



E&A(Health)2-76/2011 (P)
GOVERNMENT OF THE PUNJAB
SPECIALIZED HEALTHCARE &
MEDICAL EDUCATION DEPARTMENT

Dated Lahore, the 12th December, 2025

To

1. All the Vice Chancellors of Medical Universities in the Punjab.
2. All the Principals of Medical Colleges in the Punjab.
3. All the Heads of Autonomous / Special Medical Institutions in the Punjab.
4. All the Medical Superintendents of the Teaching Hospitals in the Punjab.
5. The Director General Nursing, Punjab.
6. All Principals of Nursing Colleges/ Schools, Punjab.
7. All Principals of Paramedical & Allied Health Institutions, Punjab.
8. All Heads of Attached Departments, SHC&MED
9. The Senior Law Officer / Law Officers, SHC & ME Department
10. All the Section Officers of SHC & ME Department.

Subject: **UNAUTHORIZED EXERCISE OF POWERS BY GRIEVANCE REDRESSAL COMMISSIONERS (GRCS).**

I am directed to enclose herewith copy of letter No. SO(I&C-II)1-1/2023, dated 01.12.2025 alongwith copy of letter's of Additional Advocate General Punjab vide No. 16114/AG.P, dated 27.11.2025 received from Section Officer (I&C-II), Govt. of the Punjab, S&GAD (I&C Wing), on the subject cited above for information and compliance in true letter and spirit.

SECTION OFFICER (GENERAL)

NO. & DATE EVEN:

A copy is forwarded for information and necessary action to: -

1. The PSO to Chief Secretary Punjab, Lahore.
2. The PSO to Secretary (I&C), S&GAD.
3. The Director I.T, SHC&ME Department, with the request to upload the said circular letter.
4. PSO to the Minister SHMED
5. PSO to the Secretary SHMED
6. PS to Special Secretary (Operations), SHC & ME Department.
7. PSs to all Additional Secretaries, SHC & ME Department.
8. PAs to all Deputy Secretaries, SHC & ME Department.
9. The Section Officer (I&C-II), Govt. of the Punjab, S&GAD (I&C Wing), w/r to his letter No. referred above.


SECTION OFFICER (GENERAL)

COURT MATTER



InC/InC OP/InC/O/251201/0039

SO(I&C-II)1-1/2023

**GOVERNMENT OF THE PUNJAB
IMPLEMENTATION AND COORDINATION
WING, S&GAD**

Dated: 1st December, 2025

To,

1. Senior Member
Board of Revenue
2. Chairman
P&D Board
3. ADDITIONAL CHIEF SECRETARY PUNJAB
Additional Chief Secretary Office
4. Chairman CMIT
Chief Minister Inspection Team
5. The Additional Chief Secretary, South Punjab.
6. All Administrative Secretaries
7. All Divisional Commissioners
8. All Deputy Commissioners

Subject: UNAUTHORIZED EXERCISE OF POWERS BY GRIEVANCE REDRESSAL COMMISSIONERS (GRCS).

I am directed to refer to the subject cited above and to enclose herewith a self-explanatory letter No. 16114/AG.Pb dated 27.11.2025 received from Additional Advocate General (Admn), Punjab, Lahore for information and further necessary action.

Ex A
1523
12/12/25

[Handwritten signature]

CC:

1. Assistant Advocate General (ADMIN) (Admin)
Office of the Advocate General Punjab
2. Additional Secretary
Chief Secretary Office
3. Govt. Of Punjab | Private Secretary
Implementation and Coordination Wing, S&GAD



ADDITIONAL ADVOCATE GENERAL
PUNJAB

OFFICE OF THE ADVOCATE GENERAL PUNJAB,
15-FANE ROAD, LAHORE.

Tel: 042/99212357 - 99212360
Fax: 042/99212356

No. 16114/AGip
Dated: 27-11-25

The Secretary,
Implementation & Coordination Wing,
Services & General Administration Department,
Government of the Punjab,
Lahore.

Subject: UNAUTHORIZED EXERCISE OF POWERS BY GRIEVANCE
REDRESSAL COMMISSIONERS (GRCs).

Dear Sir/Madam:

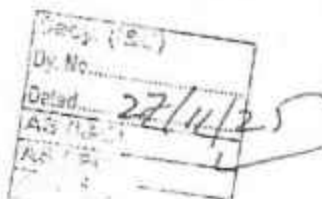
This letter is being issued for onward communication to all Attached Departments of the Government of the Punjab.


