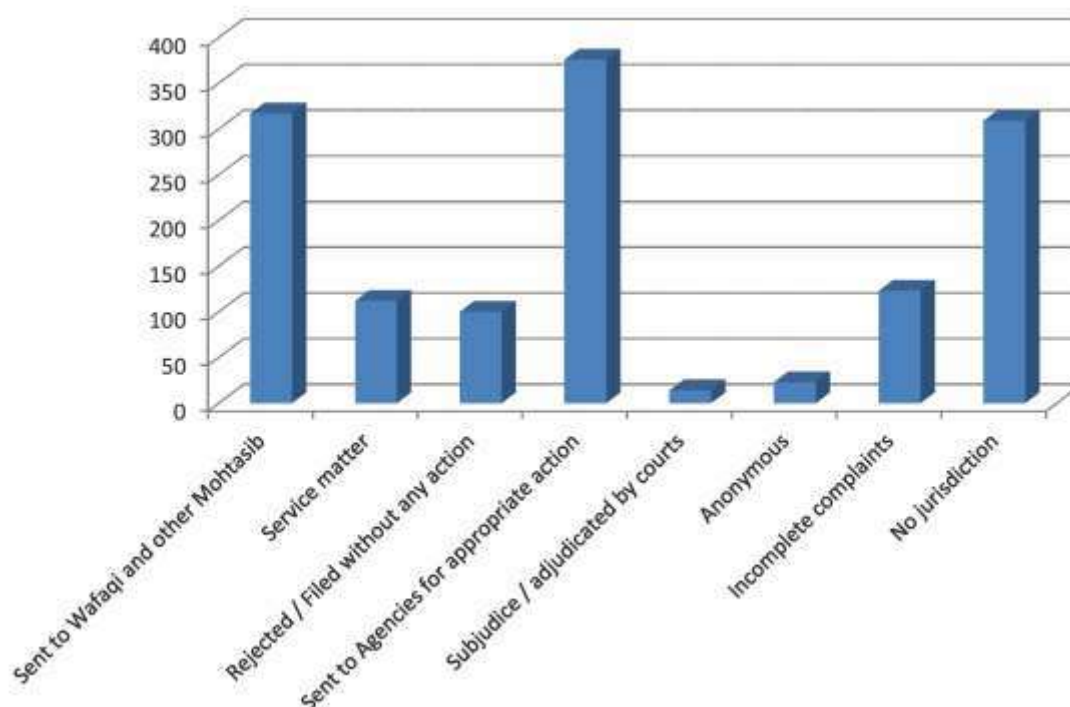


TABLE-X

**DISPOSAL OF COMPLAINTS DURING 2024**

S.No	Description of Complaints	No of Complaints
1	Complaints disposed of in limine	1374
2	Complaints disposed of after investigation	2669
3	Complaints under investigation	1305
<b>Total</b>		<b>5348</b>

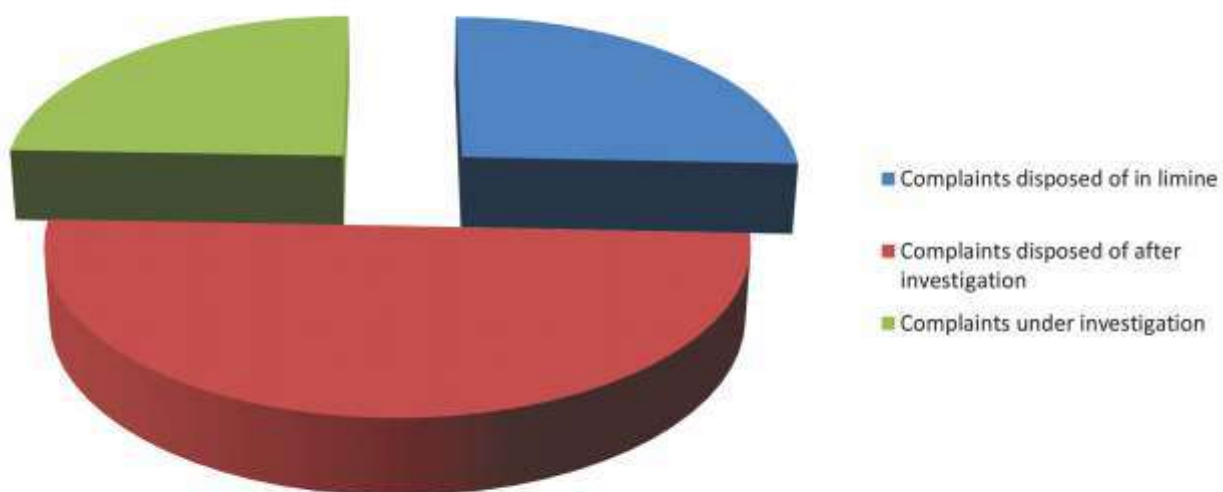


TABLE-XI

**IMPLEMENTATION STATUS OF COMPLAINTS TILL DECEMBER**  
**2024**

Year	Previous Year Balance	Current Recommendations	Total Recommendations (Previous + Current)	Recommendations Implemented	Balance
					<b>448</b>
2017	448	75	523	12	511
2018	511	177	688	18	670
2019	670	220	890	33	857
2020	857	117	974	33	941
2021	941	100	1041	39	1002
2022	1002	120	1122	37	1085
2023	1085	177	1262	720	542
2024	542	446	988	53	935
<b>Total Pending Recommendations</b>					<b>553</b>

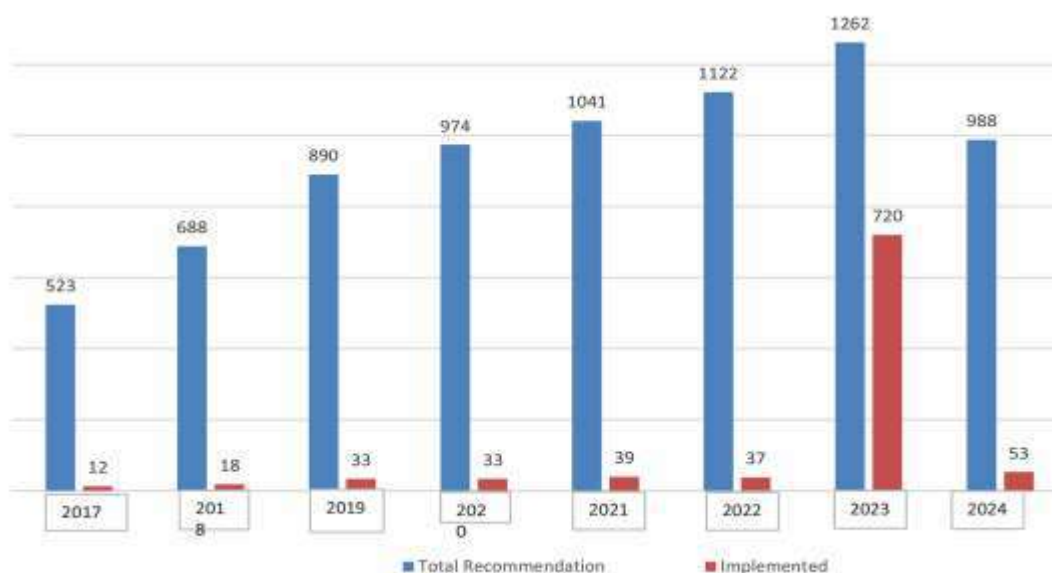
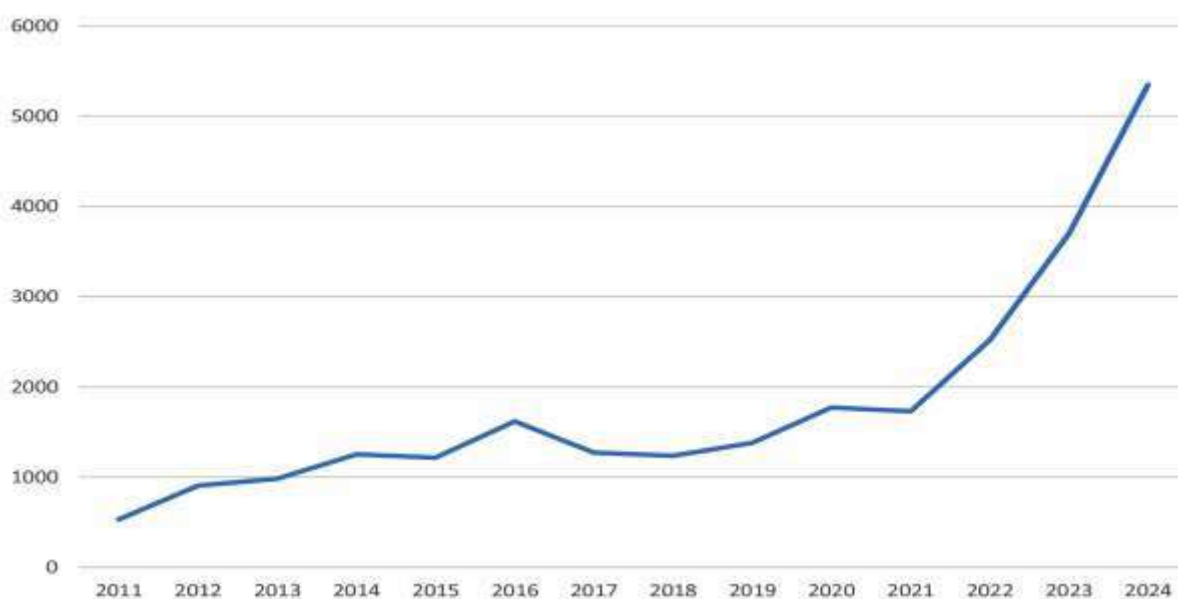


TABLE-XII

YEAR WISE BREAKUP OF COMPLAINTS

S.NO	YEAR	COMPLAINTS				%age
		Previous Year Balance	Admitted	Rejected	Total	
1	2011	0	249	283	532	2.09
2	2012	71	583	251	905	3.56
3	2013	217	333	431	981	3.85
4	2014	103	659	491	1253	4.92
5	2015	253	522	439	1214	4.77
6	2016	418	615	584	1617	6.35
7	2017	304	480	486	1270	4.99
8	2018	394	445	396	1235	4.85
9	2019	244	637	497	1378	5.41
10	2020	292	749	730	1771	6.96
11	2021	382	482	865	1729	6.79
12	2022	392	881	1246	2519	9.90
13	2023	576	1620	1504	3700	14.54
14	2024	1051	2923	1374	5348	21.01
Total		4697	11178	9577	25452	100.00







# SELECTED FINDINGS

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

<b>CLOSURE FINDINGS</b>	
<b>COMPLAINT NO.</b>	PO/Complaint/1956/07/2024.
<b>NAME &amp; ADDRESS OF THE COMPLAINANT</b>	Muhammad Asif r/o Qasim Colony, Takht Bhai, District Mardan. (Contact No. 0313-7036802)
<b>NAME OF THE AGENCY COMPLAINED AGAINST</b>	1. Senior Member Board of Revenue, Khyber Pakhtunkhwa, Peshawar. 2. Director Land Record, Revenue and Estate Department, Khyber Pakhtunkhwa, Peshawar. 3. Secretary, Revenue and Estate Department, Khyber Pakhtunkhwa. 4. Deputy Commissioner Peshawar.
<b>NAME OF THE INVESTIGATION OFFICER</b>	Shabana Gul Director-II
<b>SUBJECT OF COMPLAINT</b>	Violation of merit in recruitment of Patwar Training Course.
<b>DATE OF REGISTRATION</b>	02/07/2024.
<b>DATE OF FINDINGS</b>	22 /10/2024.

**THE COMPLAINT**

Muhammad Asif r/o Mardan instituted the instant complaint stating that he applied for Patwar Training Course 2022-23 advertised through testing Agency ETEA and secured 55 marks in screening test from District Mardan. As per advertisement the qualifying criteria for the said training was to secure higher marks in ETEA test. There were 10 seats reserved for training for District Mardan and a candidate at serial no. 10 in merit list was selected from District Mardan. He was on waiting list but due to non-availability of seat he was not inducted. After some time, he came to know that a candidate who secured 32 marks being lower in merit order was secretly allowed to join the ongoing Patwar Training 2022-23 and ignored the meritorious candidates. He added that Patwar certificates issued to those lower in merit, who were illegally inducted in training may be declared illegal and allow those candidates who have secured higher marks in ETEA screening test. He has requested this Forum to probe into the matter.

