

REGISTERED No. M - 302
L.-7646

The Gazette  **of Pakistan**

**EXTRAORDINARY
PUBLISHED BY AUTHORITY**

ISLAMABAD, SATURDAY, AUGUST 26, 2023

PART II

Statutory Notifications (S.R.O.)

GOVERNMENT OF PAKISTAN
LAW AND JUSTICE DIVISION
(Wafaqi Mohtasib's Secretariat)

NOTIFICATIONS

Islamabad, the 16th August, 2023

Amended Wafaqi Mohtasib (Ombudsman) Officers Service Rules, 2022

S. R. O. 1115(I)/2023.—In exercise of the powers conferred by clause (1) of Article 8 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983) and section 22 of the Federal Ombudsmen Institutional Reforms Act, 2013 (XIV of 2013), the Federal Government is pleased to make the following rules, namely:—

(2603)

Price: Rs. 60.00

[1656(2023)/Ex. Gaz.]

CHAPTER I

GENERAL

1. **Short title, application and commencement.**—(1) These rules shall be called the Office of Wafaqi Mohtasib (Ombudsman) Officers Service Rules, 2022.

(2) They shall unless specified otherwise apply to all officers of the Wafaqi Mohtasib (Ombudsman) other than persons appointed—

- (a) under Article 20; and
- (b) on deputation from the Federal Government, a provincial Government or a body or corporation set up or controlled by any such Government.
- (3) They shall come into force at once.

2. **Definitions.**—(1) In these rules, unless there is anything repugnant in the subject or context,—

- (a) “Act” means the Federal Ombudsmen Institutional Reforms Act, 2013 (XIV of 2013);
- (b) “appointing authority” in relation to a post means the President of Pakistan or a person authorized by him to make appointment to that post under rule 4;
- (c) “Article” means Article of the Order;
- (d) “basic pay scales” or “BPS” means basic scales of pay sanctioned in respect of civil servants of the Federal Government from time to time;
- (e) “duty” includes,—
 - (i) service as a probationer provided that such service is followed by confirmation;
 - (ii) joining time on transfer;
 - (iii) period of training undertaken with prior approval of the competent authority in or outside Pakistan as an officer of the Office;

- (iv) period spent on mandatory training for promotion;
- (v) compulsory waiting for posting; and
- (vi) attending obligatory departmental examination.
- (f) “initial appointment” means appointment made otherwise than by promotion or transfer;
- (g) “joining time” means the time allowed to an officer to join a post or to travel to, or from, a station to which he is posted;
- (h) “lien” means the title of an officer to hold substantively a permanent post on which he has been appointed substantively;
- (i) “officer” means an officer appointed under these rules;
- (j) “Order” means the Establishment of the Office of the Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983);
- (k) “pay” means the amount drawn monthly by an officer as pay and includes technical pay, special pay, personal pay and other emoluments specially classed as pay by the Finance Division;
- (l) “permanent post” means a post carrying a definite rate of pay sanctioned without limit of time;
- (m) “President” means the President of the Islamic Republic of Pakistan;
- (n) “regional office” means an office set up under clause (4) of Article 9;
- (o) “regular appointment” means an appointment whether by promotion or otherwise shall be deemed to have been made on regular basis if it is made in the prescribed manner;
- (p) “Schedule” means the Schedule to these rules;
- (q) “section” means section of the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013);
- (r) “Secretary” means the Secretary appointed by the Federal Government for the Office;
- (s) “Selection and Promotion Board” means a Board constituted under these rules for the purpose of selection of a person for initial

appointment, promotion or appointment by transfer to posts in BPS-20 to 21;

- (t) “Selection and promotion committee” means a committee constituted under these rules for the purpose of making selection of a person for initial appointment, promotion or appointment by transfer to posts in BPS-16 to BPS-19; and
- (u) “temporary post” means a post other than a permanent post.

(2) The words and expressions used but not defined in these rules shall have the same meaning as are assigned to them in the Order, the Act and the Civil Servants Act, 1973 (LXXI of 1973).

CHAPTER II

OFFICERS’ ESTABLISHMENT

3. **Officers’ establishment.**—The regular establishment of officers in BPS-16 to 21 of the Office shall consist of posts mentioned in the Schedule with their scales of pay. Appointment to the posts in the Office and its regional offices shall be made in the manner as set out in the Schedule.

CHAPTER III

APPOINTMENTS

4. **Appointing authority.**—The appointing authority competent to make appointment to various posts other than those falling in Article 20 shall be as follows, namely:—

S. No.	Basic scale of posts	Appointing authority
(1)	(2)	(3)
1	Posts in BPS-21 and BPS-22 or equivalent (Additional Secretary and Secretary)	Appointments made on deputation by the Prime Minister.
2	Posts in BPS-20 or equivalent	Wafaqi Mohtasib
3	Posts in BPS-16 to BPS-19 or equivalent	Secretary

5. Method of appointment and qualification for appointment, etc.—(1) Appointment to posts shall be made on regular basis by any of the following methods, namely:—

- (a) by initial appointment;
- (b) by promotion; and
- (c) by transfer.

(2) The method of appointment, qualifications and other conditions applicable to various posts shall be as laid down in the Schedule.

6. Selection and promotion board and committee.—(1) The selection and promotion board for initial appointment, promotion and appointment by transfer of officers in the Office to posts in BPS-20 and above shall consist of the following, namely:—

(1)	(2)	(3)
a	Wafaqi Mohtasib	Chairman
b	Secretary, Wafaqi Mohtasib Secretariat	Member
c	Two officers of BS-21 of the Wafaqi Mohtasib Office including A.S (Admn)	Member
d	Director General (Administration)	Member-cum-Secretary

(2) The selection and promotion committee for initial appointment, promotion or appointment by transfer to posts in Basic Pay Scales-16 to 19 shall consist of the following, namely:—

(1)	(2)	(3)
a	Secretary, Wafaqi Mohtasib Secretariat	Chairman
b	Additional Secretary (Admn)	Member
c	An officer in BPS – 20 or above of the Office co-opted by the Chairman	Member
d	Director General (Administration)	Member-cum-Secretary

(3) Initial appointment, promotion or appointment by transfer to various posts shall be made by the appointing authority on recommendations of the selection and promotion board or the selection and promotion committee, as the case may be.