It has been observed with concern that certain officers, nominated as Grievance Redressal Commissioners (GRCs) in their respective departments, have been assuming authority beyond the scope of their mandate. Instead of confining themselves to coordination and facilitation, as envisaged in their notified Terms of Reference (TORs), they have proceeded to pass orders and make determinations on matters that properly fall within the jurisdiction of the competent authorities.

This practice has resulted not only in administrative irregularities for the Province, but has also attracted adverse observations from the Hon'ble High Court. Reference, in this regard is made to order dated 12.09.2025 in W.P. No. 51617/2025 and order dated 20.11.2025 in W.P. No. 69054/2025 (copies enclosed). The Hon'ble Courts have looked with disapproval such orders on the grounds that they either lack lawful authority or contain observations with the potential to prejudice pending proceedings. You will appreciate that the role of the GRC is essentially that of a focal person - limited to liaison, communication, and timely referral of matters to the competent authority. Any exercise of decision-making powers by GRCs is irregular, unauthorized, and liable to create complications for the concerned departments.

It is, therefore, requested that necessary instructions may kindly be issued to all departments, reiterating the limited mandate of GRCs and emphasizing that they must strictly refrain from passing orders or taking decisions in their own capacity. Matters requiring taking of any action or passing any order must invariably be decided by the competent authority itself (save in the limited situation where the nominated GRC happens to be the competent authority - in which case the inaction complained of may only be addressed by deciding the original application pending in that regard). It is further requested that GRCs may kindly be directed to ensure strict adherence to the prescribed timeframe of fifteen (15) days for disposal of pending and future grievance applications.

Strict observance of these directions will not only ensure compliance with the notified TORs and prevent administrative complications, but will also avert the adverse judicial remarks that are being reflected in recent orders of the Hon'ble Courts.




MUHAMMAD AURANGZAIB
Additional Advocate General (Admn)
Punjab, Lahore.

ORDER SHEET**IN THE LAHORE HIGH COURT LAHORE
JUDICIAL DEPARTMENT**

Case No. W. P. No. 51617 of 2025.

Muhammad Ubaid ur Rehman, Versus Province of the Punjab etc.

Date of order/ Proceedings	Date of order/ Proceedings	Order with signature of Judge and that of Parties of counsel, where necessary.
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12.09.2025. Mr. Muhammad Shahzad Hanif, Advocate for the petitioner.
Mr. Hussain Ibrahim Muhammad, Assistant Advocate General Punjab, on Court's call.

Through this petition order dated 18.06.2025 passed by respondent No.3 has been assailed, by virtue of which a representation filed by the petitioner against the issuance of the final seniority list has been dismissed.

2. The facts giving rise to the present petition are that petitioner has been working with respondent No.1. During the course of his service a final seniority list was issued by respondent No.2, against which he filed a representation before respondent No.1 which remained undecided. Petitioner approached this Court through Writ Petition No.11091 of 2025 seeking a direction for the decision of the representation, whereupon it was informed by the learned law officer appearing on behalf of respondent No.1 that since petitioner has approached the respondent No.3/Grievance Redressal Commissioner (GRC) which has taken up the issue, therefore, he needs to approach the said forum, whereupon the writ petition was disposed of and the petitioner was directed to approach respondent No.3, whereafter the impugned

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QUALIFICATION OF KEY STAFF

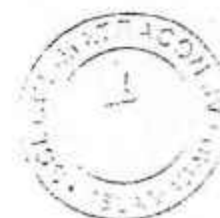
Name of Applicant or partner of a joint venture

~~MATRACON PAKISTAN (PVT.) LTD. F-10/4, ISLAMABAD~~

CV (CURRICULUM VITAE) FOR KEY PERSONNEL

Position HSE Manager		Candidate <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Alternate	
Candidate information	Name of candidate Engr Naveed Khan	Date of birth 13-8-1955	
		Nationality: Pakistani	
	Education and Degree B.Sc. (Civil)		
	Professional qualifications/Specialty B.Sc. (Civil) specialty in Roads & Structure Work		
Present employment:	Name of employer Matracon Pakistan (Pvt.) Ltd	Length of Service with the firm 34 years	
	Address of employer House # 276-B, Main Double Road, F-10/4, Islamabad.		
	Telephone 051-111 025 025	Contact (manager / personnel officer) Qaiser Mehmood (Manager Contracts)	
	Fax 051-2101183	Job Title Of Candidate HSE Manager	
	Telex N.A	Years with present employer 5 years	