**REPORT OF THE AGENCY**

Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Senior Member Board of Revenue, Khyber Pakhtunkhwa, Peshawar, Director Land Record, Revenue and Estate Department, Khyber Pakhtunkhwa, Peshawar and Secretary, Revenue and Estate Department, Khyber Pakhtunkhwa to meet the allegations and submit reply including rebuttal, if any. In response, Assistant Director Land Records submitted reply stating that some of the candidates were rusticated due to overage or in service in other departments. Some of the candidates were allowed to appear in the ETEA screening test on the recommendations of Deputy Commissioner Mardan and in consultation with Principal Revenue





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

Academy. However, the complainant can be considered for training in next course/training of patwar subject to fulfillment of criteria required for patwar training school/course.

**REJOINDER**

Reply of the Agency was shared with the complainant for his feedback/rejoinder. In response, he denied the stance of Agency and reiterated his earlier version.

**HEARING**

Due to divergent stances taken by both the parties, the case was fixed for hearing. Mr. Sawair Ullah, PA and Mr. Murad Ali, Assistant Director from the office of Director Land Record Peshawar attended. Representative of the Agency stated that as per Land Record Manual "Unaccepted candidates may be allowed to join the Patwar School with the permission of Director of Land Records". A candidate in question Mr. Sial Ahmad selected for Patwar Training Course by Director (Land Record) upon recommendations of Deputy Commissioner Mardan and Principal Revenue Academy.

**FINDINGS**

Record shows that as per advertisement of Patwar Training Course 2022-23, Board of Revenue advertised seats for Patwar Training Course 2022-23 in which 10 seats were reserved for District Mardan. When it was mentioned in the advertisement that seats would be filled from amongst candidates who secured highest marks in ETEA screening test and their admissions were confirmed after scrutiny of their educational documents and age etc. How the Agency selected a candidate namely Sial Ahmad who secured 32 marks being lowest in merit, was allowed to join the Patwar Training 2022-23 and ignored the meritorious candidates.

It is, therefore, recommended that Senior Member Board of Revenue, Khyber Pakhtunkhwa, Peshawar may look into the matter to find out the role of supporting staff in the selection for Patwar Training Course 2022-23. It may also be ensured that meritorious candidates are not left unattended. Moreover, any body found at fault should be proceeded against with the disciplinary proceedings.

These recommendations shall be implemented within a period of 60 days of the receipt of these Findings, under intimation to this Forum within the said period.

*Note: Non-compliance shall warrant disciplinary / defiance proceedings in terms of Section 14 Sub-Section 6 & 7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 whereby, the Government will take necessary action for ensuring good governance.*

SYED JAMAL UD DIN SHAH  
PROVINCIAL OMBUDSMAN

22.10.2024



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

CLOSURE FINDINGS		
1	<b>COMPLAINT NO.</b>	PO/Complaint/1826/09/2023
2	<b>NAME &amp; ADDRESS OF THE COMPLAINANT</b>	Mr. Imtiaz Hussain Computer Operator, Working Folks Grammar School & College Peshawar-I. Contact No.0316-9537878
3	<b>NAME OF THE AGENCY COMPLAINED AGAINST</b>	1. Director Finance, Workers Welfare Board, Khyber Pakhtunkhwa, Peshawar. 2. Director Education, Workers Welfare Board, Khyber Pakhtunkhwa, Peshawar.
4	<b>NAME OF THE INVESTIGATION OFFICER</b>	Hanif Khan, Deputy Director (Investigation)
5	<b>SUBJECT OF COMPLAINT</b>	<b>Request for Re-Imbursement of Medical Bills / Correction of Pay / House Building Advance and Honoraria</b>
6	<b>DATE OF REGISTRATION</b>	07/09/2023
7	<b>DATE OF FINDINGS</b>	21/10/2024

**THE COMPLAINT**

Mr. Imtiaz Hussain r/o Peshawar instituted the instant complaint stating that he is serving as Computer Operator in Directorate of Education, Workers Welfare Board. His wife is a cardiac patient. She was admitted in CMH Peshawar for emergency treatment, where she remained for 6 days. A medical bill amounting to Rs.39769/- was submitted for reimbursement but it has not been reimbursed till date. He has requested this Forum to direct the Agency to clear the pending medical claims of his wife as per entitlement.

**REPLY OF THE AGENCY**

Notices under Section 10(4) of the Khyber Pakhtunkhwa, Provincial Ombudsman Act, 2010 were issued to Director Finance and Director Education, Workers Welfare Board Khyber Pakhtunkhwa Peshawar to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, focal person for legal matters of Workers Welfare Board Khyber Pakhtunkhwa informed vide letter No.WWB/DE/7-1/7575 dated 10/01/2023 that medical bill had been kept pending by the then management of Workers Welfare Board since March 2017. The claim is time barred and cannot be entertained.

**REJOINDER**

Reply of Agency was shared with the complainant for feedback who rejected the stance of the Agency and reiterated his earlier version.

**HEARING**

Due to divergent stance of both parties, the complaint was fixed for hearing on 22/11/2023. Mr. Asif Khan focal person appeared on behalf of the Agency, while the complainant appeared in person and heard at length.


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

**FINDINGS**

Perusal of record and written statement of the complainant reflects that payment in respect of medical claim has been settled by the Agency. Furthermore, the computer allowance fixed @ Rs.1000/-, which was not included in his pay earlier and which was admissible to computer operators has also been granted. Grievances of the complainant are addressed. Thus the instant complaint is closed having borne fruit in terms of Regulation 10(2) of the Khyber Pakhtunkhwa, Provincial Ombudsman Office (Registration, Investigation and Disposal of Complaints) Regulations, 2011.

  
 SYED JAMALUD DIN SHAH  
 PROVINCIAL OMBUDSMAN  
 2.10.2024





## OMBUDSMAN (مستفتی) SECRETARIAT, GOVERNMENT OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint No. 1073/04/2024.
2	NAME & ADDRESS OF THE COMPLAINANT	Muhammad Asif r/o Mohalla Abdul Salam Khan Garhi Daulatzai Garhi Kapoora District Mardan (Cell # 0318-4090290).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Secretary to Govt: of Khyber Pakhtunkhwa Public Health Engineering Department, Peshawar. 2. Chief Engineer (Center), Public Health Engineering Department, Khyber Pakhtunkhwa Peshawar. 3. Executive Engineer, Public Health Engineering Division, Mardan.
4	NAME OF THE INVESTIGATION OFFICER	Shahid Hussain (Advisor-I)
5	SUBJECT OF COMPLAINT	<u>REQUEST FOR FUNCTIONAL OF GARHI DAULATZAI WATER SCHEME.</u>
6	DATE OF REGISTRATION	03/04/2024.
7	DATE OF FINDINGS	22/11/2024.

### THE COMPLAINT

Muhammad Asif r/o District Mardan instituted the instant complaint stating that Public Health Engineering Department Mardan had completed a water supply scheme in his village for drinking purpose in 2017-18. After lapse of 06 years, the said scheme could not be functionalized and no water connections have been provided to the community. He requested the Agency for functionalization of the said scheme time and again but to no avail. He approached this Forum for redressal of his grievance.

### REPLY OF THE AGENCY

Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Secretary to Govt: of Khyber Pakhtunkhwa Public Health Engineering Department, Peshawar, Chief Engineer (Center), Public Health Engineering Department Peshawar and Executive Engineer, Public Health Engineering Division, Mardan to meet the allegations contained in the complaint and to submit reply, including rebuttal, if any. In response, Executive Engineer, Public Health Engineering Division, Mardan sent written reply stating that Drinking Water Supply Scheme (DWSS) Garhi Daulatzai Mardan had been completed in 2017-18 but energized in 2020. Later on, the scheme was tested for removal of leakages and repairs of the pipeline by SBGPL and other developmental works. The scheme was restarted in 2021 and connections were allotted to almost 30 No's consumers.

PC-IV of the scheme was prepared for sanction of posts against this scheme but due to certain shortcoming raised by ADC (F&P) in 2022-23, The PC-IV could not be processed. The shortcomings have been rectified in due course of time and District Finance Officer approached

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

for completion certificate. The scheme is operationalized and functional and number of connections will be increased to meet the criteria for sanction of post.

**REJOINDER**

Reply of the Agency was shared with the complainant for his feedback/ rejoinder. In response, he denied the stance of the Agency and reiterated his earlier version.

**HEARING**

To ascertain the factual position, the case was fixed thrice for hearing on 13/08/2024, 26/08/2024 and 02/10/2024. Engr. Hammad Wadood SDO , Public Health Engineering Division Mardan appeared on behalf of the Agency while complainant attended in person. The complainant explained his view-points in detail. The representative of the Agency produced more documents in support of the Agency's stance. He stated that 10 No's of connections have been freshly given and Pump Operator has also been posted for operation of tube well of water to the community. He further added that more new connections will also be given soon. The complainant showed his satisfaction during hearing and agreed with the proposition of the representative of the Agency.

**FINDINGS**

The complainant Muhammad Asif submitted in written that he has agreed with the stance of the Agency on their commitment during hearing. Therefore, Investigation in the instant complaint is closed in terms of Regulation 17 (f) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation and Disposal of Complaints) Regulations, 2011.

Syed Jamalud din Shah  
Provincial Ombudsman

22.11.2024



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

CLOSURE FINDINGS	
1	COMPLAINT NO.
2	NAME & ADDRESS OF THE COMPLAINANT
3	NAME OF THE AGENCY COMPLAINED AGAINST
4	NAME OF THE INVESTIGATION OFFICER
5	SUBJECT OF COMPLAINT
6	DATE OF REGISTRATION
7	DATE OF FINDINGS

**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.

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

**REJOINDER**

Reply of the Agency was shared with the complainant for feedback/rejoinder. In response, he controverted the stance of the Agency and reiterated his earlier stance.

**HEARING**

Due to divergent stance taken by both the parties case was fixed for hearing. The complainant appeared in person, while DD (Admn) and Mr. Sadiq Shah AD (HR) represented the Agency. Complainant provided experience Certificates, which the Agency representative denied its submission during appointment. The complainant submitted the transcript, clearly finds mention of two months experience. In the bottom of transcript and KPRA rules C(iii)C stated that practical training undergone by a candidate for becoming eligible for the award of an actual degree shall be counted as experience, if gained after and not during the academic session. The complainant argued that if they denied his experience Certificates, they should also deny his transcript on which his appointment was made. The representatives raised objection, stating that the experience gained was during the academic session. The transcript and other documents were sent to the concerned university Registrar to provide actual position, who confirmed the complainant version. The Registrar confirmed that the experience was gained by the complainant after completion of the course.

**FINDINGS**

Record shows that complainant was appointed as an Audit officer in KPRA. Despite submitting several applications for promotion, the complainant was ignored due to non-provision of experience Certificates. However, during hearing proceedings, the complainant provided the experience Certificates, which were denied by the representatives on the ground that they were not provided during appointment. Nevertheless, the transcript provided by the complainant clearly mentions two months of experience at the bottom, which was later verified by the concerned university Registrar to have been gained after completing the course. According to KPRA APT Rules, 2018, practical training undergone by a candidates after completing the academic session shall be counted as experience. The Hon'ble Peshawar High Court in Writ Petition No. 3353-P/2020, also granted relief to the petitioner based on the same KPRA APT Rules.

**RECOMMENDATIONS**

Based on the above Findings, it is recommended that the Agency considers the two months of experience mentioned in the complainant transcript because the complainant was appointed on the basis of that transcript and the Agency cannot deny this fact. The Agency should adhere to the KPRA Rules Schedule-II Clause C(iii)C and the judgement of the

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

Honorable Peshawar High Court Peshawar. The Agency is advised to do so within 45 days under intimation to this forum.

