

Most Immediate

**OFFICE OF THE  
MILITARY ACCOUNTANT GENERAL  
Kashmir Road, Rawalpindi Cantt.**

No. /AN/0241-LXII

April, 2020

The Dy. MAG Rawalpindi;  
All Controllers.

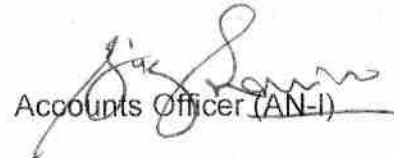
Subject: CONTINUED PUBLIC SERVICE DELIVERY AND RESOLUTION OF  
CITIZEN GRIEVANCES IN THE WAKE OF COVID-19 OUTBREAK.

Please find enclosed a copy of Prime Minister Office U.O. No. 1258/M/2020 dated 28/03/2020 on the above subject, received under Ministry of Defence U.O No. 2/2/PCP/D-18/2019, dated. 01/04/2020 for information and compliance please.

  
(Syed Ejaz Shamim)  
Accounts Officer(AN-I)  
Tele# 051-9270702

No. 57 /AN/0241-LXII, Dated. 08 /04/2020  
Copy to:-

1. The Section Officer (D-7) Ministry of Defence.
2. The Accounts Officer (Automation) Local.
3. PS to the M.A.G.
4. APS to the Dy. MAG.
5. APS to the AMAG(M E & A)
6. I.C.O to the A.M.A.G (Admin

  
Accounts Officer (AN-I)



28

MOST IMMEDIATE

GOVERNMENT OF PAKISTAN  
MINISTRY OF DEFENCE  
(DEFENCE DIVISION)

\*\*\*\*\*

Subject: - CONTINUED PUBLIC SERVICE DELIVERY AND RESOLUTION OF  
CITIZEN GRIEVANCES IN THE WAKE OF COVID-19 OUTBREAK.

Kindly find enclosed a copy of Prime Minister's Office U.O. No. 1258/M/2020 dated 28<sup>th</sup> March 2020 on the subject cited above for information and compliance.

(Hassan Ishtiaq)  
Section Officer

MAG, Pakistan Military Accounts Deptt, Rwp  
Surveyor General, Survey of Pakistan, Rwp  
DG, Military Land & Cantonments, Rwp  
DG, Pakistan Armed Service Board, Rwp  
DG, Pakistan Maritime Security Agency, Kci  
DG, FGEI (C/G) Directorate, Rwp

Dte Gen. ISI, Islamabad  
Director (Admin) JSHQ, Chaklala, Rwp  
SD Dte. (SD-1) GHQ, Rwp  
Director (Admin) AHQ, Islamabad  
Director (Admin) NHQ, Islamabad

Min of Def U.O No. 2/2/PCP/D-18/2019 dated 1<sup>st</sup> April, 2020.

Copy for information / follow up action to: -

JS-I  
JS-II  
JS-IV  
JS-VII  
DC (M)  
DS (Army-C)  
APS to JS-III

Copy for information with respect to above referred letter to: -

Prime Minister's Office  
(Muhammad Azam Khan)  
Secretary to the Prime Minister.  
Islamabad

8

PRIME MINISTER'S OFFICE  
ISLAMABAD

JS-111 Subject: CONTINUED PUBLIC SERVICE DELIVERY AND RESOLUTION OF CITIZEN GRIEVANCES IN THE WAKE OF COVID-19 OUTBREAK

So 0/18  
Q  
So 14/19  
To control the outbreak of COVID-19, the Federal and Provincial Governments are determined to take every possible step, including encouraging people to stay at home, closure of non-essential services/departments, restrictions on inter-provincial and inter-district movements of public transport.

2. Despite above situation, the Prime Minister has been pleased to direct that citizen's grievances shall not be ignored or delayed in any case. In this regard, instructions shall be issued to all officers to remain in contact with citizens and provide timely services and redress their grievances. All complaints lodged through Pakistan Citizens' Portal shall be resolved on merit and as per the Manual. Since the Portal is digitally accessible to officers working from home, therefore the citizens be kept updated about the progress on their complaints regularly.

4. For convenience of the Officers/Officials, PMDU has been directed to extend complaint resolution timelines in the case of super escalated complaints from 41 days to 60 days. However, tasks assigned through task management system shall be completed as per already assigned timelines.



(Muhammad Azam Khan)  
Secretary to the Prime Minister  
28<sup>th</sup> March, 2020

All Federal Secretaries

All Chief Secretaries

All Inspector Generals of Police

PM U.C. 1258/M/2020

CC. Deputy Secretary, (PMDU)

1023/JS-111  
1-4

1765 31/5

31-3-20

2704/9  
31-3-2020