7. **Initial appointment.**—A person shall be eligible for initial appointment in the Office, if,—

- (a) he is a citizen of Pakistan;
- (b) he possesses the prescribed qualifications and experience for the post as provided in these rules; and
- (c) is not less than the eighteen years of age and not more than the maximum age limit as prescribed in the Schedule.

8. **Vacancies to be advertised.**—All vacancies to be filled in by initial appointment shall be advertised in the newspapers as well as on the website of the Secretariat in accordance with the policies applicable to civil posts of the Federal Government.

9. **Merit and provincial or regional quotas.**—Vacancies in posts in BPS-16 and above shall be filled on all-Pakistan basis in accordance with the merit and provincial, regional and classes of persons quotas prescribed by law and the Federal Government from time to time.

10. **Certificate of good conduct.**—(1) A person who is not already in the service of the Federal Government or a Provincial Government or any corporation or body set up or controlled by any such Government shall not be considered for appointment unless he produces a certificate of good moral character from an officer in BPS-17 or above in the service of the Federal Government or a provincial Government or an officer of similar rank in the service of such corporation or body.

(2) Character and antecedents of a candidate, other than the one who is already in service of the Office or holding a post under the Federal Government or a Provincial Government, shall be verified and the appointment shall be made only if, in the opinion of the appointing authority, the character and antecedents of the candidate are satisfactory.

11. **Medical fitness.**—A candidate for appointment must be in good mental and bodily health condition and free from any physical defect likely to interfere with the discharge of his duties. A candidate who, after such medical examination as has been prescribed for the Federal Government officers is found not to satisfy these requirements, shall not be appointed.

12. **Appointment by promotion.**—(1) An officer specified in column (6) of the Schedule possessing the prescribed length of service and other conditions as set out in column (7) thereof shall be eligible for promotion to a higher post for the time being reserved for promotion.

(2) Posts in BPS-19 and above are selection posts, promotion to which shall be made by selection on merit. The promotion to post in BPS-18 and below shall be made on the basis of seniority-*cum*-fitness.

(3) Promotion to posts in BPS-20 and above shall be made by the appointing authority on the recommendations of the selection and promotion board.

(4) Promotion to posts in BPS-16 to BPS-19 shall be made by the respective appointing authority on the recommendations of the concerned selection and promotion committee.

(5) The selection and promotion board or the selection and promotion committee, as the case may be, shall consider the case of eligible officers in order of their seniority and either—

- (a) recommend an officer for promotion;
- (b) recommend an officer for supersession on the ground of his being unfit for promotion; or
- (c) defer consideration of promotion of an officer, if —
 - (i) the performance evaluation reports are incomplete or any other document or information required by the selection and promotion board or the selection and promotion committee, as the case may be, for determining officer's fitness for promotion is not available:

Provided that where the reporting officer or the countersigning officer, as the case may be, is responsible for non-completion of performance evaluation reports, the officer reported upon shall, notwithstanding any other requirement, be considered for promotion on the basis of available performance evaluation reports;

- (ii) disciplinary or departmental proceedings for not more than one year or criminal proceedings for not more than three years are pending against the officer whose promotion case comes up for consideration;

- (iii) the officer is on deputation abroad with a foreign government, private organization or an international agency;
- (iv) the officer does not possess the requisite length of service;
- (v) the officer has not undergone the prescribed mandatory training or passed the departmental examination required for promotion; or
- (vi) the officer's seniority is *sub-judice* and some injunctive order has been passed:

Provided that in the case of deferment, a vacancy shall be reserved for the officer or, if it is filled, it shall be subject to the condition that when the officer is subsequently promoted without having been superseded, the arrangement may be reversed and the most junior person promoted because of such deferment shall be reverted to lower post.

(6) An officer who is superseded shall not be considered for promotion again unless he has earned one more performance evaluation report for a full year.

(7) An officer whose case is deferred shall be considered for promotion as soon as the reason for deferment ceases to exist.

13. Length of service for promotion.—(1) Subject to sub-rules (2) and (3), promotion to posts in Basic Pay Scales 18 and above shall be subject to completion of the following minimum length of service, namely:—

S.No.	post for promotion	experience
(1)	(2)	(3)
a	For promotion to posts in BPS-17	3 years service in BPS-16
b	For promotion to posts in BPS-18	5 years service in BPS-17
c	For promotion to posts in BPS-19.	12 years service in BPS-17 and above or 7 years service in BPS-18 if appointed directly in this scale. The condition of 7 years service in BPS-18 should be in the event of direct appointment in BPS-18

S.No.	post for promotion	experience
(1)	(2)	(3)
		otherwise 12 years service in BPS-17 and above.
d.	For promotion to posts in BPS-20.	17 years service in BPS 17 and above or 12 years service in BPS 18 and above or 5 years service in BPS 19 if appointed directly in this scale The condition for reduction in length of service shall be in the event of direct appointment.
e.	For promotion to posts in BPS-21.	22 years service in BPS-17 and above, 17 years service in BPS 18 and above, or 10 years service in BPS 19 and above or 05 years service in BPS 20. The condition for reduction in length of service shall be in the event of direct appointment.

(2) When first appointment of a person was made in a post in BPS 16 or below, one - half of service in Basic Pay Scale 16 and one-fourth in Basic Pay Scale 15 or below shall be counted as service in Basic Pay Scale 17 for computing minimum length of service for the purpose of promotion.

(3) The period of extraordinary leave or any other period of service which is not reckoned as service qualifying for pension shall not be counted towards length of service for promotion.

14. **Appointment by transfer.**—(1) An appointment by transfer from a post to another post shall be made in the public interest with the approval of the appointing authority.

(2) Appointment by transfer shall be made from amongst persons holding appointment on regular basis in the Federal Government or a Provincial Government, autonomous bodies or corporation or an organization set up or controlled by such governments in a post in the same BPS or equivalent to or identical with the post to be filled. However, the person concerned should possess the qualification and experience prescribed for initial appointment to the post concerned against the post reserved for appointment by transfer.

