

Islamabad, the 26th January, 2017

Office Order No.9/2017

In partial modification to HRM Wing's Office Order No.83/2016, dated 17th August, 2016 and in pursuance of Senior Advisor (Law)/Grievance Commissioner for Overseas Pakistanis, Wafaqi Mohtasib (Ombudsman)'s Secretariat, Islamabad letter No.4(7)LJCP/SL/WMS/2016, dated 8th August, 2016, the Competent Authority has been pleased to establish Public Complaints Resolution Mechanism under the supervision of Deputy Secretary (Services)/focal person of this Division for the purpose and nominate him to attend the meetings in the matter as and when required. Further, Documentation Section will act as Public Complaints Resolution Cell. The competent authority has also decided that the responsibility to receive and dispose of the public complaints may be allocated to Section Officer (Documentation) as part of his duties. Documentation Section will also take all actions as desired in Wafaqi Mohtasib (Ombudsman)'s Secretariat letter dated 8th August, 2016.


(Khurshid Anwar)
Section Officer (HR-I)

Distribution:

1. The Wafaqi Mohtasib (Ombudsman)'s Secretariat (Hafiz Ahsaan Ahmed Khokhar, Senior Advisor(Law)/Grievance Commissioner for Overseas Pakistanis), Government of Pakistan, Islamabad w.r.t. their letter referred above.
2. JS(HRM)
3. DS(HR)/DS(Services)/DS(Council)/DS(QA)/DS(Coord)
4. SO(Documentation), Finance Division, Islamabad.
5. Senior PS to AFS(HRM)
6. SOs(HR-I, II, III & IV)/Services/Coord-II/Protocol/Confidential/Library/R&I.
7. The Web Master, Finance Division, Islamabad.
8. Office Order file/Personal files.