



NO.E&A(Health)2-76/2011(P)
GOVERNMENT OF THE PUNJAB
SPECIALIZED HEALTHCARE & MEDICAL
EDUCATION DEPARTMENT
Dated Lahore, the 31st December, 2024

To

- 1) All the Vice Chancellors of Medical Universities in the Punjab
- 2) All the Heads/Principals of Teaching/Autonomous/Special Medical Institutions in the Punjab.
- 3) All the Medical Superintendents of the Teaching Hospital in the Punjab.
- 4) The Managing Director, Punjab Health Foundation, Lahore
- 5) The CEO, Punjab Healthcare Commission, Lahore.
- 6) The CEO, Punjab Health Initiative Management Company (PHIMC), Lahore
- 7) The CEO / Director General, Punjab Human Organ Transplantation, Authority (PHOTA), Lahore
- 8) The CEO, Pakistan Kidney & Liver Institute & Research Centre, 1-PKLI Avenue, Opposite DHA Phase-VI, Lahore, Lahore
- 9) The Head of Burn Center / Chairman Plastic Surgery, Pak Italian Burn Centre, Nishtar Medical University, Multan
- 10) The Director, Internal Audit Wing, SHC & ME Department.
- 11) The Secretary, Blood Transfusion Authority, Lahore
- 12) The Surgeon General Medico-legal Punjab, Lahore.
- 13) The Director, Institute of Blood Transfusion Services, Punjab, Lahore.
- 14) The Director General (Nursing), Punjab, Lahore.
- 15) The Controller Nursing Examination Board, Lahore
- 16) The Secretary, Punjab Medical Faculty, Lahore
- 17) The Secretary, Punjab Pharmacy Council, Lahore.

SUBJECT: NOMINATION / APPOINTMENT OF GRIEVANCE REDRESSAL COMMISSIONERS IN ALL ADMINISTRATIVE DEPARTMENTS OF PUNJAB AND ACTIVATION OF DEPARTMENTAL SCRUTINY COMMITTEES.

I am directed to refer to enclose herewith a copy of letter No. SO(I&C-II)1-1/2023, dated 27.10.2024, dated 04.12.2024 and No.35(231)PO(Coord)P&D/2016, dated 03.10.2024 received from Section Officer (I&C-II), Government of the Punjab, S&GAD (I&C Wing), on the subject cited above for information and compliance in true letter & spirit.

SECTION OFFICER (GENERAL)

CC:-

- 1) The Director I.T, ICT Cell, SHC & ME Department with the directions to upload the said circular immediately.
- 2) The Section Officer (I&C-I), Govt. of the Punjab, S&GAD
- 3) PS to Secretary SHC & ME Department
- 4) PS to Special Secretary (Operations), SHC & ME Department.
- 5) PS to Special Secretary (Development & Reforms), SHC & ME Department.
- 6) PS's to All Additional Secretaries, SHC & ME Department.
- 7) PA's to All Deputy Secretaries, SHC & ME Department

2-76/11 P,
MOST IMPORTANT



NO. 50(I&C-11)1-1/2023
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION
DEPARTMENT
(Implementation & Coordination Wing)

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Dated Lahore the 4th December, 2024

To

1. The Senior Member, Board of Revenue, Punjab.
2. The Chairman, P&D Board, Punjab.
3. The Additional Chief Secretary, S&GAD, Punjab.
4. The Additional Chief Secretary, South Punjab.
5. The Chairman, Chief Minister's Inspection Team (CMIT).
6. All Administrative Secretaries to Government of the Punjab.
7. All the Divisional Commissioners in Punjab.
8. All the Deputy Commissioners in Punjab.
9. All Heads of Attached Departments/Autonomous Bodies/Companies.

SUBJECT: **NOMINATION / APPOINTMENT OF GRIEVANCE REDRESSAL COMMISSIONERS IN ALL ADMINISTRATIVE DEPARTMENTS OF PUNJAB AND ACTIVATION OF DEPARTMENTAL SCRUTINY COMMITTEES.**

I am directed to draw your kind attention to a circular No.38620/Urgent Cell dated 03.12.2024, received from Lahore High Court, Lahore, this department's letter of even number dated 27.10.2023 and P&D Board's Notification No.35(231)PO(Coord)P&D/2016, dated 03.10.2024 (**Copy Enclosed**), whereby, all Administrative Departments were required to notify Grievance Redressal Commissioners (GRC) as an alternate remedy to ensure timely disposal of the pending applications / petitions and undisputed claims related to unfunded schemes allegedly delayed or denied, within stipulated timeframe.

2. I have been directed to convey that Grievance Redressal Commissioners / Departmental Scrutiny Committees in the Administrative Departments / Attached Departments / Autonomous Bodies / Companies and Field Formations should be made fully functional and readily available for petitioners / applicants for redressal of their grievances prior to approaching Judicial Forum.

