



OMBUDSMAN

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## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT CLOSURE FINDINGS

*Complaint Number* : Reg-H/6342/2018  
*Date of Registration* : 02-08-2018  
*Name and Address of the Complainant* : Miss. Maryam Ajmal D/o Muhammad Ajmal Khan  
R/o House No. 494, Street No. 6, Sector C4 Phase-V  
Hayatabad, Peshawar  
*Name of the Agency* : Federal Board of Revenue (CBR)  
*Complained Against* :  
*Name of the Investigating Officer, Station* : Jehanzeb Latif, Consultant R.O Peshawar  
*Subject of Complaint* : Non issuance of call letter for the post of UDC  
*Date when IO asked for Report from Agency* : 02-08-2018  
*Date of Receipt of Report from the Agency* : 15-08-2018  
*Number & dates of Hearings* : (i) Number: 01  
(ii) Dates: 15-08-2018  
*Date of dispatch of draft findings* : 20-08-2018

The complainant, Miss. Maryam Ajmal, filed the present complaint against Chief Commissioner Regional Tax Office Peshawar. She alleged that she had passed the entry test for the post of UDC BS-11 and her score was 61%, but the Agency was reluctant to issue her interview call letter. She requested for early redressal of her grievance.

2. The Agency reported that the complainant had concealed the facts. It added that the prescribed age limit for the post of UDC is 30 years including general age relaxation and the Agency is legally bound to issue call letters for interview to those candidates declared by the OTS qualified/eligible.

3. Hearing was held on 15-08-2018. The Agency was represented Mr. Habib-ur-Rehman, Law Officer. The complainant was present.

4. During hearing, the complainant contended that it was not correct to say that she was over age. She added that her date of birth according to her matric Certificate was 13-05-1987 and closing date for the applications was 13-05-2017, as advertise by the OTS. As such, her age was 29 years, 11 months and 29 days. She further stated that six posts of UDCs were advertised including one post reserved for woman and she became topper among the female candidates. She disclosed that the Agency had deliberately declared her overage just to adjust blue eyed. However after discussion both sides mutually agreed to the proposition that the Agency would redress the grievance of the complainant by issuing her call letter for interview after fulfilment of required codal formalities. A statement to this effect was signed by them on the order sheet.

5. The complainant and the representative of the Agency mutually agreed on the redressal of the grievance through consent Findings. As such, the complaint is closed in terms of Regulation 23(1)(h) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013. Compliance should be reported within 30 days after receipt of a copy of these Findings by the Agency.

SD/-

(SYED TAHIR SHAHBAZ)

WAFAQI MOHTASIB (OMBUDSMAN)

29 AUG 2018

Wafaqi Mohtasib (Ombudsman)