**NOTE: Non-compliance shall warrant disciplinary/defiance proceedings in terms of Section 14 Sub-Section 6&7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, whereby, the Government will take necessary action for ensuring good governance.**

Syed Jamalud Din Shah  
Provincial Ombudsman.

23.9.2024



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

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/1773/08/2023.
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Sultan Ahmad s/o Noor Zada r/o Koki Khel Maniya Khel Ghazali Public School Tadi Bazar Post Office Jamrud Tehsil Jamrud District Khyber Agency (Contact # 0300-5956885 & 0308-3985151).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Senior Member Board of Revenue Khyber Pakhtunkhwa, Peshawar. 2. Deputy Commissioner, Swat. 3. Tehsildar/Revenue Officer, Charbagh Swat. 4. Registrar, Charbagh Tehsil Office, Charbagh Swat. 5. Halqa Patwari, Malamjaba District Swat.
4	NAME OF THE INVESTIGATION OFFICER	Sadiq Dilawar, Senior Investigation Officer.
5	SUBJECT OF COMPLAINT	Request for Transfer of Land.
6	DATE OF REGISTRATION	28/08/2023.
7	DATE OF FINDINGS	/02/2024.

**THE COMPLAINT**

Mr. Sultan Ahmad and Naseer Khan jointly filed a complaint, Mr. Sultan Ahmad stated that he purchased a piece of five kanals land in Moza Malamjaba, Swat in 1979 and Registered the property through Registrar. Later on he sold out one Kanal to Mr. Naseem and Mr. Naseer Khan who had also registered it in 1986. They approached the Tehsildar Office multiple times for the transfer but were met with reluctance. They have now discovered that the property has been transferred to the Forest Department. They now approached this forum for redressal of their grievance.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Deputy Commissioner, Swat, Tehsildar/Revenue Officer, Charbagh Swat, Registrar Charbagh Tehsil Office, Charbagh Swat, and Halqa Patwari, Malamjaba, Swat to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Assistant Commissioner, Charbagh Swat submitted that as per report of the Tehsildar Charbagh the registration deed of Mr. Sultan Ahmad has not been entered in the Revenue record of Malamjaba as the land in question is situated in the area of protected forest. For redressal of his grievance, the complainant should approach the Civil Court.

**REJOINDER**

Reply of the Agency was communicated to the complainant for feedback/rejoinder. In response, he controverted the stance taken by the Agency.

**HEARING**

Due to divergent stance taken by both the parties, the case was fixed for hearing and both the parties were heard at length.





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

**FINDINGS**

Record shows that Mr. Sultan Ahmad purchased the land in Malamjaba Swat in 1979 through Registered Deeds. He later on sold one Kanal of land to Mr. Naeem and Mr. Naseer Khan in 1986 with the sale registered by the Sub-Registrar. The revenue record also reflects that this transaction has been under taken. However, it has now come to light that the property has been transferred to the Forest Department. During hearing proceedings, the Sub-Registrar of Charbagh, Swat provided both the Registries one for the year 10/05/1979 and other for the year 13/12/1986, which established the complainants as rightful owners. The record further shows that at the time of second Registry in 1986, the settlement of land in the area was completed. It is important to note that neither the complainants were informed nor was section 4 of the Land Acquisition Act, 1894 imposed for the transfer of the property to the Forest Department. In the Agency record, at the time of Registry, the land was classified (Banjer Qadeem) (Barren Land) which shows that this land had nothing to do with forest. Therefore, it is recommended that:-

The Deputy Commissioner, District Swat, who is also District Collector Revenue Swat and custodian of the Revenue record, take appropriate action and issue directions to the concerned authority under section 172 (v) of the West Pakistan Land Revenue Act, 1967 for correction of entry in Revenue record and redress the complainant grievance within 45 days under intimation to this forum.

This is serious negligence and incompetence on the part of the Revenue Staff. As such disciplinary proceedings also be initiated against those defaulting officials who have committed this negligence.

These recommendations shall be implemented within 45 days of the receipt of these findings under intimation to this Secretariat within the same period.

**NOTE: Non-compliance shall warrant disciplinary/defiance proceedings in terms of Section 14 Sub-Section 6&7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, whereby, the Government will take necessary action for ensuring good governance.**

Syed Jamalud Din Shah  
Provincial Ombudsman.

1.2.2024



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

CLOSURE FINDINGS	
1	COMPLAINT NO.
2	NAME & ADDRESS OF THE COMPLAINANT
3	NAME OF THE AGENCY COMPLAINED AGAINST
4	NAME OF THE INVESTIGATION OFFICER
5	SUBJECT OF COMPLAINT
6	DATE OF REGISTRATION
7	DATE OF FINDINGS

Syed Ihtesham Haider r/o Swat instituted the instant complaint and submitted that he was going to court for hearing. During driving he attended an important call. The Traffic police constable namely Muhammad Idress stopped him and asked about driving license. The complainant admitted the violation in front of Police officer and handed over diving license, but the Police officer started conversation with me and targeted my professional fraternity and abused me. He approached this Forum for redressal of his grievance.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to the Regional Police Officer, Malakand (DIG), Swat and Deputy Superintendent of Police, Traffic Warden Lower Swat to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Regional Police Officer, Malankand at Saidu Sharif, Swat intimated vide letter No12/C.Cell, dated: 15/01/2024 that Superintendent of Police, Traffic Warden Swat vide his office memo No.22/GB, dated: 09/01/2024 has intimated that on 20/12/2023 the Ticketing Officer Muhammad Idress No. 1221 found the complainant Syed Ihtesham busy on Mobile phone while driving. Under the circumstances, the T.O issued him challan Rs. 517/- through Traffic Challan Device No. 48 which yet to be paid by the complainant while introducing him Lawyer. However, his documents have been returned and no misbehavior has been exercised by the official rather he only fulfilled his official duty.

**REJOINDER**

Reply of the Agency was shared with the complainant for his rejoinder/feedback. In response, he submitted letter of thanks to the Ombudsman for redressal of his grievance.

**FINDINGS**

Perusal of record reflects that grievance of the complainant stands redressed after intervention of this forum. Therefore, investigation is closed as having borne fruit in terms of



**OMBUDSMAN (محاسب) SECRETARIAT,  
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Regulation 10 (2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation and Disposal of Complaints) Regulations, 2011.

Syed Jamatud din Shah  
Provincial Ombudsman.

15.2.2024





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

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/1439/05/2024.
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Hamza Iqbal r/o House No. 24 extension D Block ASC Colony Nowshera Cantt (Contact # 0315-5857318)
3	NAME OF THE AGENCY COMPLAINED AGAINST	Director, Elementary & Secondary Education Khyber Pakhtunkhwa, Peshawar.
4	NAME OF THE INVESTIGATION OFFICER	Naveed Ahmad, Assistant Director (Investigation).
5	SUBJECT OF COMPLAINT	Request for Issuance of Appointment Order.
6	DATE OF REGISTRATION	08/05/2024.
7	DATE OF FINDINGS	12/08/2024.

**THE COMPLAINT**

Mr. Hamza Iqbal r/o Nowshera instituted the instant complaint and alleged that he has applied for the post of School Leader in Education Department Khyber Pakhtunkhwa. His name was recommended for appointment but Directorate of Elementary & Secondary Education Khyber Pakhtunkhwa has not issued appointment order till date. He was informed that Chief Minister Khyber Pakhtunkhwa had imposed ban on all kinds of recruitments. The complainant requested this Forum to direct the Agency to re-initiate the process of appointment as Government has already lifted ban on fresh appointments.

**REPLY OF THE AGENCY**

Notice under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Director, Elementary & Secondary Education Khyber Pakhtunkhwa, Peshawar to meet the allegations and submit reply including rebuttal, if any. In response, Dr. Abdul Qayyum Khan AD (RTI & Ombudsman) Directorate of E&SED Khyber Pakhtunkhwa informed that Mr. Hamza Iqbal r/o Nowshera was recommended by the Departmental Selection Committee (DSC) meeting held on 15/08/2022 and 19/01/2023 for appointment as School Leader, but Chief Minister Khyber Pakhtunkhwa has imposed ban on all kind of fresh recruitments till further orders.

**REJOINDER**

Reply of the Agency was shared with the complainant for his feedback/rejoinder. In response, the complainant reiterated his earlier stance and disagreed with the response of the Agency.

**HEARING**

To ascertain the facts, the case was fixed for hearing on 04/07/2024. Dr. Abdul Qayyum Khan AD (RTI & Ombudsman) Directorate of E&SE Khyber Pakhtunkhwa represented the Agency, while complainant attended the hearing in person. During the hearing representative of the Agency relied upon the stance put forward in written reply of the Agency and also added that Hon'ble Chief Minister Khyber Pakhtunkhwa has imposed complete ban on all kind of



**OMBUDSMAN (مختب) SECRETARIAT,  
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recruitment throughout the Province vide Notification No. SO(E-I)/E&AD/1-1/2024, dated: July 09, 2024. The appointment order for the concerned complainant will be issued once the ban is lifted.

**FINDINGS**

Perusal of the record shows that the complainant was recommended by the Departmental Selection Committee (DSC) against the post of School Leader (BPS-16) in its meeting dated: 15/08/2022 and 19/01/2023 but the appointment orders has not been issued till date for the reason that the Chief Minister Khyber Pakhtunkhwa has imposed ban on all kind of recruitments vide letter No. PS/PSCM/CMS/KP/2024, dated 2<sup>nd</sup> March, 2024 and due to acting charge of Director Elementary and Secondary Education Khyber Pakhtunkhwa. However, the said notification indicated that those recruitments which are already under process shall be completed in due course of time. Now, ban has been lifted by the Government of Khyber Pakhtunkhwa vide Notification No. SO(E-I)/E&AD/1-1/2024, dated: July 09, 2024 throughout the Province. It is observed that the Director Education Department is not issuing the appointment order without any justification which proved negligence on the part of the Agency. Therefore, Maladministration has been established on the part of the Agency.

**RECOMMENDATIONS**

In light of the above findings it is recommended that Director, Elementary & Secondary Education Khyber Pakhtunkhwa, Peshawar should issue the appointment order of the complainant (Mr. Hamza Iqbal) as soon as possible.

These recommendations shall be implemented within 45 days of the receipt of these findings under intimation to this Secretariat within the same period.

**NOTE: Non-compliance shall warrant disciplinary/defiance proceedings in terms of Section 14 Sub-Section 6&7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, whereby, the Government will take necessary action for ensuring good governance.**

Syed Jamalud Din Shah  
Provincial Ombudsman.

13.8.2024





## GOVERNMENT OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS	
1	COMPLAINT NO.
2	NAME & ADDRESS OF THE COMPLAINANT
3	NAME OF THE AGENCY COMPLAINED AGAINST
4	NAME OF THE INVESTIGATION OFFICER
5	SUBJECT OF COMPLAINT
6	DATE OF REGISTRATION
7	DATE OF FINDINGS

THE COMPLAINT

Mr. Iqrar Khan r/o District Khyber has instituted a complaint stating that he has completed his BS Commerce from Government College of Management Science Jamrud affiliated with University of Peshawar, but the college is not listed on the HEC portal. He approached the HEC but asked him to contact his college and university focal person to resolve the matter. The complainant alleged that he requested college administration and university authorities for degree verification, but in vain. He approached this forum for redressal of his grievance.

REPLY OF THE AGENCY

Notices under section 10 (4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Registrar, University of Peshawar and Principal, Government College of Management Sciences Jamrud to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Additional Controller of Examinations University of Peshawar intimated vide letter No. 703/Obj/Degrees, dated: 20/08/2024 that BS Commerce degree of Mr. Iqrar Khan s/o Ibrar Khan bearing Roll No. 18866 session 2018-22 has been verified and issued to the complainant.

REJOINDER

Reply of the Agency was forwarded to the complainant for his feedback. In response, he confirmed the report of the Agency and paid thanks to this Forum for early redressal of his grievance.