INCLUSIVE DATE FROM-TO	NAME AND ADDRESS OF ORGANIZATION	TYPE OF ORGANIZATION	DESIGNATION OR POSITION	LENGTH OF SERVICE YR-MO
March, 2015 to date	Matracon Pakistan Private limited	Civil Works	HSE Manager	5 year 5 Months
1985 to Dec, 2014	Government Organization and Private Sector	Civil Works	HSE Manager	30 year 0 Months



order has been passed by respondent No 3 by virtue of which the representation filed by the petitioner has been dismissed, therefore, this petition.

3. At the outset of hearing, learned law officer who has entered appearance on Court's call has been confronted with the fact that the representation was filed by the petitioner before respondent No.1 which is the competent authority to decide the said representation. He has also been confronted with the fact that under the instructions of the Lahore High Court officers have been nominated to act as GRC's in all departments of the Government of the Punjab so as to act a Liaison Officer between the applicant/representantionalist/complainant and the competent authority and to ensure that the competent authority decides the application/representation/complaint within stipulated time, however, respondent No.3/GRC has no authority to assume the role of the competent authority and to decide the application/ representation/complaint itself.

4. Replying to the above, learned law officer has tried to defend the impugned order but has not been able to show any authority vested with respondent No.3 to decide the representation. He, however, submits that if the matter is referred to respondent No.1 for decision of the representation, grievance of the petitioner can be redressed.

5. Arguments heard. Record perused.

6. Pursuant to an order passed by this Court keeping in view the fact that numerous writ petitions are filed

2 before this Court seeking directions against the

ATTESTED
Examined & Supply Section
Lahore High Court

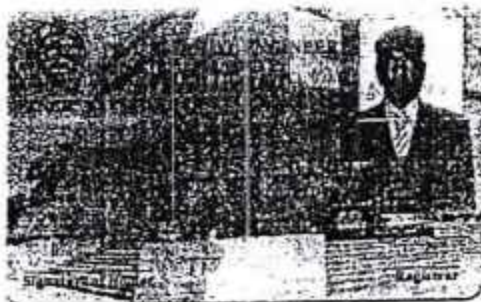
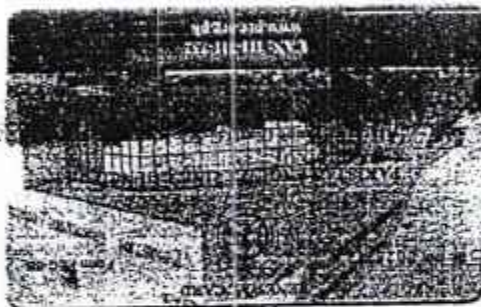
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QUALIFICATION OF KEY STAFF

Name of Applicant or partner of a joint venture

ALABAMA POWER CORPORATION

CV (CURRICULUM VITAE) FOR KEY PERSONNEL



Government of the Punjab for decision of the applications/representations/complaints filed before the functionaries of the Government of the Punjab, which remain un-decided, upon which it was held by this Court that officials should be nominated in every department of the Government of the Punjab as GRC who will act as a Liaison Officer between the applicant/representationalist/complainant and the competent authority before whom the applications/representations/complaints are pending and ensure decision of the same within time, whereupon Government of the Punjab has issued a complete list of the officials who have been nominated as GRC for every department.

7. In the above backdrop a perusal of the impugned order would show that respondent No.3/GRC exceeded his jurisdiction and while assuming the role of the competent authority himself decided the representation of the petitioner which he was not competent to, therefore, he not only transgressed his jurisdiction but has exceeded the mandate given to him.

8. In the afore referred circumstances, since the impugned order has been passed by respondent No.3 beyond his jurisdiction, therefore, this petition is allowed, as a sequel to which the impugned order is set aside, resultantly, the representation filed by the petitioner before respondent No.1 shall be deemed to be pending. Respondent No.3 is directed to establish Liaison with respondent No.1 so as to get the representation filed by the petitioner decided by the said functionary as contemplated in the Notification issued by the Government of the Punjab.

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QUALIFICATION OF KEY STAFF

Name of Applicant or partner of a joint venture MATRACON PAKISTAN (PVT.) LTD.

