

WAFAQI MOHTASIB (OMBUDSMAN) SECRETARIAT,
ISLAMABAD
CIRCULAR

No. 6(29)WMS/Coord/2019

Islamabad, the 16th August, 2019

Subject: **PROCESSING OF COMPLAINTS RELATING TO SERVICE MATTER**

In a meeting held with the Investigating Officers at headquarters on 22.07.2019 on the above subject, the matter regarding complaints which strictly fall in the category of service matter came under discussion. In this regard it is clarified, with the approval of HWM, that:-

- 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) However, the following types of complaints shall not be treated as service matter if the complainant has made complaint against the Agency other than the Agency in which he or she is/has been working in the following matters:-

Post-retirement benefits:

- a) Pension;
- b) Gratuity;
- c) G.P. Fund;
- d) C.P. Fund;
- e) Group Insurance;
- f) Benevolent Fund;
- g) Travel concession;
- h) Medical facilities (to the retired employees);
- i) Employees Old-age Benefits; and
- j) Denial of admissible perks and privileges;

In-service claims:

- a) Medical-reimbursement claims;
 - b) Allotment of accommodation and housing facilities;
 - c) Denial of admissible perks and privileges;
 - d) Delay and discrimination in the grant of various advances such as Motor Car Advance, Motorcycle Advance, House Building Advance and G.P. Fund Advance; and
 - e) Educational and other benefits for the children of employees.
- iii) Complaints of widows 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 complaint is made against the Agency in which the deceased employee had been working.

SD/-

(Aijaz Hussain Lone)
Director General (Coord)

Distribution

1. All Regional Heads (with the instructions to bring it to the notice of all IOs)
2. All Appraising Officers at H.O & R.O's
3. All Investigating Officers at H.Q's, Islamabad
4. Registrar, WMS, H.Q, Islamabad.
5. DCO (pl. circulate through email to all Regional Heads, All I.Os / Appraisers at H.O and R.Os)

Copy for Information to:

1. S.P.S to HWM
2. S.P.S to Secretary WMS
3. A.P.S to Senior Advisor / NCC