FINDINGS

Record reveals that the grievance of the complainant stands redressed having borne fruit. Investigation in the complaint is closed in terms of Regulation 10(2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.

Syed Jamalud Din Shah  
Provincial Ombudsman

12.9.2024

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

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/3007/12/2023.
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Aman Ullah Khan r/o Essa Khail Topchiyan Post Office Bakhshi Pul Tehsil and District Peshawar (Contact # 0313-9790883).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Director, Directorate of Elementary & Secondary Education Department Khyber Pakhtunkhwa. 2. District Education Officer (Female), Peshawar.
4	NAME OF THE INVESTIGATION OFFICER	Muhammad Ibrahim, Assistant Director (Media & Research).
5	SUBJECT OF COMPLAINT	Provision of English Female teacher.
6	DATE OF REGISTRATION	01/03/2024.
7	DATE OF FINDINGS	28/03/2024.

**THE COMPLAINT**

Mr. Aman Ullah r/o Peshawar instituted the present complaint with the contention that no female English teacher has been appointed in Government Higher Secondary School for girls Larama Peshawar for last 2 years. He approached this forum to direct the Agency to appoint a female English teacher to save the precious time and future of girl students of the Government Higher Secondary School for girls Larama Peshawar.

**REPORT OF THE AGENCY**

Notices were issued to Secretary, Elementary and Secondary Education Khyber Pakhtunkhwa, Director, Elementary and Secondary Education Khyber Pakhtunkhwa, District Education Officer (Female), Peshawar to meet the allegations and submit reply including rebuttal, if any, in terms of section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010. Meanwhile, complainant submitted an application and acknowledged that female English teacher has been appointed in Government Higher Secondary School for girls Larama Peshawar and paid thanks to this Forum for early redressal of his grievance.

**FINDINGS**

Record reveals that the grievance of the complainant stands redressed having borne fruit. Investigation in the complaint is closed in terms of Regulation 10(2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.

Syed Jamalud din Shah  
Provincial Ombudsman.

28-3-2024

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

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/1736/08/2023.
2	NAME & ADDRESS OF THE COMPLAINANT	Mst. Nazish Hidayat r/o House No. 9 Sector No. C Gulberg Town Mardan (Contact # 0315-5712604).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Secretary, Higher Education Department Khyber Pakhtunkhwa, Peshawar. 2. Director, Higher Education Khyber Pakhtunkhwa, Peshawar. 3. Principal, Sheikh Maltoon Girls College, Mardan.
4	NAME OF THE INVESTIGATION OFFICER	Muhammad Ibrahim Khan , Assistant Director
5	SUBJECT OF COMPLAINT	Request For Release of Outstanding amount of Rs. 1,40,400.
6	DATE OF REGISTRATION	24/08/2023.
7	DATE OF FINDINGS	3 /01/2024.

**THE COMPLAINT**

Mst. Nazish Hidayat r/o Mardan instituted the instant complaint stating that she was hired as a Lecturer Botany in Sheikh Maltoon Girls College, Mardan in spring, 2022. As per agreement salary of the entire semester was to be paid at the end of the semester. However, the said salary was not paid to her. She also made a request to the Higher Education Department Khyber Pakhtunkhwa but they made an excuse that due to a shortage of funds they were unable to release the salary. She requested this Forum for redressal of her grievance.

**REPLY OF THE AGENCY**

Notices under section 10 (4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Director, Higher Education Khyber Pakhtunkhwa Peshawar and Principal, Shiekh Maltoon Girls College, Mardan to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Principal Government Girls Degree College Sheikh Maltoon (Mardan) intimated vide letter No. 714/Visiting Lecturer, dated: 12/09/2023 that the remuneration for spring 2022 of the whole semester was not paid to all permanent as well as visiting faculties including Nazish Hidayat visiting Lecturer in Botany because the required funds were not release by the Finance Department.

**REJOINDER**

Reply of the Agency was shared with the complainant for feedback/rejoinder. In response, complainant rejected the stance of the Agency and asked for an opportunity to be heard.

**HEARING**

The case was fixed for hearing on 14/11/2023. Ms. Lubna Farman (Assistant Litigation) Directorate of Higher Education Khyber Pakhtunkhwa and Mr. Imran Ullah (Budget Examiner)

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

Finance Department attended the hearing, while the complainant remained absent. Both the representatives were heard at length. At last, representative of the Finance Department Mr. Imran Ullah advised the representative of the Directorate of Higher Education to provide the list of the contract staff hired under the BS Program.

**FINDINGS**

The Directorate of Higher Education provided the Minutes of the meeting regarding release of salaries of hired lecturers of Government Colleges of Higher Education Department under the chairmanship of Additional Secretary (Dev) Higher Education Department dated: 29/11/2023. The representative of the Finance Department agreed that funds to the tune of Rs.246.545 million in respect of hired faculty alongwith complainant will be released after availability of funds. Ombudsman Secretariat will be informed accordingly.

Since, no maladministration established against the Agency. Therefore, Investigation in the complaint is closed under Regulation 17(b) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.

Syed Jamalud Din Shah  
Provincial Ombudsman.

3-1-2024





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

CLOSURE FINDINGS	
1	COMPLAINT NO.
2	NAME & ADDRESS OF THE COMPLAINANT
3	NAME OF THE AGENCY COMPLAINED AGAINST
4	NAME OF THE INVESTIGATION OFFICER
	SUBJECT OF COMPLAINT
6	DATE OF REGISTRATION
7	DATE OF FINDINGS

**THE COMPLAINT**

Mr. Mian Naushad Ali R/o Peshawar instituted the instant complaint stating that he has been living in his house at Sector G-2, Phase 2, Hayatabad Peshawar for the last 22 years. There are two old marks of road cut in front of his house which might be done by the utility service providing agencies. On 13-12-2023, he received a derogatory notice of illegal road cut reflecting fine for Rs.1,39,000/- and further threatened him for lodging an FIR against him. He alleged that the road cut was done by the Agency on its own in the past. He added that he is a senior citizen and planning to go abroad and is mentally disturbed by the action taken by the Agency. He approached this Forum for redressal of his grievance.

**REPLY OF THE AGENCY**

Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to the Director General, Peshawar Development Authority (PDA), Phse-5, Hayatabad, Peshawar and Deputy Director (Roads) Peshawar Development Authority (PDA), Phase-5, Hayatabad, Peshawar. In response Deputy Director (Roads-111) Peshawar Development Authority (PDA) replied and stated that the complainant did the illegal road cut and in this connection, he was intimated to attend the office of PDA to show No Objection Certificate (NOC) of road cut, otherwise deposit the penalty charges as per section 36 PDA Act, 2017.

**REJOINDER**

Reply of Agency was shared with the complainant for his feedback. In response, he denied the stance of the Agency and requested to fix the case for hearing.

**HEARING**

The case was fixed for hearing on 28-02-2023. Muhammad Riaz (Deputy Director Roads) PDA appeared as representative of the Agency while Mr. Bhai Jan appeared as attorney of complainant. Representative of Agency stated that he will personally visit the spot of alleged

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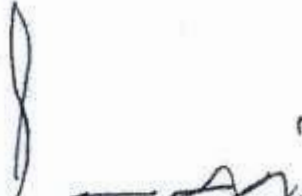


## OMBUDSMAN (مختب) SECRETARIAT, GOVERNMENT OF KHYBER PAKHTUNKHWA

illegal road cut and will submit report to this Secretariat within 15 days. Case was adjourned for progress report of the Agency.

### FINDINGS

During pendency of the investigation, Complainant has deposited Rs.19, 000/- to the Agency. Upon which the Agency has issued NOC to the complainant vide order No. 04DD (R-IV)/DE-111/PDA 17-20 dated 10-05-2024. Since NOC has been issued to the complainant and the matter has been resolved amicably, no further investigation is needed. As a result, investigation in the instant complaint is closed in terms of 17(b) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of Complaints) Regulations, 2011.

  
Syed Jamalud Din Shah  
PROVINCIAL OMBUDSMAN  
15.11.2024





## GOVERNMENT OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/115-117/01/2024 PO/Complaint/147-226/01/2024
2	NAME & ADDRESS OF THE COMPLAINANT	Muhammad Awais, Mr. Abdul Manan and Mr Khan Ali r/c District Peshawar & 80 Others (Cell # 0302-9414845).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Vice Chancellor, Khyber Medical University, Hayatabad Phase-05, Peshawar. 2. Registrar, Khyber Medical University, Hayatabad Phase-05, Peshawar. 3. Director General, Health Service, Khyber Pakhtunkhwa, Warsak Road, Peshawar.
4	NAME OF THE INVESTIGATION OFFICER	Muhammad Adeel Ilyas (Investigation Officer-I)
5	SUBJECT OF COMPLAINT	<u>REQUEST FOR ARRANGEMENT OF BUILDING.</u>
6	DATE OF REGISTRATION	16/01/2024 & 18/01/2024
7	DATE OF FINDINGS	18 /03/2024

**THE COMPLAINT**

Muhamamd Awais and 82 others instituted different complaints carrying similar cause of actions stating that they are the students of Institute of Paramedical Sciences (IMPS). Khyber Medical University (KMU) has entered into a Memorandum of Understanding (MOU) with Provincial Health Services Academy (PHSA) to provide a building to the students of IMPS. The MOU ended in December 2023, PHSA took possession of the building, and IMPS students have been thrown out. As a result, their educational activities have been stopped and their studies are affected. They approached the vice chancellor/administration of the KMU to provide them with either another building or to relocate them to the KMU's main campus, but they turned down the request. They also held protest strikes outside Khyber Medical University (KMU) about the commencement of their classes and the availability of a building, which ended up with no outcome. They approached this Forum in order to request the administration of KMU to provide them either a new building or relocate them to the main campus of KMU in order to save their precious time.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to the Vice Chancellor, Khyber Medical University, Peshawar, Registrar, Khyber Medical University, Peshawar and Director General, Health Service, Khyber Pakhtunkhwa, Peshawar to address the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Registrar Khyber Medical University, Peshawar responded Vide Letter No: KMU(E)/Ombudsman/2024/317 and stated that a committee was established including members from the students of IMPS for streamlining of infrastructure,



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

Library and other basic educational necessities to provide a conducive atmosphere for commencement of classes at the main campus of KMU for the students of IMPS Duranpur, Peshawar. The committee unanimously decided to transfer all students of IMPS to main campus of Khyber Medical University and their classes commence on January 31, 2024. In the meanwhile, complainants submitted a letter of thanks to this Forum, confirming that their classes have commenced at main campus of KMU and wished to close their complaints.

**FINDINGS**

During the pendency of investigations, student's organization of KMU-IMPS submitted a letter of thanks to this Forum stating that their grievances have been redressed by the Agency and they have been relocated to the premises of Khyber Medical University and their classes have commenced at the main campus of KMU. Therefore, no further proceedings are needed, as such, investigation in the complaints are closed having borne fruit in terms of Regulation 9(1) of the Khyber Pakhtunkhwa Provincial Ombudsman (Registration, Investigation and Disposal of Complaints) Regulations, 2011.

Syed Jamalud din Shah  
Provincial Ombudsman.

18.3.2024





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

		<b>CLOSURE FINDINGS</b>
1	<b>COMPLAINT NO.</b>	P.O/Complaint No. 340/01/2024 to 345/01/2024 778/02/2024 to 798/02/2024
2	<b>NAME &amp; ADDRESS OF THE COMPLAINANT</b>	Mr. Sardar Khan, P/o Gari Doulatzai, Gari Kapoora Tehsil & District Mardan. (Contact No. 03108744459)
3	<b>NAME OF THE AGENCY COMPLAINED AGAINST</b>	1. Director General, Health Services, Khyber Pakhtunkhwa, Peshawar. 2. Executive Engineer (Building) Communication & Works Department, Mardan. 3. District Health Officer, Mardan.
4	<b>NAME OF THE INVESTIGATION OFFICER</b>	<b>MUHAMMAD ADEEL ILYAS</b> <b>INVESTIGATION OFFICER-I</b>
	<b>SUBJECT OF COMPLAINT</b>	<b>REQUEST FOR FUNCTIONAL RHC.</b>
6	<b>DATE OF REGISTRATION</b>	06/02/2024 & 29/02/2024
7	<b>DATE OF FINDINGS</b>	29/11/2024

**THE COMPLAINT**

Mr. Sardar Khan and others instituted identical complaints (27 in number) stating that the Rural Health Centre (RHC) Ghari Kapoora Mardan has been started since 2011-12. Despite considerable long period, this scheme didn't benefit the people of the locality. At least 18 crore rupees have been spent on the said RHC. Due to lack of civil dispensaries and medical centers, people of the area are in extreme hardship and have to travel towards District Headquarter Hospital (DHQ) Mardan for basic health facilities/ treatment of health. They approached this Forum in order to ask the Agency to functionalize RHC at Ghari Kapoora Mardan.