(3) Only an officer, possessing the qualifications and meeting other conditions, except the condition of age-limit, laid down for initial appointment to the post on which appointment by transfer is to be made, shall be considered for appointment by transfer on recommendations of the selection and promotion board or the selection and promotion committee, as the case may be.

15. **Appointment on contract.**—Contract appointments against regular posts shall be made in accordance with the policy issued by the Establishment Division from time to time.

16. **Appointment on deputation.**—The appointing authority may appoint on deputation an officer of the Federal Government or a Provincial Government or a corporation or an organization set up or controlled by such Governments who is holding an appointment on regular basis, against an equivalent post in the Office. The terms and conditions of such appointment shall be settled with the mutual consent of the lending authority and the Wafaqi Mohtasib Secretariat as per standard terms and conditions of the Establishment Division.

17. **Appointment on acting charge basis.**—Acting charge appointment shall be made in accordance with the provisions of the law and rules applicable to civil servants of the Federal Government.

18. **Additional charge.**—Additional charge arrangement shall be made in accordance with the rules and policy made in respect of the civil servants of the Federal Government from time to time.

19. **Appointment on current charge basis.**—(1) Where a temporary vacancy occurs for not more than three months and no arrangement is immediately made for carrying out day to day work of the post, the appointing authority may, by order in writing, give charge of the vacant post in addition to the duties of his own post, to the senior most officer present at the station if he is otherwise fit and eligible for promotion:

Provided that such arrangement shall not be made for a period of less than one month and shall not exceed three months which may be extendable by another three months with the approval of the next higher authority.

(2) As soon as the current charge of a post is given, a proposal for regular appointment shall be initiated and processed.

(3) For the purpose of current charge appointments the policy guidelines circulated vide Establishment Division's O.M No. 1/21/76-AR.I/R.II dated 18-6-1980 as amended from time to time shall be followed.

20. **Probation.**—(1) A person appointed to a post by initial appointment, appointment by transfer or promotion shall be on probation for a period of one year.

(2) The period of probation may be curtailed for good and sufficient reasons, to be recorded by the appointing authority or, if considered necessary, it may be extended for a period not exceeding one year as may be specified at the time of initial appointment, appointment by transfer or promotion.

(3) On successful completion of the period of probation, the appointing authority shall, by specific order, terminate the probation.

(4) If no order is issued under sub-rule (3), on the expiry of first year of probation, it shall be deemed to have been extended for another year and if no order is passed after the expiry of extended period of probation, the period of probation shall be deemed to have been completed satisfactorily.

(5) Where in respect of any post, the satisfactory completion of probation includes the passing of an examination, test or course or successful completion of any training, a person appointed on probation to such post who, before the expiry of the original or extended period of probation, fails to pass such examination, test, course or complete training, as the case may be, shall stand discharged from service or reverted to the post from which he was promoted or transferred.

(6) An officer appointed by initial appointment shall not be deemed to have completed his period of probation satisfactorily until his character and antecedents have been verified to the satisfaction of the appointing authority.

21. **Confirmation.**—(1) An officer appointed by initial appointment or by promotion or by appointment on transfer shall, on satisfactory completion of probation, be eligible for confirmation:

Provided that the confirmation shall be made only against a permanent post:

Provided further that two or more officers shall not be confirmed in the same post and at the same time or against a post on which another officer holds a lien:

Provided also that an officer shall not be confirmed on two or more posts at the same time.

(2) An officer shall be considered for confirmation strictly in order of his seniority.

(3) No confirmation shall be made against the post vacated on dismissal, removal or compulsory retirement of an officer until the appeal, if any, against such dismissal, removal or compulsory retirement is finally decided.

(4) Confirmation of an officer in a post shall take effect from the date of occurrence of permanent vacancy or from the date of continuous regular officiation in such post, whichever is later.

22. Procedure of confirmation.—(1) The confirmation of an officer shall be made with the approval of appointing authority on the recommendation of the selection and promotion board or selection and promotion committee, as the case may be.

(2) The selection and promotion board or the selection and promotion committee, as the case may be, shall scrutinize the service record of an officer including his performance evaluation reports and determine his fitness for confirmation.

(3) Where in case an officer, for the time being, is unfit or a disciplinary case is pending for not more than one year against him, the selection and promotion board or the selection and promotion committee concerned may defer the case and a vacancy shall be reserved for re-consideration.

(4) When the case of an officer is deferred, he shall be considered for confirmation as soon as the reason for which the deferment had taken place ceases to exist or, if the deferment was due to his being unfit for confirmation, as soon as he earns one more performance evaluation report for a full year.

(5) The confirmation under this rule shall take effect in terms of sub-rule (4) of rule 20.

23. Acquisition and retention of lien.—(1) On confirmation on a permanent post, an officer shall acquire a lien on that post and shall retain it during the period when he—

- (a) holds a temporary post other than a post against which he was originally appointed;
- (b) holds a post on foreign service;
- (c) is on leave;
- (d) is called for duty in the armed forces as a reservist;
- (e) is under suspension; and
- (f) is on joining time on transfer to another post.

24. **Termination of lien.**—(1) The lien of an officer, who is reduced in rank or reverted to a lower post as a consequence of disciplinary proceedings, shall be terminated against the post from which he was reduced in rank or reverted to a lower post.

(2) An officer shall cease to hold lien against a post in the Office if he takes up an appointment on selection in a corporation or body set up or controlled by the Federal Government or a Provincial Government or a private organization.

(3) Notwithstanding the consent of such officer, his lien on a post in the Office shall not be terminated until he acquires lien on any other post in the Office or a post under the Federal Government or a Provincial Government.

(4) Where a confirmed officer on his own accord joins some other service, post or cadre on regular basis, he shall, during the period of his probation on his new service, post or cadre, have the right of reversion to the previous post against which he holds lien.

CHAPTER IV

SENIORITY

25. **Seniority.**—(1) For the purpose of seniority, the officers of the Office of Wafaqi Mohtasib shall be governed in accordance with the Civil Servants (Seniority) Rules, 1993 as amended from time to time.

