



**GOVERNMENT OF KHYBER PAKHTUNKHWA
COMMUNICATION & WORKS DEPARTMENT.**

No.SOG/C&W/Misc/1-3/2024/#0125

Dated Peshawar, the: 06.09.2024

To

1. The Chief Engineers (**Mega Project/Foreign Aid/North/Maintenance/CDO/South-I-II**) C&W Department.
2. The Chief Engineers (**East**) C&W Department Abbottabad.
3. The Managing Director, Pakhtunkhwa Highways Authority.
4. The Director (Technical) C&W Department.
5. The Section Officer / Accounts Officer, C&W Department.

SUBJECT: PUBLIC SERVICE DELIVERY

I am directed to refer to the subject noted above, and to enclose herewith a copy of Establishment Department Khyber Pakhtunkhwa letter No.SO(E-I)E&AD/9-94/2024 dated 29.08.2024 which is self-explanatory for further necessary action please.

Encls As Above


(MUDASIR KHAN)
SECTION OFFICER (GENERAL)

ENDST OF EVEN NO. & DATE:

Copy forwarded to the:-

1. PS to Secretary C&W Department
2. PA to Additional Secretary (Admn) C&W Department.
3. PA to Director-IT C&W Department.
4. PA to Deputy Secretary (Admn) C&W Department.


SECTION OFFICER (GENERAL)



GOVERNMENT OF
KHYBER PAKHTUNKHWA
ESTABLISHMENT DEPARTMENT

MOST IMMEDIATE

No. SO(E-I)/E&AD/9-94/2024
Dated Peshawar the August 29, 2024

To

All Administrative Secretaries,
Govt. of Khyber Pakhtunkhwa.

*Communication and work
Department*

SUBJECT:- PUBLIC SERVICE DELEVRY.

Dear Sir,

I am directed to refer to the subject noted above and to inform that Public is facing hardship in approaching Federal Departments and Institutions for redressal of their grievances. Difficulties include physical, financial and social access to federal offices. Key federal entities include PESCO, SNGPL, NADRA, BISP, EOBI, Passport, Pakistan Post Office. Pension and other emoluments of retired and widows. Federal Ombudsman Secretariat, Regional Office, Peshawar would approach you with brochures, open letter in Urdu for display in the Provincial, Divisional, District Offices and Tehsil Offices. District and Tehsil Offices may convey the complaints through any means, as per address to the Regional office Peshawar.

Yours faithfully,

[Signature]
29/08/2024

(FAWAD KHAN)
SECTION OFFICER (ESTT-I)
Ph #. 091-9210529

Endst. No. & date even

Copy forwarded for information to Mr. Fawad Hanif, Director (Admn), Wafaqi Mohtasib (Ombudsman)'s Secretariat, Regional Office, Benevolent Fund Building, Peshawar.

[Signature]
29/08/2024

SECTION OFFICER (ESTT-I)

Diary No. 5538
Date 30/8/2024
Secretary

[Handwritten notes and signatures]
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Subalt: Air circulate