3. Matter may kindly be assigned TOP PRIORITY.

EA/14
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11/12/24
cc:

PRO
SC
11.12.24
SECTION OFFICER (I&C-11)

- 1) Advocate General, Punjab for kind information.
- 2) Additional Secretary (General) / Staff Officer to Chief Secretary, Punjab.
- 3) Additional Registrar (Judicial), Lahore High Court, Lahore with reference to circular captioned above.
- 4) PS to Secretary (I&C), S&GAD.

ADDL. SECRETARY (A)
Diary No.
Date: 10/12
DS (A)
DS (G)
DS (P)
SLO

PSG SOG
55630

DS (ADMIN)
Diary No.
Dated: 11/12/24
SO ()
SO (AMI-II)
SO DENTAL
SO GENERAL
ICT CIRC

SPECIAL SECRETARY (OPERATIONS) SHC&ME
Diary No.
Date: 08/12/24
AS (A)
DS ()
PS

SECRETARY SHC&ME	
Diary No. 9075	
Date: 09/12/24	
SS (OPS)	SS (D&R)
ASA	ASD
ASE	ASF
AST	ASP
DS ()	CPO
SLO	PSO

LAHORE HIGH COURT, LAHORE

CIRCULAR

In pursuance of the decision made by the Hon'ble Administration Committee in its meeting held on 08.11.2024 and with the gracious approval of the Hon'ble Chief Justice, the following objections are to be added to the 'Objections Sheet of Writ Petition' to streamline the filing process and emphasize the principle of exhausting alternative remedies before approaching this Hon'ble Court.

- For writ petitions in which the petitioners seek directions to the Executives to decide their pending applications/representations, the following objection shall be raised

"Alternate remedy of application/petition before the concerned Grievance Redressal Commissioner (GRC) has not been availed."

- For writ petitions seeking directives to Administrative Departments to dispose off/clear undisputed claims related to unfunded schemes allegedly delayed or denied, the following objection shall be raised:

"Alternate remedy of application before the respective Departmental Scrutiny Committee (DSC) has not been availed."

(Signature)

**Syed Shabbir Hussain Shah
Additional Registrar (Judicial)
for Registrar**

Enclst No. 3862^o / Urgent Cell

Dated Lahore the 3rd December, 2024

Copy is forwarded for information and necessary action to:

1. The Director General, Directorate of Judicial & Case Management, Lahore High Court, Lahore.
2. The Secretary to Hon'ble Chief Justice, Lahore High Court, Lahore.
3. The Deputy Registrar/Staff Officer to Worthy Registrar, Lahore High Court, Lahore.
4. All the Senior Additional Registrars/Additional Registrars, Lahore High Court, Principal Seat, Bahawalpur, Multan and Rawalpindi Benches.
5. All the Additional Registrars (GS), Senior Private Secretaries/Private Secretaries to the Hon'ble Judges, Lahore High Court, Lahore.
6. All the Additional Registrars (Court)/Senior Court Associates/Court Associates to the Hon'ble Judges, Lahore High Court, Lahore.
7. All the Deputy Registrars/Assistant Registrars, Lahore High Court, Lahore.
8. The Research & Reference Officer, Lahore High Court, Lahore.
9. Office Record.

(Signature)

**Syed Shabbir Hussain Shah
Additional Registrar (Judicial)
for Registrar**

TOP PRIORITY



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NO. SO(I&C-II)1-1/2023
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION DEPARTMENT
(Implementation & Coordination Wing)

Dated Lahore the 27th October, 2023

To

1. The Senior Member, Board of Revenue, Punjab.
2. The Chairman, P&D Board, Punjab.
3. The Additional Chief Secretary, S&GAD, Punjab.
4. The Additional Chief Secretary (Home), Punjab.
5. The Additional Chief Secretary, South Punjab.
6. The Chairman, Chief Minister's Inspection Team (CMIT).
7. All Administrative Secretaries to Government of the Punjab.

SUBJECT: **NOMINATION / APPOINTMENT OF GRIEVANCE REDRESSAL COMMISSIONERS IN ALL ADMINISTRATIVE DEPARTMENTS OF PUNJAB.**

In pursuance of the decision of the Care-Taker Provincial Cabinet made in its 30th meeting held on 17.10.2023, the Grievance Redressal Commissioner (GRC) not below the rank of BS-20 in all the Administrative Departments is hereby notified with the following TORs:

2. Following shall be the **TORs for Grievance Redressal Commissioner (GRC):**

- I. Any person aggrieved of an action or inaction by the officer or Department concerned will have to file an application/petition for redressal of his/her purported grievance before the Grievance Redressal Commissioner.
- II. The Grievance Redressal Commissioner (GRC) will issue a computer-generated receipt of all such applications/grievance petitions and will ensure that the concerned officer or authority at the departmental level decides the grievance petition/application **within a period of fifteen (15) working days.**
- III. **Grievance Redressal Commissioner (GRC)** shall also ensure the following:



- i. Eradication of abuse of process of law and collusiveness to grant those reliefs to which the petitioners are not entitled to.
- ii. Encourage persons (Government employees/others) to raise genuine concerns, if any, before the departments/authorities concerned.
- iii. Clarify the nature of the grievance and the authority that is competent to redress the same.
- iv. Examine the reasons, record and law for such purported dissatisfactions/claims of the applicant/petitioners.
- v. Ensure a speedy and effective resolution to the genuine grievances if any, by taking appropriate actions and ensuring that the applications are disposed of in accordance with law and as per record.
- vi. Ensure prevention of minor issues from developing into more serious disputes and build a positive image of the Government of Punjab, based on transparency, openness and trust.

3. All the Administrative Departments are requested to notify an officer not below the rank of BS-20 as Grievance Redressal Commissioner (GRC) for ensuring adherence to the above specified guidelines, in this regard.



SECTION OFFICER (I&C-11)

CC:-

- 1) Advocate General Punjab.
- 2) Additional Secretary (General) / Staff Officer to Chief Secretary, Punjab.
- 3) PSO to Chief Secretary, Punjab.
- 4) PSO to Additional Chief Secretary, S&GAD
- 5) PS to Secretary (I&C), S&GAD.



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GOVERNMENT OF THE PUNJAB
PLANNING & DEVELOPMENT BOARD
Dated Lahore the 3rd October, 2024

NOTIFICATION

No. 35(231)PO(Coord)P&D/2016. In supersession of the previous notification dated 01.02.2016, the Competent Authority has been pleased to re-constitute the following **Departmental Scrutiny Committee** in all Administrative Departments to verify the claims of the contractors regarding **undisputed amounts** pertaining to unfunded schemes allegedly delayed/denied by the Administrative Departments:

Sr.#	Composition of the Scrutiny Committee	
1.	Administrative Secretary of the Department (in person)	Chairman
2.	Additional Secretary (Admn) of concerned Department	Member
3.	Chief Engineer concerned/D.G/Head of Attached Department	Member
4.	Representative of P&D and Finance Department (not below the rank of Chief of Section and Deputy Secretary respectively)	Member
5.	Representative of Executing Agency (Not below the rank of Deputy Secretary)	Member

2. **The Terms of Reference (TORs) of the Departmental Scrutiny Committee are as under:**

- The Departmental Scrutiny Committee will determine as to whether the amount claimed by the contractor is an undisputed amount, payable to the contractor on completion of work and fulfillment of contractual & legal requirements.
- Departmental Scrutiny Committee will scrutinize the demand for funds of unfunded schemes and will approve its funding plan to complete the scheme / clearance of liabilities etc.
- After approval, the Departmental committee will forward the case to P&D Department for funding along with intra-sectoral re-appropriation proposal.
- To assess the financial implications or recovery of amounts allegedly delayed or denied by the respective Department.
- To submit replies / comments to petitions in Courts of Law pertaining to claims of the contractors duly vetted and countersigned by the Senior Officer (BS-19 or above) of the Department on the basis of assessment made by the Scrutiny Committee.
- To verify the veracity and genuineness of the claims of contractors, in order to handle unnecessary delays and malpractices, if any.
- The Scrutiny Committee will issue a valid receipt/diary number on having received the representation by the contractor and will decide the same within a period of six (6) weeks from the date of filing of representation by the contractor.

—Sd—
(DR. ASIF TUFAIL)
SECRETARY, P&DB

NO. & DATE EVEN:

A copy is forwarded for information and necessary action to:

- Senior Member, Board of Revenue, Punjab.
- Registrar, Lahore High Court, Lahore.
- Chairman, Chief Minister's Inspection Team (CMIT)
- All Administrative Secretaries to Government of the Punjab
- Additional Advocate General (Admn), Advocate General's Department, Punjab Lahore.
- All the Commissioners, in Punjab
- Chief Engineer Buildings, Central, North & South Zones, Lahore.
- Chief Engineer Highway, Central, North & South Zones, Lahore.
- Chief Engineers PHED, North & South Zones, Lahore.
- All the Deputy Commissioners, in Punjab.
- Additional Secretary (Gen) / Staff Officer to Chief Secretary, Punjab.
- Section Officer (I&C-II), S&GAD Department (I&C Wing) w.r.t letter No. SO(I&C-II)4-1/2024(W.P) dated 03.10.2024.
- PS to Secretary (I&C), S&GAD.

ASSISTANT CHIEF (COORD-II)

CC:

- The Chief Economist/All Members/All Senior/Sector Chiefs in P&D Board
- CC to the Chairman, P&D Board.