(2) The officers working in BPS-16 in the cadres of Superintendent, Accountant and Caretaker shall have combined seniority and their inter se seniority shall take effect from the date of their regular appointment in that pay scale in accordance with the provisions of the Civil Servants (Seniority) Rules 1993.

CHAPTER V

POSTING AND TRANSFER

26. **Liability to serve.**—Unless otherwise provided for in these rules, an officer shall be liable to serve in any equivalent post anywhere in Pakistan.

27. **Transfer.**—The appointing authority may transfer any officer from one post to another within the Office.

28. **Officers to serve for three years for fresh deputation.**—An officer who stands repatriated from deputation shall not be considered again for deputation until he has served in the Office for a minimum period of three years.

29. **Promotion of an officer on deputation.**—An officer on deputation in Pakistan, if due for promotion, shall be considered for promotion only after he has resumed duty in the Office and has earned at least one performance evaluation report for full year.

CHAPTER VI

TERMINATION, REVERSION, RESIGNATION AND RETIREMENT

30. **Termination of service.**—(1) The services of an officer may be terminated without assigning any reason by the appointing authority during the initial or extended period of probation:

Provided that when such an officer is appointed by promotion on probation or, as the case may be, is transferred from one post to another post, he shall be reverted to the post from which he was promoted or transferred, if he holds a lien against the said post.

(2) Where on the abolition of a post or reduction in the number of posts, the service of an officer is required to be terminated, the service of the junior most person in that cadre shall be terminated.

(3) Notwithstanding the provisions of sub-rule (1), but subject to sub-rule (2), the service of an officer in temporary employment shall from either side be liable to termination on fourteen days' notice or payment or forfeiture of pay in lieu thereof.

31. **Reversion to lower post, dismissal or removal from service.**—

(1) An officer appointed to a higher post on temporary or officiating basis, shall be liable to reversion to his lower post.

(2) No officer shall be dismissed or removed from service or reduced in rank by an authority other than the appointing authority.

(3) No officer shall be dismissed or removed from service or reduced in rank unless his case has been processed in accordance with the Civil Servants (Efficiency and Discipline) Rules, 2020 and the Government Servants Conduct Rules, 1964 as amended from time to time.

32. **Resignation from service.**—(1) An officer may resign from his post in writing:

Provided that the resignation shall not become effective unless it is accepted by the appointing authority and till such time the officer shall continue to serve and shall not absent himself from duty without proper leave.

(2) If an officer after submission of his resignation withdraws it before it is accepted, the resignation shall be deemed to have been withdrawn.

(3) If an officer withdraws his resignation after its acceptance by the appointing authority but before it becomes effective or before he is relieved, it shall be open to the authority which accepted the resignation to allow the officer to withdraw the resignation.

(4) The resignation of an officer shall not be accepted if any disciplinary proceedings for not more than one year or criminal proceedings for not more than three years against him are contemplated or pending:

Provided that acceptance of resignation shall not absolve the officer from the liability of the criminal proceedings initiated or to be initiated at any time before or after the acceptance of the resignation.

(5) An officer submitting his resignation shall be required to clear all dues payable by him.

(6) The resignation shall be submitted by the officer through his immediate officer who shall forward it to the appointing authority along-with the following information, namely:—

- (a) whether any disciplinary or criminal proceedings are contemplated or are pending against him;
- (b) whether the officer is required to serve the Office for any specified period in accordance with his terms and conditions of appointment or any bond or undertaking in connection with the grant of leave or training and whether the period of bond or undertaking has expired and if not, whether any money spent on his training is recoverable from him or has been paid by him; and
- (c) whether any other dues recoverable from him have been paid by him or not.

33. **Retirement.**—(1) An officer shall retire from service—

- (a) on such date after he has completed twenty years of service qualifying for pension or other retirement benefits as the appointing authority may, in the public interest, direct; or
- (b) where no direction is given under clause (a), on the completion of sixtieth year of his age.

(2) No direction under clause (a) of sub-rule (1) shall be made until the officer has been informed in writing of the grounds on which it is proposed to make the direction, and has been given a reasonable opportunity of showing cause against the said direction.

34. **Employment after retirement.**—A retired officer shall not be re-employed in the Office unless such re-employment is necessary and in the public interest. Such re-employment may be made as per the policy or rules applicable to civil servants of the Federal Government.

35. **Acceptance of private and commercial employment.**—An officer or a retired officer, as the case may be, shall not without prior approval of the appointing authority accept employment in any public or private sector organization during leave preparatory to retirement or before the expiry of two years from the date of retirement.

36. **Acceptance of employment abroad.**—If an officer or a retired officer, as the case may be, seeks employment during leave preparatory to retirement or within two years after retirement under a foreign government or a foreign agency, he shall obtain prior approval of the appointing authority.

Explanation.—For the purpose of this rule, foreign government means the government of a foreign country, foreign agency, any office or establishment of diplomatic or consular representative of a foreign government, by whatever name called and includes any information, public relations, trade or commercial agency, service center or formation established or maintained by any such government or by any person who is national of a foreign country.

37. **Efficiency, discipline and conduct.**—In the matters of efficiency, discipline and conduct, an officer shall be governed under the Civil Servants (Efficiency and Discipline) Rules, 2020 and the Government Servants (Conduct) Rules, 1964 as amended from time to time.

38. **Declaration of assets and liabilities.**—For the purpose of declaration of assets and liabilities, the officers shall be governed in accordance with the Government Servants (Conduct) Rules, 1964.

CHAPTER-VII

MISCELLANEOUS

39. **Application of other rules, etc.**—For matters not provided under these rules, the officers shall *mutatis mutandis* be governed by the laws, rules, regulations, orders, instructions, etc., applicable to the civil servants of the Federal Government from time to time.

40. **Complaints relating to seniority and promotion.**—All complaints relating to seniority or promotions in respect of appointments made before the coming into force of these rules shall be decided in accordance with the provisions of rules applicable at that time.

41. **Repeal.**—The Office of Wafaqi Mohtasib (Ombudsman)'s Officers' Service Rules 2009 are hereby repealed.