**REPLY OF THE AGENCY**

Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to the Director General, Health Services, Khyber Pakhtunkhwa, Peshawar, Executive Engineer (Building) Communication & Works Department, Mardan and District Health Officer, Mardan. In response, Executive Engineer, C&W Building Division Mardan responded vide Letter No.781/21W dated 21/03/2024 and stated that the Sub Divisional Officer (SDO) contacted the complainants on their mobile numbers. The SDO concerned along with the contractor of RHC Ghari Kapoora briefed the complainants at the site. An agreement was also signed by the complainants and contractor. Added that main building and OT building are completed and will be handed over to the District Health Officer (DHO) Mardan soon. Another reply was also received from District Health Officer Mardan vide Letter No.5338-42/DHO dated 22/03/2024 wherein it was stated that residential building of the scheme is in finishing stage except one quarter which is in DPC level. Similarly some deficiencies in newly completed nonresidential of BHU to RHC Ghari Dault Zai under the scheme name "80663-Upgradation of 10 BHUS to RHC in NWFP on need basis" vide ADP No.582, year 2022-23 have been reported to Executive Engineer, C&W Division Mardan several times. The deficiencies includes non-completion of main drainage, electricity work in main and OT building, no wash rooms in main



## OMBUDSMAN (مجتنب) SECRETARIAT, GOVERNMENT OF KHYBER PAKHTUNKHWA

ward and Gynae ward, no sinks and water system in minor OT, no protection wall and dark room in X-Ray block, no arrangement of water supply and sinks in dental block, no shaded/sink are made in Lab Unit, no sitting arrangement for patients in waiting areas, no premix on road, lawn in front of building is in bad condition, no electricity system is present outside and around the building, and ramp is incomplete. Further stated that demand for release of revenue components for purchase of medical equipment's have been made to Health Department, Government of Khyber Pakhtunkhwa vide letter No.1460 dated 26/01/2024. Similarly a request has also been made to Director General Health Services Khyber Pakhtunkhwa for SNE in order to functioning BHUGhari Daulat Zai to RHC vide letter No.1218-9 dated 24/01/2024.

### REJOINDER

Replies of the agency were shared with the complainants for their feedback. In response, they denied the stance of the Agency and repeated their earlier version of their complaints.

### HEARING

The case was fixed for hearing on 08/08/2024. Mr. Atif Khan (Litigation Officer) District Health Officer Mardan and Mr. Naqeeb Ullah Khattak (Sub Divisional Officer) C&W Building Division Mardan attended the hearing as representative of Agency while Muhammad Sabir S/o Jamshed Khan appeared as special attorney on behalf of complainants. Representative of DHO Mardan stated that they are taking/handing the RHC from C&W within few days. It will be operationalize/ functionalize after creation/ sanction of posts and fund by Finance Department. Similarly representative of C&W Mardan stated that all deficiencies in RHC are removed and the building will be handed over to DHO Mardan within 15 days. Statement of the representative was recorded and placed on file. Similarly Special attorney for the complainants also recorded his statement and his authority letter was exhibited and placed on file.

### FINDINGS

Perusal of record reveals that the upgradation of BHU to RHC in Ghari Daulatzai was approved in ADP No.582 in the year 2022-23, scheme titled "Upgradation of 10 BHUS to RHC in Khyber Pakhtunkhwa on need basis". From the statement submitted by the Communication & Works Department and District Health Officer, Mardan, it is concluded that the upgradation of BHU to RHC has been completed. SNE is prepared and has been sent to Director General Health Services Khyber Pakhtunkhwa and Finance Department for creation of posts. The process of induction of the staff for RHC and medical appliances are in pipeline and case for the creation of posts of essential health workers has been placed before the concerned authorities. Since the upgradation of BHU Gari Daultzai Mardan is already completed, therefore, the DHO Mardan is advised to expedite the correspondence with concerned departments in order to get the posts sanctioned and provision of necessary furniture and medical equipments to the newly upgraded RHC Gari Daulatzai Mardan. No case of maladministration is found against the Agency; therefore, investigations into the instant complaints are closed in terms of 17(b) of the Khyber





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

Pakhtunkhwa Provincial Ombudsman office (Registration and Disposal of Complaints)  
Regulations, 2011.

Syed Jamalud Din Shah  
PROVINCIAL OMBUDSMAN

29.11.2024



**OMBUDSMAN (محاسب) SECRETARIAT REGIONAL OFFICE,  
ABBOTTABAD  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/556/03/2023
2	NAME & ADDRESS OF THE COMPLAINANT	Babar Zeb s/o Gulistan Khan r/o Village Dotar, P.O Dhamtor, District Abbottabad. (0323-8448537)
3	NAME OF THE AGENCY COMPLAINED AGAINST	Deputy Commissioner, Abbottabad.
4	NAME OF THE INVESTIGATION OFFICER	Muhammad Usman Akram, Deputy Registrar, Regional Office Abbottabad.
5	SUBJECT OF COMPLAINT	REQUEST FOR COMPENSATION
6	DATE OF REGISTRATION	03/03/2023
7	DATE OF FINDINGS	09/01/2024

**THE COMPLAINT**

Mr. Babar Zeb R/o District Abbottabad instituted the instant complaint stating that C&W department acquired land through DC office Abbottabad for the construction of Havelian-Dhamtor bypass. His house and shops also included in the acquisition land. DC office released the payment of house to complainant but compensation amount of shops is still pending. He visited DC office several time but to no positive outcome. Complainant seeks indulgence of this forum for the redressal of his grievances.

**REPLY OF THE AGENCY**

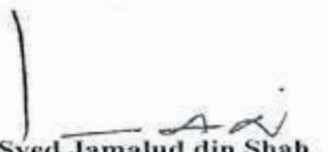
Notices under Section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Deputy Commissioner, Abbottabad to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Tehsildar Land Acquisition Abbottabad vide letter No. 639-40/Acq, dated 29/05/2023 stated that complainant Baber Zeb s/o Gulistan received the payment voucher amounting to Rs. 507918/- through challan No. 189 on 29/05/2023.

**REJOINDER**

Reply of the Agency was shared with the complainant for his feedback. In response, he submitted letter of thanks to this forum and stated that DC office Abbottabad has made the payment of Rs. 5,07,1918/- to him.

**FINDINGS**

Perusal of the record and statement of the complainant reveals that the grievance of the complainant stands redressed by concerned Agency. Hence, investigation in the complaint is closed as having borne fruit in terms of Regulations 9(1) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation and disposal of complaints) Regulations 2011.

  
 Syed Jamalud din Shah  
 Provincial Ombudsman  
 12.2.24





## GOVERNMENT OF KHYBER PAKHTUNKHWA

1	<b>COMPLAINT NO.</b>	P.O/Complaint No.761/02/2024
2	<b>NAME &amp; ADDRESS OF THE COMPLAINANT</b>	Mr. Islam Ud Din r/o Village Main Banda P. O Timergara Tehsil Timergara, District Dir Lower. (Contact: 0345-9531831)
3	<b>NAME OF THE AGENCY COMPLAINED AGAINST</b>	1. Secretary, Khyber Pakhtunkhwa Pharmacy Council, District Peshawar.
4	<b>NAME OF THE INVESTIGATION OFFICER</b>	Kalim Shahab, Deputy Registrar
5	<b>SUBJECT OF COMPLAINT</b>	<b>Request for Issuance of Category-D Certificate.</b>
6	<b>DATE OF REGISTRATION</b>	29/02/2024.
7	<b>DATE OF FINDINGS</b>	30/10/2024.

**THE COMPLAINT**

Mr. Islam Ud Din r/o District Swat, has filed the instant complaint stating that he applied for Category-D certificate on 14-07-2023 and submitted all required documents along with fee of Rs.3000/- at the Pharmacy Council office in Peshawar but no response received till date. The complainant requested to expedite the process of issuance of his Certificate. The complainant came to this forum for the redressal of his grievance.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 was issued to Secretary, Khyber Pakhtunkhwa Pharmacy Council to meet the allegation contain in the complaint and submit reply including rebuttal if any. In response, Assistant Registrar Khyber Pakhtunkhwa Pharmacy Council informed that their office issues certificate of registration only for Register A and Register B. The Agency further stated that the particulars of the complainant are vague and unclear to ascertain the exact status of his application and to address the issue effectively.

**FINDINGS**

A letter of appreciation received from the complainant confirms that the matter has been effectively resolved by the Agency. The complainant has received certificate from Khyber Pakhtunkhwa Pharmacy Council after completion of formalities. He expressed gratitude to Ombudsman Office for its prompt response and requested the closure of further investigation in the case. Accordingly, investigation in the case is closed having borne fruit in terms of Regulations 9(1) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Regulations, Investigation and Disposal of complaints) Regulations, 2011.

(SYED JAMALUD DIN SHAH)  
Provincial Ombudsman

30.10.2024



**OMBUDSMAN (مختاب) SECRETARIAT,  
REGIONAL OFFICE SWAT  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

1	<b>COMPLAINT NO.</b>	P.O/Complaint No.2256/07/2024
2	<b>NAME &amp; ADDRESS OF THE COMPLAINANT</b>	Mr. Naveed Ali Shah r/o Village and P.O Sayyad Abad Chuprial Tehsil Matta, District Swat. (Contact: 0342-8962923)
3	<b>NAME OF THE AGENCY COMPLAINED AGAINST</b>	1. Secretary, Local Government, Elections & Rural Development Department, District Peshawar. 2. Assistant Director, Local Government & Rural Development Department (LG&RDD), District Swat. 3. Village Secretary (Mr. Abdullah), Union Council Chuprial, Tehsil Matta, District Swat.
4	<b>NAME OF THE INVESTIGATION OFFICER</b>	Kalim Shahab, Deputy Registrar
5	<b>SUBJECT OF COMPLAINT</b>	<b>Request for Issuance of Marriage Certificate.</b>
6	<b>DATE OF REGISTRATION</b>	31/07/2024.
7	<b>DATE OF FINDINGS</b>	15/11/2024.

**THE COMPLAINT**

Mr. Naveed Ali Shah r/o District Swat (citizen of the United States of America) has filed a complaint regarding the difficulties he has faced in obtaining his marriage certificate. The complainant informed that he married an Afghan citizen on 01-07-2024 and require marriage certificate to apply for his wife's visa with the USCIS. For this purpose he visited Village Secretary's office but the concerned official refused to process his request directing him to visit courts or lawyers instead. According to the complainant he had already obtained required affidavit from attorney, but the Secretary refuses to accept these documents. The complainant came to this forum for the redressal of his grievance.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Secretary, Local Government Election & Rural Development Department Khyber Pakhtunkhwa, Assistant Director, Local Government & Rural Development Department District Swat and Village Secretary (Mr. Abdullah) Union Council Chuprial Tehsil Matta District Swat to meet the allegations contained in the complaint and submit reply including rebuttal if any. In response, the Assistant Director (Senior) LG&RDD Swat informed that the marriage certificate has already been issued to the complainant and grievance of the complainant has been resolved.

**REJOINDER**

Reply of the Agency was shared with the complainant for rejoinder/feedback. Meanwhile a letter of appreciation received from the complainant confirming the resolution of his issue.



