

GOVERNMENT OF PAKISTAN
NATIONAL HISTORY & LITERARY HERITAGE DIVISION
04th Floor, Kohsar Block, Pak. Secretariat

<><><><><>

Islamabad the 14th Oct.2019

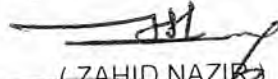
No.27(2)/2019-C&C

SUBJECT:- DELAY IN SERVICE DELIVERY BY GOVERNMENT ENTITIES.

Enclosed please find herewith Prime Minister's Office letter No.4016/M/SPM/2019 dated 01/10/2019, on the above subject with the request to ensure compliance of instructions in letter and spirit. PMDU has created a Task on the Task Management System regarding "**Delay in Service Delivery by Government Entities**" with the deadline of **30th October, 2019**. Following instructions may also be implemented regularly:-

- i). All the pending service delivery related applications/petitions/ references of citizens, if any, may be decided under the prescribed laws/rules immediately and **requisite compliance certificate to this effect** be sent to this Division **by 25th October, 2019** positively.
- ii). **Processing** of citizen's application for service delivery may be started **within 12 hours** after its receipt.
- iii). It may be ensured that such application is decided **within 20 days** after its receipt and if it is not possible to dispose of such cases within stipulated timeline, reasons of delay may be intimated to the applicant/citizen.
- iv). **Timelines** as specified in (ii) & (iii) above may be projected on the **Websites and Notice Boards** of all the Organizations **immediately**.

Encl:-a.a.


(ZAHID NAZIR)
Section Officer (Admn)/
Technical Person, PMDU
Ph:051-9217086

Distribution

- i) Chairman, Pakistan Academy of Letters, Islamabad
- ii) Director General, National Language Promotion Department, Islamabad
- iii) Executive Director, National Institute of Folk and Traditional Heritage of Pakistan (Lok Virsa), Islamabad.
- iv) Director General, Pakistan National Council of the Arts, Islamabad
- v) Director, Quaid-i-Azam Academy, Karachi
- vi) Managing Director, National Book Foundation, Islamabad
- vii) Director General, Urdu Science Board, Lahore
- viii) Chief Editor, Urdu Dictionary Board, Karachi
- ix) Resident Engineer, Quaid-i-Azam Mazar Management Board, Karachi
- x) Director, Iqbal Academy Pakistan, Lahore
- xi) Director General, Department of Archaeology and Museums, Islamabad
- xii) Director General (Chief Librarian), National Library of Pakistan, Islamabad
- xiii) Director General, Department of Libraries, Islamabad
- xiv) Administrator, Aiwan-i-Iqbal Complex, Lahore
- xv) All Officers of NH&LH Division
- xvi) Section Officer (H-II), NH&LH Division to update the website.

CC:-

1. PS to Secretary, NH&LH Division
2. DS (Heritage)/Focal Person of PMDU, NH&LH Division
3. Notice Board
4. Master file

IQBAL ACADEMY PAKISTAN
Reg. No. 149
Date 16.10.2019
Marked to Admn./i.T.

15/10/19
Admn.
16/10/19



168
Prime Minister's Office
Islamabad

Secretary
to the Prime Minister
Ph: 9210360

No. 4016/M/SPM/2019
Dated; 1st October, 2019

Subject: DELAYS IN SERVICE DELIVERY BY GOVERNMENT ENTITIES

It has been observed that many applications/petitions/references from citizens received by the Ministries/Divisions/Provincial Governments are delayed, lying unattended indefinitely or filed without taking any action thereon. These applications/petitions/references mostly relate to the core/service functions of the Ministry, Division, attached departments or field functionaries such as issuance of licenses, NOC's, domiciles, redressals etc.

2. The Prime Minister, while taking a serious view of this, has been pleased to desire that all Federal Ministries/Divisions and Provincial Governments and their respective attached organizations/field formations shall ensure the disposal of such unattended/delayed applications/ petitions/reference already received from citizens within the next four (04) weeks, under intimation to the applicant.

3. The above exercise shall be carried out by all concerned and a report thereto shall be submitted after four weeks for perusal of the Prime Minister (in case of Federal Government) and Chief Ministers (in case of Provincial Governments), certifying therein (by heads of Division, attached organizations, Chief Secretaries, field formations etc) that all such pending service delivery related applications/petitions/references have been attended to.

4. The Prime Minister, in order to build the confidence of the public on Government functionaries, has further been pleased to desire that, all the above mentioned tiers of Government should work out minimum timelines for processing of such cases and project such timelines on their websites and

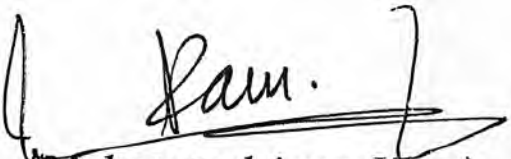
By No. 1908
Date: 3-10-2019
4-10-2019
Pc. dim.
to Coc

3/10

notice boards within ten (10) days. This will help the citizen to know in advance the probable processing timelines of their case. Furthermore, if it is not possible to dispose of such cases within the stipulated timelines for certain reason and more time is required, each day of delay shall be explained to the applicant/citizen in writing.

5. All Federal Secretaries/Chief Secretaries/Heads of Organizations will constantly monitor this and submit quarterly certificate to the Prime Minister's Office or Chief Minister's Office, as the case maybe, to the effect that this directive is being complied with. Measures on this account will factor into the performance evaluation of the officer concerned and laxity would deem to be considered inefficiency in terms of E&D Rules and dealt with accordingly.

6. Federal Ministers / Chief Ministers are requested to closely monitor implementation of the above directive in the interest of good governance and public interest. Chief Ministers are further requested to keep the Prime Minister updated regarding implementation of the directive in respective provinces.


(Muhammad Azam Khan)

All Secretaries/Additional Secretaries (Incharge), Ministries/Divisions
All Provincial Chief Secretaries
Staff Officers to all Federal Ministers / Provincial Chief Ministers