SCHEDULE - OFFICERS
[See rules 2(1)(p), 5(2) and 7]

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Persons eligible	Minimum length of service and other conditions	Maximum age limit	Academic Qualification / Experience for initial appointment
			By promotion	By initial appointment or by appointment by transfer				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	Secretary	22	-	-	-	-	-	Appointment to be made by the Prime Minister
2	Member	21	-	-	-	-	-	Appointment to be made by the Prime Minister on deputation
3	Adviser	21/22	-	-	-	-	-	Appointment to be made by the Wafaqi Mohtasib under Article 20 of P.O.1 of 1983.
4	Additional Secretary	21	-	-	-	-	-	Appointment to be made by the Prime Minister on deputation
Establishment / Administrative Wing								
1	Director General	20	75%	25%	(1) Director (BS-19) (2) Director I.T (BS-19)	17 years service in BS-17 and above or 12 years service in BS-18 and above or 5 years service in BS-19 +	37-45	Second Class or Grade 'C' Master Degree or LLB or 16 Years Bachelor's Degree (equivalent to Master's Degree) recognized by HEC in English, Economics, Statistics, Sociology, Political Science, Public Administration, Business Administration or Law.

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
2	Director	19	67%	33%	1. Deputy Director (BS-18)	Mandatory Senior Management Course (SMC) 12 years service in BS-17 and above or 07 years service in BS-18 + Mandatory Mid Career Management Course (MCMC)	32-40	17 years experience in the relevant field in Government / Private organization. Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree (equivalent to Master's Degree) recognized by HEC in English, Economics, Statistics, Sociology, Political Science, Public Administration, Business Administration or Law. 12 years experience in the relevant fields in any government / private organization.	
3	Secretary to Wafaqi Mohtasib	19/20	This post shall be filled at the discretion of Hon'ble Wafaqi Mohtasib						
4	Deputy Director	18	50%	50%	Assistant Director (BS-17)	05 years service in BS-17	25-35	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree (equivalent to Master's Degree) recognized by HEC in English, Economics, Statistics, Political Science, Business Administration, Public	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
5	Assistant Director	17	50%	50%	Superintendent (BS-16/17)	03 years service as Superintendent (BS-16/17)	22-30	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree (equivalent to Master's Degree) recognized by HEC in Social Sciences or MBA or MPA or LLB. 3 years experience in Administration, Finance & Legal Matters.	Administration, Business Administration (Finance) or Law 05 years experience in the relevant fields in any government / private organization.
6	Superintendent	16/17	100%	-	Assistant BS-15	03 Years Service as Assistant (BS-15)	21-30	If no suitable person is available for promotion, the vacancy shall be filled in by appointment on transfer from amongst the regular Superintendents employed in other Ministry/ Division/ Departments who fulfill the conditions for promotion to the post. or As may be prescribed by the federal Government from time to time.	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
7	Librarian	17	-	100%	-	-	22-30	Second Class or Grade 'C' Master's Degree in Library Sciences recognized by HEC. Experience in the relevant field will be preferred. or Second Class or Grade 'C' Bachelor's Degree recognized by HEC with one year Diploma in 2 nd Class or Grade 'C' in Library Sciences. 03 years experience in the relevant field.	
8	Private Secretary	17/18	100%	-	Assistant Private Secretary (BS-16)	05 years service as Assistant Private Secretary (BS-16) Incumbent on completion of 5 years service in BS-17 will be upgraded to BS-18 and will further be upgraded to BS-19 after 12 years service in BS-17 and above and Nomenclature will change to Senior Private Secretary	21-30		
9	Caretaker	16	-	100%	-	-	28	Bachelor's Degree from any Institution/University recognized by HEC. 03 years experience in General Management.	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Persons eligible	Minimum length of service and other conditions	Maximum age limit	Academic Qualification / Experience for initial appointment
			By promotion	By initial appointment or by appointment by transfer				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
10	Assistant Private Secretary	16	50%	50%	Stenotypist BS-14	03 Years Service as Stenotypist (BS-14)	25	Graduate with a minimum speed of 100/60 words per minute in shorthand / Typing respectively. Must be computer literate. If no suitable person is available for promotion, the vacancy shall be filled in by appointment on transfer from amongst the regular Private Secretaries employed in other Ministries / Divisions / Departments who fulfill the conditions for promotion to the post.
Accounts Wing								
1	Director (Accounts)	19	67%	33%	Deputy Director Accounts (BS-18)	12 years service in BS-17 and above or 07 years service in BS-18 + Mandatory Mid Career Management Course (MCMC)	30-40	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in English, Economics, Statistics, Sociology, Political Science, Public Administration, Business Administration or Law. 12 years experience in the relevant fields in any government / private organization.