**OMBUDSMAN (محاسب) SECRETARIAT,  
REGIONAL OFFICE SWAT  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

**FINDINGS**

A letter of appreciation received from the complainant acknowledging the effective resolution of the matter by the Agency on the intervention of this office. The complainant expressing gratitude to the Ombudsman Office for its prompt response and stated that his grievance has been addressed. Accordingly, investigation in the case is closed having borne fruit in terms of Regulations 9(1) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Regulations, Investigation and Disposal of complaints) Regulations, 2011.

(SYED JAMALUD DIN SHAH)  
Provincial Ombudsman

15.11.2024





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

CLOSURE FINDINGS		
1	COMPLAINT NO.	P.O/Complaint No. 1428/05/2024 P.O/Complaint No. 1492/05/2024
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Safiullah and other r/o Tehkal Payan Peshawar. (Contact No. 03074189384)
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Hospital Director, Khyber Teaching Hospital Peshawar. 2. Incharge Gynae Ward, Khyber Teaching Hospital Peshawar. 3. Dr. Naila Bukhari, Khyber Teacher Hospital Gynecologist KTH, Peshawar.
4	NAME OF THE INVESTIGATION OFFICER	(Mubarak Shah ) Investigation Officer-V
	SUBJECT OF COMPLAINT	NEGLIGENCE CASE.
6	DATE OF REGISTRATION	08/05/2024
7	DATE OF FINDINGS	31/08/2024

**COMPLAINT**

Mr. Safiullah Khan and one other r/o Peshawar instituted separate but identical complaints stating that their patient was admitted in the Khyber Teaching Hospital Peshawar for delivery. At the time of delivery, no one from the on duty doctors came to help her. Their patient was being treated by Dr. Naila Bukhari as all the checkups and tests were carried out by her during the whole pregnancy in her private clinic and during delivery they shifted their patient to Gynae Ward at KTH but the said doctor was not present. We called the on duty doctors time and again but to no avail and at last their baby died during delivery due to the negligence and ill response of the on duty doctors. They approached this Forum for redressal of their grievance.

**REPLY OF THE AGENCY**

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to Hospital Director, Incharge Gynae Ward, and Dr. Naila Bukhari Gynaecologist (KTH), Peshawar to meet the allegations contained in the complaint and submit reply including rebuttal, if any. In response, Dr. Naila Qurat ul Ain Fayyaz Bukhari Assistant Professor Gynae C Unit, MTI/KTH Peshawar and Dr. Muhammad Zafar Afridi Hospital Director MTI/KTH Peshawar filed their replies. Dr. Naila Bukhari in her reply stated that when the patient namely Iqra wife of Safiullah was admitted in Gynae ward C through regular hospital OPD Chit dated 21/03/2024 not through IBP to give birth her baby. That she was on official leave from 18-03-2024 to 22-03-2024 to perform examination duties at Jinnah Medical College duly assigned by Khyber Medical University Peshawar on 15-03-2024, since she was on leave and the other doctors on duty did not contact me about her case as the admitted patients are managed by the on cell team of doctors as per duty roaster. She further stated in her reply that earlier Iqra w/o safiullah had visited her at her private clinic about 3 weeks before delivery where upon she advised her to get an ultrasound scan to check her baby's health. The scan showed no immediate danger to the baby, but she stopped coming to see her after that. The Doctor also





## GOVERNMENT OF KHYBER PAKHTUNKHWA

stated that she is deeply grieved about the loss of her baby and she wishes her a speedy recovery. She was away on examination duty and not involved in her case.

Dr. Muhammad Zafar Afridi Hospital Director MTL-KTH filed reply along with recommendations of the Inquiry Committee constituted for the subject issue. As per recommendation of the Inquiry Committee, the Patient was admitted in ward through OPD chit. She was not admitted through IBP and no separate IBP charges for delivery were taken. She came through a common pool. Upon inquiry from the on duty doctors, no call were made from the ward to doctor Naila Bukhari as the admitted patients are managed by the on call team and she was on leave for practical exam in Jinnah Medical College. Patient was admitted with lost fetal movements and she delivered an old macerated died baby which means baby was dead 48 hours before she came to the hospital.

### REJOINDER

Reply of the agency was shared with the complainant for feedback/rejoinder. In response the complainants controverted stance of the Agency and reiterated their earlier plea.

### HEARING

Due to divergent stance of the parties, hearing was conducted on 07/08/2024 and 15/08/2024. The complainants and Dr. Naila Bukhari appeared in person. While Dr. Ambreen Samad Assistant Professor appeared on behalf of the Agency on 15/08/2024 and produced the Bio Metric attendance of all the staff shown that Dr. Naila Bukhari was on leave from 18/03/2024 to 22/03/2024 while Dr. Tayyaba Assistant Professor has been shown present, but all TMOs are shown absent.

### FINDING

It is evident from record that wife of the complainant was a patient of Dr. Naila Bukhari and visited her clinic (IBP) for treatment and check-up 3 weeks before the delivery. Dr. Naila Bukhari with her reply has annexed leave application and notification dated: 15/03/2024 duly issued by "Khyber Medical University Peshawar" qua practical examination and viva of the final year students of "Jinnah Medical College Peshawar", scheduled from 18/03/2024 to 22/03/2024, wherein she was also appointed and nominated as examiner. Hence, she was not present in the hospital during her leave period. Regarding the inquiry conducted by the Agency, it is apt to state that the inquiry is deficient for recording any statement of "on duty consultants". The duty roster shows that on 21th of March, 2024, there were two consultants on duty, namely; Dr Asma Ambareen & Dr. Tayyaba Mazhar, but neither their statements were recorded nor their position was elaborated. No doubt, during the morning shift, consultant doctors are deemed to be available but in the issue in hand, attendance of one of the consultant (Dr Asma Ambareen) is duly marked but nowhere in inquiry as well as in the statements of Dr. Saira Nazneen and other TMOs, the delivery case has been referred to or even consulted with Dr. Asma Ambareen. Similarly, the other consultant (Dr. Tayyaba Mazhar) was not present at all and no attendance was marked. TMOs being junior practitioners are professionally, morally and ethically duty-



## OMBUDSMAN (مختسب) SECRETARIAT, GOVERNMENT OF KHYBER PAKHTUNKHWA

bound to perform their duties with zeal and zest and to treat the patients kindly with a polite approach keeping in view the probity that it is the high-time to learn practically so that they could utilize the intellectual earning in the upcoming future.

### RECOMMENDATIONS

Thus, in light of the above observation and findings, it is recommended that:

- i. The Secretary to Government of Khyber Pakhtunkhwa, Health Department shall conduct a comprehensive inquiry, under his direct supervision, by appointing an inquiry committee consisting of independent and impartial members, but not from any MTI hospital and shall submit the report within 45 days by fixing responsibility on the wrong-doer(s) if any. The complainant shall also be associated during inquiry proceedings.
- ii. The Hospital management shall arrange a session/seminar for the guidance and counseling of all the doctors including TMOs regarding their professional approach towards the patients.

These recommendations shall be implemented within 45 days of the receipt of these findings under intimation to this Secretariat within the same period.

*Note: Defiance/ non-compliance shall warrant disciplinary proceedings against the Principal Officer of the Agency in terms of Section 14 sub-section 6&7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, whereby, the Government will take necessary action for ensuring good governance.*

Syed Jamalud Din Shah  
PROVINCIAL OMBUDSMAN  
29.8.2024





## GOVERNMENT OF KHYBER PAKHTUNKHWA

CLOSURE FINDINGS		
1	COMPLAINT NO.	PO/Complaint/956/05/2023
2	NAME & ADDRESS OF THE COMPLAINANT	Mr. Javed Masih r/o Moh: Sanghair Kohat city, House number 113, Cell # (0347-3617007).
3	NAME OF THE AGENCY COMPLAINED AGAINST	1. Secretary, Khyber Pakhtunkhwa Local Council Board, Peshawar 2. Tehsil Municipal Officer (TMA) Kohat
4	NAME OF THE INVESTIGATION OFFICER	Mr. Mubarak Shah, Investigation Officer-V
5	SUBJECT OF COMPLAINT	REQUEST FOR GRANT OF FAMILY PENSION.
6	DATE OF REGISTRATION	09/05/2023
7	DATE OF FINDINGS	2/10/2024

**THE COMPLAINT**

Mr. Javed Masih r/o District Kohat instituted the instant complaint stating that his wife Nusrat Bibi was appointed as Sanitary worker in the office of Chief Municipal Officer, Kohat on 21 May, 1985. Later on her services were regularized vide order No. So(LG-(11)LG-4(58)78vol-(11) dated 31<sup>st</sup> May, 1987. She served in Tehsil Municipal Administration District Kohat for 15 years before being compulsory retired by TMA Kohat on 30<sup>th</sup> October, 1999. The complainant alleged that her retirement violated her fundamental rights and Pension rules. However, no pension benefits have been granted to the legal heirs of the deceased. Despite submitting a written application to TMA, no Pension Benefits have been granted to her legal heirs. The complainant approached this Forum for redressal of his grievance.

**REPLY OF THE AGENCY**

Notices under Section 10 (4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were issued to the Secretary Local Council Board, Tehsil Municipal Officer (TMA) Kohat and Directorate of Local Fund Audit Khyber Pakhtunkhwa Peshawar to address the allegations contained in complaint and submit reply including rebuttal, if any. In response, Deputy Director (H.O) Local Fund Audit, Khyber Pakhtunkhwa, Peshawar, submitted detailed reply on behalf of the Agency. That complainant requested for the grant of family pension to the legal heirs of Mrs. Nusrat Bibi, former sanitary work sweeper (BPS-01) who was compulsory retired on 30<sup>th</sup> October, 1999, after 14 years of service. Her retirement without a notice or personal hearing sparked reconsideration. The pension case was submitted in 2000 but returned due to improper retirement procedure, incorrect pay fixation, and unaccounted absence from June to August, 1999. The case was re-submitted in 2002 but denied due to unsatisfactory replies. The relevant Pension Rules of the Government of North West Frontier Province Civil Servant Pension, Rules and Orders (updated up to 15 July 2006) apply to this case. The complainant seeks resolution and grant of family pension according to the applicable Pension Rules. The complainant concerns that the pension case of a Government servant's who is compulsory retired due to in-efficiency, misconduct or corruption is regulated under Rule 3.5 of Civil Servant Pension Rules, 1963 which provides eligibility criteria for retiring pension as 25 years of qualifying service or less as prescribed for special classes of Government servants or compulsory retirement by

competent authority after 25 years of qualifying service or compulsory retirement due to inefficiency, misconduct or corruption. However, Mrs. Bibi was compulsorily retired with only 14 years of service, less than requisite length of service. The proper procedure was not followed as the official was not personally heard by the inquiry officer. Therefore, the office requested reconsideration of the decision to convert the retiring pension to an invalid pension, as recommended by the inquiry officers.

### **REJOINDER**

Reply of the Agency was shared with the complainant for his feedback. In response, he reiterated her earlier stance and submitted that she had applied for retirement on medical ground but failed to refer her for medical board.

### **HEARING**

Due to divergent stance of both the parties the case was fixed for hearing on 15/11/2023. Mr. Abdur Rashid attended the hearing on behalf of the Agency, while complainant appeared in person. Representative of the Agency informed that the complainant's wife retired from service on the basis of inquiry. The inquiry officer proposed that the complainant wife may be retired compulsory or may be referred to medical board. Hence, the wife of the complainant was retired as compulsory retirement. Further he also endorsed the reply of the Directorate of Local Fund Audit Khyber Pakhtunkhwa. The statements were recorded which were placed on file.

### **FINDINGS**

Record reveals that Mst. Nusrat Bibi who retired from service on the basis of inquiry dated 30<sup>th</sup> October, 1999. As per mandate of the rule 3.5 of the "West Pakistan Pension Rules 1963", "Retiring Pension" is granted to employees who are not eligible for "Superannuation Pension". Specially sub-rule (ii), stated that a person who is compulsorily retired from service by the competent authority based on inefficiency, misconduct or corruption etc, he/she is entitled for retiring pension. Additionally, in Rule 4.4, 10 years qualifying service has been given for retiring pension also. Since, the wife of the complainant has more than 10 years of regular service at her credit which entitles her for granting of pension and related emoluments. Therefore, Agency should conclude/reconsider the pension case of the wife of the complainant as soon as possible.

