

As
[TO BE INTRODUCED IN THE SENATE]

A

Bill

to provide mechanism for speedy removal of public grievances.

Whereas it is expedient to provide mechanism for speedy removal of public grievances against the acts of omission or commission of a State Agency, and to provide a procedure for disposal of complaints in the Islamabad Capital Territory;

It is hereby enacted as follows:

1. Short title, extent and commencement.— (1) This Act may be called the Public Complaints (Removal of Grievance) Act, 2020.

(2) It shall extend to the Islamabad Capital Territory.

(3) It shall come into force at once.

2. Definitions.— In this Act, unless there is anything repugnant in the subject or context.—

(a) **"Act of Public Grievance"** includes an act of omission or commission, default, willful delay or negligence in discharge of duty or obligation including any service delivery within the stipulated time under the relevant law or where no such time limit is provided then within thirty days, or imposed by any other law or the Constitution of the Islamic Republic of Pakistan;

(b) **"Agency"** includes any body politic or corporate, any authority of or under the control of Federal Government, or any statutory corporation or body, or any corporation owned or controlled by the Federal Government or any office, department of the Federal Government in relation to which the Wafaqi Mohtasib has jurisdiction to take any action; and

(c) **"Competent Authority"** includes an officer incharge of an agency competent to take any action upon a complaint in relation to its functions.

3. Complaints against act of public grievance.- (1) The competent authority on receipt of a complaint in relation to an act of public grievance shall, within fifteen days of receipt of complaint, inform the complainant of its decision whether an action by such authority is required to be taken upon such complaint or not, and if no action is required to be taken, the reasons thereof.

(2) Where the competent authority proceeds to take an action, it shall be decided within thirty days and the complainant shall be informed about the result within seven days of such decision:

Provided that if such a decision could not be reached within thirty days, the complainant, if not already participating in such proceedings, shall be informed of progress within seven days and thereafter within every fortnight.

4. Report to Wafaqi Mohtasib.- Where the decision under sub-section (2) of Section 3, could not be taken within ninety days from the date of receipt of complaint, the competent authority shall, within the next seven days submit a report in this behalf to the Wafaqi Mohtasib who shall pass any direction as he may deem fit including the stoppage of salary of the official at fault till the grievance of the complainant is redressed.

5. Violation of provision of the Law.- A violation of any provision of this law shall be an act of maladministration as defined in Article 2, clause (2) of the Establishment of Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 and shall be placed on the service record of the competent authority concerned and he shall be demoted to the lower grade.

6. Publication of the laws related to the redressal of public grievance.— The Federal Government shall ensure continuous publication and propagation of all laws related to the redressal of public grievance through print and electronic media and also display of such laws at prominent places and Government Offices for awareness and benefit of the general public.

STATEMENT OF OBJECTS AND REASONS

This Bill seeks to provide a mechanism for speedy removal of public grievances and to empower the Wafaqi Mohtasib to exercise his authority in case of default by any State agency.

SENATOR MUHAMMAD JAVED ABBASI
Member-in-Charge