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
2	Deputy Director (Accounts)	18	50%	50%	Assistant (Accounts) (BS-17) Director	05 years service in BS-17	21-30	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in English, Economics, Statistics, Political Science, Business Administration, Public Administration, Business Administration (Finance) or Law	05 years experience in the relevant fields in any government / private organization.
3	Assistant Director (Accounts)	17	33%	67%	Assistant Accounts Officer (BS-16)	03 years service as Assistant Accounts Officer (BS-16)	21-30	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Economics, Mathematics, Statistics, Commerce, Accounts, Business Administration (Finance).	03 years experience in Budgeting and Accounting in any public or private organization.
4	Assistant Accounts Officer	16	-	100%	-	-	21-30	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Mathematics, Statistics, Economics, Commerce, Accounts, Business Administration (Finance) or equivalent from any University.	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	02 years experience in Budgeting and Accounting in any public or private organization.
Registration Wing									
1	Registrar	20	100%	-	Additional Registrar BS-19	17 years service in BS-17 and above or 12 years service in BS-18 and above or 5 years service in BS -19 + Mandatory Senior Management Course (SMC)	30-40	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree or Law recognized by HEC. 17 years experience in the relevant field in any Government / Private organization.	
2	Additional Registrar	19	75%	25%	Deputy Registrar BS-18	12 years service in BS-17 and above or 07 years service in BS-18 + Mandatory Mid Career Management Course (MCMC)	30-40	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree or Law recognized by HEC. 12 years experience in any Judicial, Quasi Judicial or law firm.	
3	Deputy Registrar	18	50%	50%	Asstt. Registrar (BS -17)	05 years service in BS-17	21-30	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Sociology, English, Urdu, History,	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
4	Assistant Registrar	17	-	100%	-	-	21-30	Psychology, Economics, Political Science, MBA, MPA or Law. 05 years experience in Judicial or Quasi Judicial Department or in a reputable law firm. Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Sociology, English, Urdu, History, Psychology, Economics, Political Science, MBA, MPA or Law. Experience in Judicial or Quasi Judicial Department under Federal or Provincial Government or Law firms will be preferred.	
Investigation Wing									
1	Chief Investigating Officer	20	100%	-	Deputy Chief Investigating Officer BPS - 19	17 years service in BS-17 and above or 12 years service in BS-18 and above or	35-45	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Sociology, English, Urdu, History, Psychology, Economics, Political Science, MBA, MPA or Law.	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Persons eligible	Minimum length of service and other conditions	Maximum age limit	Academic Qualification / Experience for initial appointment
			By promotion	By initial appointment or by appointment by transfer				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
						05 years service in BS-19. + Mandatory Senior Management Course (SMC)		17 years Experience in the relevant field in any Government / Private organization.
2	Deputy Chief Investigating Officer	19	75%	25%	Senior Investigation Officer BS-18	12 years service in BS 17 and above or 07 years service in BS 18. + Mid Career Management Course (MCMC)	30-40	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in English, Economics, Statistics, Political Science, Business Administration, Public Administration, Business Administration or Law. Diploma/Certificate in Investigating Techniques or any other compatible course. 12 years experience in the relevant Field in any Government / Private organization
3	Senior Investigation Officer	18	50%	50%	Investigation Officer (BS-17)	05 years service in BS-17	30-40	Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in Sociology, English, Urdu, History, Psychology, Economics, Political Science, MBA, MPA or Law.

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Persons eligible	Minimum length of service and other conditions	Maximum age limit	Academic Qualification / Experience for initial appointment
			By promotion	By initial appointment or by appointment by transfer				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
4	Investigation Officer	17	-	100%	-	-	21-30	05 years experience in Judicial or Quasi Judicial Department or in a reputable law firm. Second Class or Grade 'C' Master's Degree or 16 Years Bachelor's Degree recognized by HEC in English, Urdu, History, Psychology, sociology, Economics, Political Science, MBA, MPA or LLB. Experience in Judicial or Quasi Judicial Department under Federal or Provincial Government / Law firms will be preferred.
IT Wing								
1	Director (I.T)	19	100%		Deputy Director (I.T) (BS-18)	12 years service in BS-17 and above or 07 years service in BS – 18 + Mandatory Mid Career Management Course (MCMC).	30-40	Second Class or Grade 'C' Master's Degree in Computer Science / Information Technology/BSCS/BSIT/BS Software Engineering from any university recognized by the HEC. 12 years experience of Computer programming-Management of Database System/Software development in reputed software house/public / private organization

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
2	Deputy Director (I.T)	18	67%	33%	1. Assistant Director (I.T) (BS-17) / 2. Assistant Director I.T. (Data) (BS-17)	5 years service in BS-17	30-40	Second Class or Grade 'C' Master's Degree in Computer Science / Information Technology/BSCS/BSIT/BS Software Engineering from any university recognized by the HEC. 05 years experience in the relevant field of Computer programming-Management of Database System/Software development in reputed software house.	
3	Assistant Director (IT)	17	33%	67%	Hardware Technician (BS-16)	03 years service as Hardware Technician (BS-16) + Mandatory 6 Months Diploma in latest relevant technology tools	21-30	Second Class or Grade 'C' Master's Degree in Computer Science / Information Technology/BSCS/BSIT/BS Software Engineering from any university recognized by the HEC. 03 years experience in the field of Computer programming-Management of Database System/Software development in reputed software house.	

S.No.	Name of Post	Basic Pay Scale	Method of appointment		Persons eligible	Minimum length of service and other conditions	Maximum age limit	Academic Qualification / Experience for initial appointment
			By promotion	By initial appointment or by appointment by transfer				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
4	Assistant Director I.T. (Data)	17	67%	33%	Data Processing Assistant (BS-16)	03 years service as Data Processing Assistant (BS-16) OR 8 years service in BS-14 and above + Mandatory 6 Months Diploma in latest relevant technology tools	21-30	Second Class or Grade 'C' Master's Degree in Computer Science / Information Technology/BSCS/BSIT/BS Software Engineering from any university recognized by the HEC. 03 years experience in the field of Computer programming Management of Database System/Software development in reputed software house
5	Hardware Technician	16	-	100%	-	-	30	Second Class or Grade 'C' Master's degree in Computer Science/BSCS (4 years)/BSIT (4 Years) /BSSE from any university or Institution recognized by the HEC. Network/A+ certifications. 1 year experience in the relevant field
6	Data Processing Assistant	16	50%	50%	Data Entry Operator (BS-14)	03 Years Service as Data Entry Operator in (BS-14) + 3 months Diploma in relevant technology tools	30	Second Class or Grade 'C' Master's degree in Computer Science /BSCS (4years)/BSIT (4 Years) /BSSE from any university / Institution recognized by the HEC Experience in the relevant field will be given preference.

S. R. O. 1116(I)/2023.—In exercise of the powers conferred by clause (1) of Article 8 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983) and section 22 of the Federal Ombudsmen Institutional Reforms Act, 2013 (XIV of 2013), the Federal Government is pleased to make the following rules, namely:—

CHAPTER I

GENERAL

1. **Short title, application and commencement.**—(1) These rules shall be called the Office of Wafaqi Mohtasib (Ombudsman) Ministerial Staff Service Rules, 2022.

(2) They shall unless specified otherwise apply to all employees in BPS-1 to BPS-15 of the Office of Wafaqi Mohtasib (Ombudsman) and its regional offices other than persons—

- (a) appointed under Article 20; and
- (b) appointed on deputation from the Federal Government, a Provincial Government, or a body or corporation set up or controlled by any such Government.
- (3) They shall come into force at once.