*Note: Defiance/ non-compliance shall warrant disciplinary proceedings against the Principal Officer of the Agency in terms of Section 14 sub-section 6&7 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010, whereby, the Government will take necessary action for ensuring good governance.*

Syed Jamalud din Shah  
Provincial Ombudsman

2.10.2024







**Complainant's  
Gratitudes**



To

Dated 05.02.2024

The Provincial Ombudsman  
Khyber Pakhtunkhwa, Peshawar.

**SUBJECT: APPRECIATION FOR JUSTICE SERVICES AND ASSISTANCE ON  
DECEASED QUOTA EMPLOYMENT**

Dear Sir,

I trust this letter finds you in good health and high spirits. I am writing to express my heartfelt gratitude for the invaluable assistance and support I received from your esteemed office in the matter of my deceased father's employment quota.

After my father's untimely demise during his service, I encountered numerous challenges while attempting to secure employment through the deceased quota. Despite repeated attempts, I faced a lack of positive responses from the department handling my father's case. It was during this challenging time that a friend recommended seeking legal support from your esteemed organization.

Upon submitting my application to your office, I was pleasantly surprised by the prompt and effective action taken by your **Regional office Abbottabad**. The department, which had previously shown little responsiveness, initiated the process, ultimately resulting in my selection through the deceased quota. This positive outcome has significantly alleviated the burden on my family and me, and I am sincerely grateful for the help and justice provided.

Your office's commitment to ensuring fairness and justice in such matters is truly commendable. The impact of your work extends beyond the resolution of individual cases, contributing to the overall improvement of the system.

Once again, I extend my heartfelt appreciation for the pivotal role your office played in securing justice for me and my family. Your dedication to upholding the principles of justice has made a profound difference in our lives.

Thank you for your unwavering commitment to justice and for the positive impact you have on the lives of individuals in our community.

Yours sincerely,



Zartash Fatima D/O Noor Elahi





## اظہار تشکر

جناب صوبائی محتسب الوبسٹیشن انسر محمد ذیشان علی صاحب خیبر پختونخواہ پشاور

محترم العزت جناب الوبسٹیشن انسر اسلام علیکم، سلام کے بعد عرض یہ ہے۔ کہ میں نے آپ کے عدالت عالیہ میں آج انٹنٹ کیس درج کیا تھا۔ چونکہ وہ مل ہو چکا ہے۔ آپ انسران والا کا فکریہ ادا کرتے ہوئے اظہار تشکر کے طور پر لکھ دیا۔

اور میں عمر بھر دعاگو رہوں گا۔

از جناب

سنی پیر داد محمد شہید TMA عدہ لوڈ کرم ضلع کرم

مورخہ: 2024-05-09

Complaint No - 2965-12-2023

## (اظہار تشکر)

جناب صوبائی محتسب الوبسٹیشن انسر (ii) محمد ذیشان علی صاحب خیبر پختونخواہ پشاور

محترم العزت جناب الوبسٹیشن انسر اسلام علیکم، سلام کے بعد عرض یہ ہے۔ کہ میں نے آپ کے عدالت عالیہ میں 3 لیوب دیمل واقعہ تراک عدہ لوڈ کرم کیس درج کیا تھا۔ کیس / کیپٹن نمبر 366/01/2024 چونکہ وہ مل ہو چکا ہے۔ اور لیوب دیمل فاکس کالنگیشن ہو گیا اور جین دہانی کی انشاء اللہ جلد سے جلد پانی بھی شروع ہو گا۔ آپ انسران والا کا فکریہ ادا کرتے ہوئے اظہار تشکر کے طور پر لکھ دیا۔

اور میں عمر بھر دعاگو رہوں گا۔

از جناب

سید ابرار حسین لوڈ کرم ضلع کرم  
سید جمال حسین لوڈ کرم ضلع کرم  
سید ساجد حسین لوڈ کرم ضلع کرم  
جشد قتیل لوڈ کرم ضلع کرم  
سید عابد لوڈ کرم ضلع کرم

مورخہ: 2024-05-24

The Senior Investigation Officer,  
Provincial Ombudsman Secretariat,  
Khyber Pakhtunkhwa Peshawar.



/Sir,

I am writing to express my gratitude for the prompt resolution of my complaint against Islamia college university Peshawar. Following the notice issued by the worthy ombudsman Secretariat, Peshawar, the university administration efficiently addressed my concerns. I extend my sincere thanks to the honorable ombudsman and senior investigation officer Sadiq Dilawar for their diligent efforts in resolving my case. I also appreciate the university administration for their proactive approach and dedication to resolving my issue. Now my grievance has been redressed I hereby withdraw my complaint.

Thanks.

Amer Sohail  
M. Phil student

From

/ Mr. Noor Zaman C/o Sadiq Book Depo Tanchi  
Bazar Bonny city.

To

1174  
27/5/24  
Mr. Sadiq Dilawar Senior Investigation  
Officer Ombudsman Khyber Pakhtunkhwa  
Peshawar

Subject:- Request for Payment of outstanding  
dues/salaries

memo:

Reference to your letter No. DO/complaint  
10604/02/2024/<sup>6291</sup> Dated 09/05/2024.

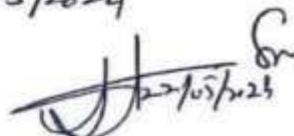
First of all to appreciate your office for early  
action and quick response on my complaint.

Secondly, As your office fixed a hearing on  
25/05/2024 at 11:00 Am, But the Principal of  
Governor's model school Miran Shah and Finance  
Committee of the said school has discussed my  
case, and they decided to pay my outstanding  
dues/salaries, and they satisfy me (Received cheque)

Therefore your kind honour is requested to  
dispose the case according to rules.

Once again I would like to pay thanks.

Date: 22/05/2024

 22/05/24

Yours obediently  
Noor Zaman Ex-SST  
Governor's Model School



Regd No: DSW/Khyber Pakhtunkhwa/484-1990

تاریخ 11/7/24

فون نمبر

نمبر 76

بخدمت جناب صوبائی محتسب اعلیٰ صوبہ خیبر پختون خواہ

عنوان: بحوالہ شکایت نمبر 1710/06/2024 / مورخہ 11/06/2024 شکر، شکر، شکر، صوبائی محتسب اعلیٰ شکر۔!

جناب عالی!

(1) بعد شکر یہ صوبائی محتسب اعلیٰ آخر کار TMO گلڈہی کپورہ نے جتا زگاہ گلڈہی دولت زئی اور گلڈہی دولت زئی کے مین ڈورین سے

مورخہ: 10-07-2024 کو صاف کر دیا۔

(2) امید رکھتا ہوں کہ مستقبل میں بھی صوبائی محتسب میگزینٹ عوامی مسائل کے حل اور بد انتظامی دور کرنے میں مدد کریں گے۔

شکر،!

آپ کا خاص شکریہ

General Secretary  
ESWAG, Mardan

سید الوباب ولد عبدالوہاب

جنرل سیکرٹری اسواگ

شناختی کارڈ نمبر: 1-16101-5673111

موبائل نمبر: 0301-8764766

Address: Mohallah Khan Garhi, Garhi Daulatzai P/O Garhi Kapura Distt: Mardan  
Email: eswag.org@gmail.com



محترم جناب صوبائی جسٹس ضلع کھٹکھڑا پورہ۔  
 درخواست نمٹا کر دے۔  
 جناب عالی۔  
 انٹرنیشنل انسٹیٹیوٹ آف لاء اینڈ جسٹس۔  
 بعد ازاں ہم سے کہیں نے آپ کی سولائی میں  
 ایک کس درج کیا تھا جو یو ایس لائن ٹیوب دہل گیا تھا۔ جسٹس کے  
 ایکسٹن لیا اور بہت فزڈ ص وقت کے مطابق ریزرو نے یو ایس لائن بچاوی  
 اور ہمیں یقین دہانی کرا دی کہ انسٹالمنٹ جلد از جلد پانی بھی جاری ہوگی  
 ہم ٹک رہے کیونکہ فیڈر 37 بجوڑ 3-19 فٹ کرتے ہیں۔ اور ہم لوگ  
 آپ سے بہت شکریہ ادا کرتے ہیں۔  
 ضاحکہ اسٹوڈنٹ انسٹیٹیوٹ آف لاء اینڈ جسٹس۔  
 اس کس مل کرنے میں زیادہ دلچسپی لی۔  
 شکریہ۔  
 18-07-2024  
 الغرض۔ سید ابراہیم بن ولد سید جلال حسین۔





خدمت جناب صوبائی محتسب صوبہ خیبر پختونخواہ پاکستان

جناب عالی  
To with draw the Case  
(کیس کو ختم کرانا)

گزارشی ہے کہ من سائل نے الگھٹار میڈیکل کیمپس سائنس انسٹیٹیوٹ  
بنوں کے خلاف ادارہ ہذا میں شکایتی درخواست جمع کیا تھا۔  
میری درخواست پر جناب ڈپٹی سیکرٹری آفیسر صاحب کی  
کوششوں سے عمل درآمد ہو کر مسئلہ حل ہو گیا ہے۔  
اب میں اپنا درخواست واپس کرنا چاہتا ہوں اور اپنا کیس ختم کرانے  
کا خواہشمند ہوں۔

لہذا آپ صاحبان حیربانی فرما کر میرے کیس کو ختم کرنے  
کا احکامات صادر فرمادیں

میں نور زسی ہوگی

تاریخ 30/07/2024

الحارث

سائل ربیع اللہ ولد عبدالعزیز سکندر مان کوٹ ضلع بکرک

To

Mr. Mubarak Shah  
Investigation officer V  
Provincial Ombudsman KPK

### LETTER OF THANKS

I hope this letter finds you well. I am writing to express my heartfelt gratitude for the support and assistance from your office has provided in addressing my concerns. Thanks to your diligent efforts, I am pleased to inform you that my work is now in process.

I would like to extend a special thanks to you and Mr. Kashif Assistant treasurer store and purchase section University of Peshawar for exceptional dedication and hard work. Your office's intervention has made a significant difference, and I am sincerely grateful for the positive outcome.

Yours sincerely,



Shah e Roam Aftab  
Contact: 03369222453



Abbottabad the 6<sup>th</sup> October, 2024

To,  
The Senior Investigation Officer,  
Provincial Ombudsman KP,  
Peshawar,

Subject: Letter of Thanks

Respected Sir,

I would like to acknowledge the prompt resolution of my complaint (No. 1418/5/2024) against the CCPO Peshawar, DPO Abbottabad, Home Department and Deputy Commissioner Peshawar regarding the unnecessary delay in renewal of my NPB Arms license. I express my heartfelt gratitude to the Honorable Provincial Ombudsman Khyber Pakhtunkhwa for his intervention and amicable resolution of my problem. I am also obliged to the Senior Investigation Officer and Provincial Ombudsman for their speedy actions.

In view of the above, I request that my complaint may be closed. Additionally, I am also grateful to all members of the Ombudsman Secretariat for the efforts they have put in for engaging the delinquent departments and instructing them to do the needful without further delay.

Respectful regards,

Muhammad Bilal

06.10.2024



To

(1) The Provincial Ombudsman  
Govt of KPK Peshawar.

(2) ADVISOR-1 Provincial  
ombudsman secretariat KPK.

(3) Assist Director (Implementation)



Subject: Letter of Thanks/Letter of Appreciation.

Dear Sir,

I am writing to express my heartfelt gratitude  
for resolving <sup>out</sup> ~~an~~ ~~aread~~ issue in PEDO, complaint No 2064 Dated  
10 Oct 2023.

Your involvement has made a significant impact on resolving  
the issue. Your dedication and commitment to field is truly  
commendable.

Please accept my sincerest appreciation for your efforts.  
Your contribution has not gone unnoticed.

Thank you once again for your expertise.

