

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
36-Constitution Avenue, Sector G-5/1, Islamabad
Phone: 051-9216753, Fax No:051-9217224

F.4(2)/Coord/WMS/2022

Dated: 10th November 2023

CIRCULAR

Subject: PROCESSING OF COMPLAINTS RELATING TO SERVICE MATTER

In supersession of earlier Circular No. 6(29)WMS/Coord/2019, dated 16.08.2019 on the subject noted above, the following clarifications are issued with the approval of HWM:-

- (i) The complaint of a complainant, who is/has been working in the Agency complained against, will fall in the category of service matter.
- (ii) If the complainant has made a complaint regarding service matter against the Agency other than the Agency in which he or she is/has been working, the same will be entertained and disposed of by the office of Wafaqi Mohtasib.
- (iii) The complaints of widow and family members of the deceased will not fall in the category of service matter in terms of Article 9(2) of P.O. No. 1 of 1983 even if the complaints are made against the Agency in which the deceased employee had been working.
- (iv) The complaints of retired employees pertaining to their service matters against the Agency they have been working will be dealt with under Article 33 of P.O. 1 of 1983 related to informal resolution of disputes.



(Iqbal H. Siddiqui)
Director (Coordination)

Distribution:

1. **All Investigating and Appraising Officers at WMS Head Office, Islamabad**
2. **All Regional Heads of the WMS (with the instructions to bring it to the notice of all Investigating and Appraising Officers in the Regional Office).**
3. **Registrar, WMS Head Office, Islamabad**
4. **DCO/Consultant (IT) (Please circulate through email to all Regional Heads, All Investigating/Appraising at the WMS Head Office and Regional Offices**

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5. DG (Admn), WMS, Islamabad.
6. DG (Coordination), WMS, Islamabad
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