2. **Definitions.**—(1) In these rules, unless there is anything repugnant in the subject or context,—

- (a) “Act” means the Federal Ombudsmen Institutional Reforms Act, 2013(Act XIV of 2013);
- (b) “appointing authority” in relation to a post means the President of Pakistan or a person authorized by him to make appointment to that post under rule 4;
- (c) “Article” means Article of the Order;
- (d) “basic pay scales” means basic scales of pay sanctioned in respect of civil servants of the Federal Government from time to time;
- (e) “duty” includes,—
 - (i) service as a probationer; provided that such service is followed by confirmation;

- (ii) joining time on transfer;
 - (iii) period of training undertaken with prior approval of the competent authority in or outside Pakistan as an employee of the Office;
 - (iv) compulsory waiting for posting; and
 - (v) attending obligatory departmental examination.
- (f) “employee” means a member of staff appointed under these rules;
 - (g) “Government” means the Federal Government;
 - (h) “initial appointment” means appointment made otherwise than by promotion or transfer;
 - (i) “joining time” means the time allowed to an employee to join a post or to travel to, or from, a station to which he is posted;
 - (j) “lien” means the title of an employee to hold substantively a permanent post on which he has been appointed substantively;
 - (k) “Order” means the Establishment of Office of the Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983);
 - (l) “pay” means the amount drawn monthly by an employee as pay and includes technical pay, special pay, personal pay and other emoluments specially classed as pay by the Finance Division;
 - (m) “permanent post” means a post carrying a definite rate of pay sanctioned without limit of time;
 - (n) “President” means the President of the Islamic Republic of Pakistan;
 - (o) “regular appointment” means an appointment whether by promotion or otherwise shall be deemed to have been made on regular basis if it is made in the prescribed manner;
 - (p) “regional office” means an office set up by the Mohtasib under clause (4) of Article 9 of the Order;
 - (q) “Schedule” means the Schedule to these rules;

- (r) “section” means section of the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013);
- (s) “Secretary” means the Secretary appointed by the Federal Government of the Secretariat of the Office;
- (t) “selection and promotion committee” means a committee constituted under these rules for the purpose of making selection for initial appointment, promotion or appointment by transfer to posts in Basic Pay Scales 15 and below; and
- (u) “temporary post” means a post other than a permanent post carrying a definite rate of pay.

(2) The words and expressions used but not defined in these rules shall have the same meaning as are assigned thereto in the Order and the Civil Servants Act, 1973 (LXXI of 1973).

CHAPTER II

3. **Composition of posts.**—The regular establishment staff from BPS-1 to BPS-15 of the Office shall consist of posts mentioned in the Schedule with their scales of pay. Appointment to these posts in the Office and its regional offices shall be made in the manner as set out in the Schedule.

CHAPTER III

APPOINTMENTS

4. **Appointing authority.**—The appointing authority competent to make appointment to various posts, from BPS-1 to BPS-15, shall be as under:—

S. No.	Basic pay scale of posts	Appointing authority
(1)	Holders of posts in BPS-1 to BPS-15 and equivalent in Wafaqi Mohtasib Secretariat, Islamabad.	Director General (Administration).
(2)	Holders of posts in BPS-1 to BPS-15 and equivalent in Wafaqi Mohtasib Secretariat, Regional Offices.	Member or in his absence Additional Secretary (In-charge) or in his absence Director-General (Incharge), or in his absence Director (Incharge) Regional Office concerned as the case may be.

5. **Method of appointment, qualification for appointment, etc.** (1) Appointment to posts shall be made on regular basis by any of the following methods, namely:—

- (a) by initial appointment;
- (b) by promotion; or
- (c) by transfer.

(2) The method of appointment, qualifications and other conditions applicable to various posts are as provided in the Schedule to these rules.

6. **Selection and promotion committees.**—(1) The selection and promotion committees for initial appointment, promotion and appointment by transfer of employees in the Office to posts in Basic Pay Scale 15 and below, shall be as under, namely:—

- (a) Director-General (Administration) Chairman
- (b) Director Member
- (c) Director (Admn) or in his absence
Consultant (Admn) Member-cum-Secretary

(2) Initial appointment, promotion or appointment by transfer to various posts shall be made by the appointing authority on recommendations of the concerned selection and promotion committee as the case may be.

7. **Initial appointment.**—A person shall be eligible for initial appointment in the Office, if—

- (a) he is a citizen of Pakistan;
- (b) he possesses the prescribed qualifications and experience for the post as laid down in the Schedule; and
- (c) is not less than eighteen years of age and not more than the maximum age limit set out in the Schedule.

8. **Vacancies to be advertised.**—All vacancies to be filled in by initial appointment shall be advertised in the newspapers as well as on the website of the Secretariat in accordance with the laid down policies applicable to civil posts of the Federal Government.

9. **Merit and provincial or regional quotas.**—(1) Vacancies in various posts shall be filled on all-Pakistan basis in accordance with the merit and Provincial or regional quotas prescribed by law and the Federal Government from time to time:

(2) Vacancies in posts in Basic Pay Scale 6 to 15 and equivalent in offices, which serve only a particular Province or region shall be filled by appointment of persons domiciled in that Province or region.

(3) Vacancies in posts in Basic Pay Scales 1 and 5 and equivalent shall ordinarily be filled on local basis.

10. **Certificate of good conduct.**—(1) No person who is not already in the service of the Federal Government or a Provincial Government or any corporation or body set up or controlled by any such Government shall be considered for appointment unless he produces a certificate of good moral character from an officer in Basic Pay Scale 17 or above in the service of the Federal Government or a Provincial Government or an officer of similar rank in the service of such corporation or body.

(2) Character and antecedents of a candidate, other than the one who is already in service of the Office or holding a post under the Federal Government or a Provincial Government, shall be verified and the appointment shall be made only if in the opinion of the appointing authority the character and antecedents of the candidate are satisfactory.