CV (CURRICULUM VITAE) FOR KEY PERSONNEL

Position Site Inspector		Candidate <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Alternate	
Candidate information	Name of candidate Naeem Manzoor Khan	Date of birth 4/5/1991	
		Nationality: Pakistani	
	Education and Degree B.Sc. (Civil)		
	Professional qualifications/Specialty B.Sc. (Civil)		
Present employment	Name of employer Matracon Pakistan (Pvt.) Ltd	Length of Total Service 06 years	
	Address of employer House # 60-A, Street # 39, F-10/4, Islamabad.		
	Telephone 051-111 025 025	Contact (manager / personnel officer) Qaiser Mehmood (Manager Contracts)	
	Fax 051-2101183	Job Title Of Candidate Site Inspector	
	Telex N.A.	Duration with present employer 2 Year	

Summarize professional experience over the last twenty years, in reverse chronological order.

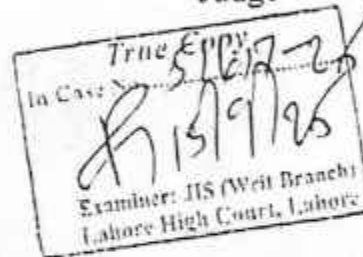
Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience
2015	to date	Matracon Pakistan (Pvt) Ltd., Site Inspector



9. Learned law officer is directed to establish contact with the Worthy Chief Secretary, Government of the Punjab and get necessary instructions issued to GRCs regarding their scope of duty, keeping in view this order, the previous order passed by this Court and the notification qua appointment of GRC issued by the Government of the Punjab.

(Faisal Zaman Khan)
Judge



Q.11.7

Copy Form No. 24266

Submission Date 12.09.25

No of Pages 6

Ex. 186

Urgent Fee

Total Fee

Date of Completion 16.09.25

By: [Signature]

Examiner Copy Supply Section
Authorized [Signature]
Article 87 of
Constitution of Pakistan Order 194




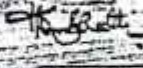
-202-



QUALIFICATION OF KEY STAFF

Name of Applicant or partner of a joint venture

MAHARAJA CONSTRUCTION

CV (CURRICULUM VITAE) FOR KEY PERSONNEL

	REGISTERED ENGINEER COMPLIMENTARY CARD	
ENGR. NAEEM MANZOOR KHAN		
Reg No: CIVIL/49891		
Expiry: DECEMBER 31-2020		
Address: MUHAMMAD ALI BAHINA VALI P/O MUSAKHIL FELSHING DISTRICT KARACHI		
		
Signature of Holder Registrar		

RENEWAL CARD	
Sr. No: 0098249	
	
PAKISTAN ENGINEERING COUNCIL	
Atarri Avenue (East) C-5/2, Islamabad	
	
UAN: 111-111-732 www.pcc.org.pk	



... the opinion given by my learned
Keeping the above in sight, while
expressed by the...

**ORDER SHEET
IN THE LAHORE HIGH COURT, LAHORE
JUDICIAL DEPARTMENT**

Writ Petition No. 69054 of 2025

Umer Hayat

Versus

Government of the Punjab
and 4 Others


Sr. No. of Order/Proceeding	Date of Order/Proceeding	Order with Signature of Judge, and that of parties or counsel, where necessary
	20.11.2025	Sardar Muhammad Ramzan, learned counsel for the petitioner. Mr. Salman Asif Warraich, learned Assistant Advocate General.

This petition is directed against order dated 16.10.2025. Instead of pressing the prayer in the main petition, learned counsel for the petitioner submits that the matter was sent to Grievance Redressal Commissioner merely to see inaction on the part of the concerned functionary, however, while passing the order certain remarks / observations are given, which can cause prejudice to the pending inquiry. Learned law officer when confronted could not adopt any plausible stance.

2. Be that as it may, the mandate of Grievance Redressal Commissioner was only to the extent to see any inaction on the part of the concerned functionary, therefore, any observation made in the impugned order shall not cause any prejudice.

3. *Disposed of.*


(Sultan Tanvir Ahmad)
Judge


Hashmi

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QUALIFICATION OF KEY STAFF

Name of Applicant or partner of a joint venture

MEMORIAL COUNCIL OF THE PHILIPPINE BAR ASSOCIATION

CV (CURRICULUM VITAE) FOR KEY PERSONNEL

