



PRIME MINISTER'S OFFICE
ISLAMABAD



Subject: PROTECTION OF OFFICERS/OFFICIALS AGAINST HARASSMENT IN BASELESS COMPLAINTS LOGGED ON PAKISTAN CITIZEN'S PORTAL

Number of grievances reported to PMDU from officers / officials of various Departments/Entities lamenting about complaints against them which contained allegation of corruption/malpractices/un-authorized privileges. In all reported cases, complainants had resigned their jobs while the aggrieved officers/officials regarded them based on mala-fide or false grounds. Moreover, they presumed their sub-ordinates or colleagues to be involved in the matter.

2. To safeguard reputation of Govt. Officers/Officials and protect them against harassment, defamation, PMDU aims to take all necessary steps and make changes in the complaints' categories of Pakistan Citizen's Portal (PCP). It will help to protect officers/officials against baseless complaints wherein alleged corruption, fake degrees, availing unauthorized privileges etc are levelled. Prima facia majority of these cases are proved to be based on mala-fide or to put pressure for obtaining desirable results in an ongoing inquiry or disposal of a case or to settle scores on account of personal grudges. However, at the same time citizen will be deprived of the opportunity to lodge genuine complaints regarding corruption and other malpractices in Government Organizations.

3. Adhering to the above, an exclusive category titled "Corruption/Malpractices" has been added to the list of PCP categories with sub categories as follows:

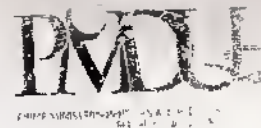
Level-I/Main Category	Level-II/Sub-Category	Level-III/Sub-Category
Corruption/Malpractices	Financial Corruption	Corruption in Govt. Funds
		Bribery
		Kickbacks/Commissions
	Violation of merit/rules	In recruitment process
		In procurement process
		In allotment of plots, flats, residences etc
		Any other irregularity
	Power abuse	Favoritism
		Unauthorized privileges
		Any other irregularity
	Fraud/mockery	Fake Degree/Documents/Credentials
		Impersonation
	Harassment	Physical/Sexual Harassment
		Mental Harassment
Threatening		
Blackmailing		
Inefficiency	Discrimination on any basis	
	Absenteeism	
	Non-serious attitude towards work	
		Retardation

11/4/20
274
PC-1-91
170/2/217
16-1-91
21-4/211
17-1-91

as directed
17/1/2020
176/5-211
17/1



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4. By activating this option, citizens will now be able to lodge complaints in a system manner however: they will not be allowed to make complaints of the above nature in any incorrect category/sub-category. Furthermore, the dashboard handlers/officers dealing with complaints will be required to drop such complaints which are lodged in irrelevant category. Lodging of complaints in category of "Corruption/Malpractices" by the citizens has also been made subject to some pre-defined system alerts of Dos and Donts. This will not only help to filter-out frivolous complaints but will also help the officers to entertain only serious and genuine complaints.

5. In light of above, it has been decided to circulate the above instructions to all concerned officers/dashboard handlers and issue necessary instructions to the effect as well that no complaint of above nature by any officer/official shall be processed; rather will be dropped in the concerned category if following shortcomings are found:

- Complaint is devoid of necessary and sufficient evidence, record, attachment etc;
- Complaint is not specific regarding involvement of a particular officer/official; and is of serious or of generic nature.

6. It is also apprised that the "User's Guidelines Manual for Complaints & Suggestion Handling System" has also been updated regarding the above mentioned changes and the same shall be circulated to all concerned at your end, please.


ADIL SAEED SAHI
Deputy Secretary (PM)

All Federal Secretaries, Ministries/Divisions, Islamabad/Rawalpindi.

All Provincial Chief Secretaries.

All Inspector General of Police.

PM's Office u.o.No.1 (3) DS (PMDU)/18 dated 15th January, 2020 / 1.15 p.m.

CC: DS (SPM)