

What comes under maladministration?

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Any decision made by the department, any process adopted by the department, any recommendation made by the department, any action or non-action by the department which (is)

- Contrary to law, rules and regulation
- based on irrelevant grounds
- involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives is maladministration.

Any neglect, inattention, delay, incompetence, inefficiency, and ineptitude by the administration in discharge of duties and responsibilities is maladministration.

Lodhran Pilot Project (LPP) is a not-for-profit organization, which is committed to promote development & humanitarian objectives in Pakistan.

Our Mission

A just society where people are empowered to lead the development process with respect & dignity.

Our Vision

Lodhran Pilot Project strives to empower communities and individuals to achieve sustainable development goals through innovative, transparent, accountable and inclusive processes.

Learn more about LPP at:

www.lpp.org.pk

Can a complainant make appeal against Ombudsperson Decision?

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If the complainant is not satisfied with the decision of the ombudsperson, an appeal can be made to the Governor of the Punjab within 30 days of the decision of the ombudsperson.

Is there any Punishment for false complaint?

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If the complaint is false, ombudsperson may award compensation to the agency, public servant and the amount of such compensation shall be recoverable from the complainant.

Contact Ombudsperson Punjab

197-Abubakar Block, Garden Town, Lahore

<https://ombudsperson.punjab.gov.pk/>

ombudspersonpunjab.gov.pk@gmail.com

it.ombudsperson@gmail.com

Telephone

042-99233348-50

Register Your Complaint through Android Mobile Application



Ombudsperson Punjab

A community guide to access Punjab Ombudsperson to redress the grievances against the maladministration of provincial departments

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What laws govern the power of Provincial Ombudsperson?

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1. The Punjab Office of the Ombudsperson Act 1997
2. The Ombudsperson for the Province of Punjab (Registration, Investigation & Disposal of Complaints) Regulations, 2005

Who Can make a complaint to the Ombudsperson?

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The complaint can be lodged by the aggrieved person, or in case of the death of the aggrieved person, the complaint can be lodged by the legal heir. The authorized representative can make the complaint of the aggrieved person.

When can a complaint be made to the Ombudsperson?

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The complaint can be made to ombudsperson within three months of the person aggrieved first had the notice of the matter alleged in the complaint.

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Personal Appearance of the Complainant is not required under the law. The complainant can authorize in writing any other person to represent him before the ombudsperson.

Does the Ombudsperson office has the powers to direct any office to produce a document?

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The ombudsperson can direct any officer of the agency to produce a document which in the ombudsperson's opinion will be helpful in the conduct of the investigation. The agency cannot withhold any information from the ombudsperson's office under the pretext of secrecy.

What is the Time period for the decision of the complaint?

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The complaint to the ombudsperson can take up to four months for the decision.

Shall I pay any fee for registration of complaint?

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There is no fee for using the facility of ombudsperson office. Complaint can be made free of charge.

What about the fee of the lawyer?

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There's no need for a lawyer at the ombudsperson's office. The affected individual or their representative can present the case when asked for.

What action can be taken by the Ombudsperson?

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If after the investigation into the complaint, the ombudsperson office is of the opinion that the matter amount to maladministration, they can ask the agency:

- To further consider the matter
- To modify or cancel the decision which formed the basis of the complaint.
- The ombudsperson can ask for further explanation of the decision taken by the agency to bring more clarity into the issue.
- To take the disciplinary action against the public servant or the agency
- Dispose of the case within a specified date.

What happens if the ombudsperson's decision is not complied with?

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If the Ombudsperson is satisfied that any person is guilty of any allegations, the Ombudsperson may refer the case to the concerned authority for appropriate corrective or disciplinary action or both, and the said authority shall inform the Ombudsperson within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Ombudsperson may bring the matter to the notice of the Government for such action as they may deem fit.