



Prime Minister's Office  
Islamabad

Secretary  
to the Prime Minister  
Ph: 9210360

No. 4016/M/SPM/2019  
Dated; 1<sup>st</sup> 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. (Drop)

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.

\* 1st stage  
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

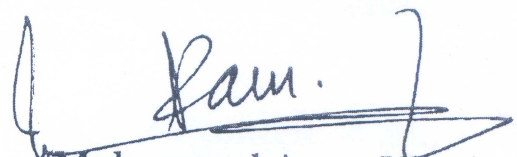


\* 2nd Step / Stage.

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