Best Regards,

(1) Zahid Iqbal

(2) Muhammad Arif.



# HAFEEZ

## INSTITUTE OF MEDICAL SCIENCES Pvt. Ltd

Gulshan Iqbal Colony, Arbab Road Stop, University Road Peshawar

Phone 091-5842348-50, email: [hims\\_peshawar@hims.edu.pk](mailto:hims_peshawar@hims.edu.pk) [www.hims.edu.pk](http://www.hims.edu.pk)

Dated: November 18<sup>th</sup> 2024

To

Mr. Syed Jamal Ud Din Shah  
Provincial Ombudsman  
Kyber Pakhtunkhwa



Subject: - LETTER OF APPRECIATION

Respected Sir,

This institute highly appreciates the efforts made by the Provincial Ombudsman of Khyber Pakhtunkhwa in facilitating this institute for provision of students' results from Khyber Medical University. The Provincial Ombudsman took prompt action upon the institute's request, resultantly Khyber Medical University issued the students' results.

  
Principal  
Hafeez Institute of Medical Sciences  
Peshawar



**Letter of Appreciation to the Investigation Officer Provincial Ombudsman Peshawar,  
Khyber Pakhtunkhwa for Resolving MS/M. Phil Degree Case**

Miraj Uddin

MS/MPhil Scholar Social Work

University of Peshawar

Date: 25/11/2024

To

The Provincial Ombudsman

Khyber Pakhtunkhwa

R/Sir,

I am writing to express my sincere gratitude for your diligent efforts and support in resolving my MS/MPhil degree case. Your dedication and professionalism were instrumental in bringing this matter to a successful conclusion.

Your timely intervention and thorough investigation helped to clarify the situation and alleviate the inconvenience I had been experiencing. Your efforts have not only resolved this particular issue but have also instilled a sense of confidence in the justice system.

I am truly grateful to all the team members especially the investigation officer (IO) Mr. Mubarak Shah for their commitment to justice and their ability to navigate complex issue precisely.

Once again, thank you for your unwavering support and justice in my case.

Sincerely,

Miraj Uddin





Date: 22-Nov-2024

CC: Hospital Director  
Hayatabad Medical Complex  
Peshawar

**Subject: Acknowledgment on your Letter# 9113/ Dated: 7-11-2024**

We are writing to formally inform you that we have received the full payment regarding the issue raised in our previous complaint, which we lodged with Ombudsman KPK. The complaint was registered under the reference number **3073-9-2024**, dated **7 Nov 2024**.

With the payment now fully settled, we kindly request that our complaint be marked as resolved and officially closed in your records. We would also like to extend our sincere thanks to Ombudsman KPK for the prompt attention and assistance provided in resolving this issue.

Warm regards,

Claris Medical



Office: Unit No. 001, Ground Floor, Rayyan Heights, Gangal  
East Service Road, Islamabad Expressway, Islamabad

+92 51 486 23 78  
info@clarismedical.com.pk



Investigation Officer-III  
Mst Samrah Iqbal Sahiba,  
Provincial Ombudsman,  
Khyber Pakhtunkhwa,

**Subject: Appreciation / Vote of Thanks**

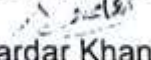
Honorable Madam,

With great pleasure I hereby request that my complaint No. 1551-10-2022 raised against Islamia College University Peshawar should be disposed off, the institution concerned has addressed my grievances and assisted me according to the rules and regulations.

I have no words to express my heartfelt feelings for your kind self and the fact that you have fought my case on the basis of merit. I really appreciate my gratitude in this regard.

Now you're kind office can close my case and thanks for your services.

Your Sincerely,

  
Sardar Khan

21-12-2023

✓ بخدمت جناب محترم مبارک شاہ صاحب، انوسیکشن آفیسر-5، سوبائی قصبہ آنس، پشاور۔  
جناب عالی

گزارش ہے، کہ سائل نے آپ صاحبان کو اپنے پرموشن کے لیے ایک درخواست ارسال کی تھی، جس پر آپ صاحبان نے فوری ایکشن لیکر مردان فی ایم اے کو برائے انصاف و مناسب کارروائی بھجوائی۔

آپ کے نوٹس اور فوری ایکشن کے نتیجے میں سائل کو فی ایم اے آنس سے اپنا حق مل گیا۔

سائل نہایت تہ دل سے آپ کی بلند اقبالی اور درازی عمر کے لیے دعا گو ہے، اور رہے گا، کیونکہ سائل ایک غریب اور کم آمدنی والا ملازم ہے۔ اس کسپیری کے دور میں آپ نے سائل کی فریاد سنی اور دوسری کی، اللہ تعالیٰ آپ کو ہمیشہ خوش اور صحت سے رکھے، اور مزید دینی و دنیاوی ترقی عطا فرمائے۔

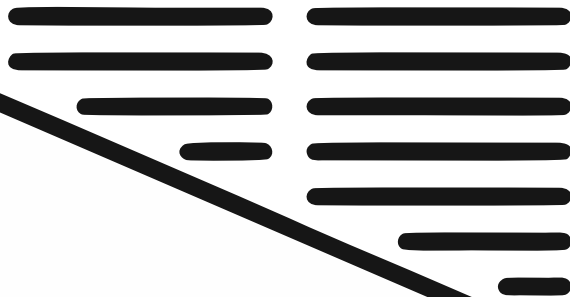
آپ کے لیے دعا گو،  
امیر محمد، ٹیکس محضر، مردان فی ایم اے آنس مردان۔

23/12/2023

(آفس کا آؤدر لف ہے)



# **MEDIA COVERAGE**







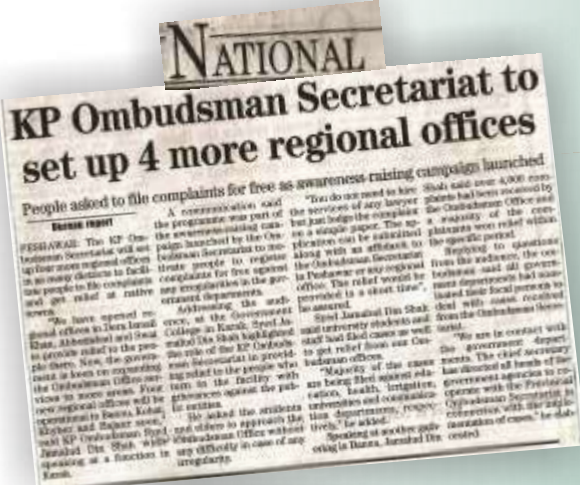
محکمہ صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم  
پشاور (اے پی پی) صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔ محکمہ صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔ محکمہ صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔



صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم  
پشاور (اے پی پی) صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔ محکمہ صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔ محکمہ صوبائی شہریت کی کارکردگی مثالی ہے، آفتاب عالم۔













A stylized icon of a document with a hanging clip. The document is white with a black outline and contains the word "Appendices" in a bold, sans-serif font. Below the title are several horizontal lines representing text. The icon is set against a white background with a large, light blue curved shape on the left and a dark green curved shape on the right.

# Appendices





## OUR TEAM

1. Mr. Jauhar Ali Shah, Secretary, Provincial Ombudsman Secretariat, Khyber Pakhtunkhwa. He served as Director Charities Commission, Home & Tribal Affairs Department Govt of Khyber Pakhtunkhwa, Additional Secretary Public Health Engineering Department, Director Industries & Commerce and Additional Secretary IPC Department.
2. Mr. Barkat Ullah Marwat, Director General, Provincial Ombudsman Secretariat, Khyber Pakhtunkhwa. He has held important Administrative as well as field postings in Elementary & Secondary Education Department, Tourism Department, Deputy Commissioner as well as Industry Department Govt of Khyber Pakhtunkhwa.

## ADVISORS

3. Mr. Shahid Hussain, Advisor-I, Provincial Ombudsman Secretariat, Khyber Pakhtunkhwa. He served as Chief Engineer C & W Department Govt of Khyber Pakhtunkhwa
4. Syed Alamgir Shah, Advisor-III, Provincial Ombudsman Secretariat, Khyber Pakhtunkhwa. He served as Secretary to Govt of Khyber Pakhtunkhwa Industries Department, Ombudsman Secretariat, etc.

## CONSULTANTS / INVESTIGATION OFFICERS

5. Mr. Waqar Maroof, Consultant (Media & research). He served as Additional Commissioner, Afghan Commissionerate at Peshawar.
6. Mr. Adeel Ilyas, Investigation Officer-I. He served as practicing lawyer and Advocate Peshawar High Court, Peshawar.
7. Mr. Mubarak Shah, Investigation Officer-V. He served as Deputy Registrar, Peshawar High Court, Peshawar.

## REGULAR OFFICERS AT HEAD OFFICE PESHAWAR

8. Syed Moazzam Jamil, Director -I. He is the senior most Officer of the Secretariat and is serving as Director Implementation.
9. Mrs. Shabana Gul, Director -II. She is serving as Director Investigation.

10. Muhammad Asif Khan, Deputy Director -I.  
He is serving as Deputy Director Implementation.
11. Mr. Hanif Khan, Deputy Director -II.  
He is serving as Deputy Director Investigation.
12. Mr. Raees Khan, Registrar.  
He served as Civil Judge and is now working as Registrar in Ombudsman Secretariat.
13. Muhammad Kamran Ali, Assistant Director-IT.  
He is serving as Assistant Director IT and is Focal Person for National and International Forums.
14. Muhammad Ibrahim Khan, Assistant Director (Media & Research).  
He is serving as Assistant Director Media.
15. Mr. Naveed Khan, Assistant Director Implementation.  
He is serving as Assistant Director Implementation.
16. Mr. Sadiq Delawar, Investigation Officer.  
He served as Investigation Officer since 2013 on contract basis and is now serving as Investigation Officer on regular basis.
17. Mr. Tauseef ur Rahman, Accounts Officer.  
He is on deputation from Accountant General office Peshawar and is serving as Accounts Officer in Ombudsman Secretariat Khyber Pakhtunkhwa.
18. Mr. Ashfaq Khan, Section Officer(Admin).  
He is serving as section officer (admin) in Administration Section of the Secretariat.
19. Muhammad Fahim, Superintendent.  
He is from the pioneer staff members of the Secretariat since its establishment in 2011 and is now serving as Superintendent.

### REGIONAL OFFICES

20. Mr. Kaleem Shahab, Deputy Registrar, Regional Office Swat.  
He served as practicing lawyer at High Court and is now serving as Deputy Registrar, Regional Office Swat.
21. Mr. Usman Akram, Deputy Registrar, Regional Office Abbottabad.  
He is serving as Deputy Registrar, Regional Office Abbottabad.
22. Mr. Sajjad Rasool, Deputy Registrar, Regional Office D.I.K.  
He served as Lecturer in University of Lakki Marwat and is now serving as Deputy Registrar, Regional Office D.I.Khan.

**CONTACT DETAILS****Headquarter**

Provincial Ombudsman Secretariat  
OPF Building, Phase-5 Hayatabad, Peshawar  
www.ombudsmankp.gov.pk  
Tele. 0092-91-9219530-32  
Fax. 0092-91-9219526  
Email. [provincialombudsman@gmail.com](mailto:provincialombudsman@gmail.com)

**1. REGIONAL OFFICE SWAT.**

Opposite Government Girls Higher Secondary School No. 01 College Colony,  
Saidu Sharif Swat.  
Tele. 0092-0946-920247, Email. [ombudsmanswat@gmail.com](mailto:ombudsmanswat@gmail.com)

**2. REGIONAL OFFICE ABBOTTABAD.**

1st Floor Jalal Baba Auditorium, Allama Iqbal Road, Abbottabad.  
Tele. 0092-0992-921624, Email. [provincialombudsmanatd@gmail.com](mailto:provincialombudsmanatd@gmail.com)

**3. REGIONAL OFFICE D.I.KHAN**

Shah Alamabad Chowk, D.I.Khan  
Tele. 0092-0966-920408, 0966-920404, Email. [ombudsmandik@gmail.com](mailto:ombudsmandik@gmail.com)