11. **Medical fitness.**—A candidate for appointment shall be in good mental and bodily health and free from any physical defect likely to interfere in discharge of his duties. A candidate who after such medical examination is found not to satisfy these requirements shall not be appointed.

12. **Appointment by promotion.**—(1) An employee possessing the prescribed minimum educational and other qualifications, length of service and other prescribed conditions, shall be eligible for promotion to a higher post for the time being reserved for promotion.

(2) Promotion to posts in Basic Pay Scales 15 and below shall be made by the respective appointing authority on the recommendations of the concerned selection and promotion committee.

(3) The selection and promotion committee, shall consider the case of eligible employees in order of their seniority and either—

(a) recommend an employee for promotion; or

- (b) recommend an employee for supersession on the ground of his being unfit for promotion; or
- (c) defer consideration of promotion of an employee, if—
 - (i) the performance evaluation reports'(PERs) dossier is incomplete or any other document or information required by the selection and promotion committee for determining employee's fitness for promotion is not available:

Provided that where an employee has submitted performance evaluation proforma duly filled to the reporting officer his case shall not be deferred, if he is otherwise eligible for promotion; or

- (ii) disciplinary or departmental proceedings for not more than one year or criminal proceedings for not more than three years are pending against the employee whose promotion case comes up for consideration; or
- (iii) the employee is on deputation abroad with a foreign government, private organization or an international agency; or
- (iv) the employee does not possess the requisite length of service; or
- (v) the employee has not undergone the prescribed training or passed the departmental examination required for promotion; or
- (vi) the employee's seniority is *sub judice* and injunctive order has been passed by the court or tribunal:

Provided that in the case of deferment, a vacancy shall be reserved for the employee or, if it is filled, it shall be subject to the condition that when the employee is subsequently promoted without having been superseded, the arrangement may be reversed and the junior most person promoted because of such deferment shall be reverted to lower post.

(4) An employee who is superseded shall not be considered for promotion again unless he has earned one more PER for a full year.

(5) An employee whose case is deferred shall be considered for promotion as soon as the reason for which his promotion was deferred ceases to exist.

13. Length of service for promotion.—(1) Promotion to posts in Basic Pay Scales 15 and below shall be subject to completion of the minimum length of service as indicated in the Schedule.

(2) The period of extraordinary leave or any other period of service which is not reckoned as service qualifying for pension shall not be counted towards length of service for promotion.

14. Appointment by transfer.—(1) An appointment by transfer from a post to another post shall be made in the public interest with the approval of the appointing authority.

(2) Appointment by transfer shall be made from amongst persons holding appointment on regular basis in the Federal Government or a Provincial Government, autonomous bodies or corporation or an organization set up or controlled by such governments in a post in the same Basic Pay Scale or equivalent to or identical with the post to be filled. However, the person concerned should possess the qualification and experience prescribed for initial appointment to the post concerned against the post reserved for appointment by transfer.

(3) Only an employee, possessing the qualifications and meeting other conditions, except the condition of age-limit laid down for initial appointment to the post on which appointment by transfer is to be made, shall be considered for appointment by transfer on recommendations of the concerned selection and promotion committee.

15. Appointment on contract.—Contract appointments shall be made in accordance with the policy issued by the Establishment Division as amended from time to time.

16. Appointment on deputation.—The appointing authority may appoint an employee of the Federal Government or a Provincial Government or of a corporation or an organization set up or controlled by such Governments who is holding an appointment on regular basis, on deputation against an equivalent post in the Office. The terms and conditions of such appointment shall be settled with the mutual consent of the lending authority and the Mohtasib Secretariat as per standard terms and conditions circulated vide Establishment Division's O.M. No. 1/13/87-R.I, dated 3rd December, 1990, as amended from time to time.

17. **Appointment on acting charge basis.**—Acting charge appointment shall be made in accordance with the law and rules applicable to civil servants of the Federal Government.

18. **Additional charge.**—Additional charge arrangement shall be made in accordance with the policy issued by the Finance Division, as amended from time to time.

19. **Current charge of higher post.**—(1) The current charge appointments shall be made in accordance with the rules and policy applicable to civil servants of the Federal Government.

(2) As soon as the current charge of a post is given, a proposal for regular appointment shall be initiated and processed.

20. **Probation.**—(1) A person appointed to a post by initial appointment, appointment by transfer or promotion shall be on probation for a period of one year.

(2) The period of probation may be curtailed for good and sufficient reasons, to be recorded by the appointing authority or, if considered necessary, it may be extended for a period not exceeding one year as may be specified at the time of initial appointment, appointment by transfer or promotion.

(3) On successful completion of the period of probation, the appointing authority shall, by specific order, terminate the probation.

(4) If no order is issued under sub-rule (3), on the expiry of first year of probation, it shall be deemed to have been extended for another year and if no order is passed after the expiry of extended period of probation, the period of probation shall be deemed to have been completed satisfactorily.

(5) Where in respect of any post, the satisfactory completion of probation includes the passing of an examination, test or course or successful completion of any training, a person appointed on probation to such post who, before the expiry of the original or extended period of probation, fails to pass such examination, test, course or complete training, as the case may be, shall stand discharged from service or reverted to the post from which he was promoted or transferred.

(6) An employee appointed by initial appointment shall not be deemed to have completed his period of probation satisfactorily until his character and antecedents have been verified to the satisfaction of the appointing authority.

21. **Confirmation.**—(1) An employee appointed by initial appointment or by promotion or transfer shall, on satisfactory completion of probation, be eligible for confirmation:

Provided that the confirmation shall be made only against a permanent post:

Provided further that two or more employees shall not be confirmed in the same post and at the same time or against a post on which another employee holds a lien:

Provided also that an employee shall not be confirmed on two or more posts at the same time.

(2) An employee shall be considered for confirmation strictly in order of his seniority.

(3) No confirmation shall be made against the post vacated on dismissal, removal or compulsory retirement of an employee until the appeal, if any, against such dismissal, removal or compulsory retirement is finally decided.

(4) Confirmation of an employee in a post shall take effect from the date of occurrence of permanent vacancy or from the date of continuous regular officiation in such post, whichever is later.

22. **Procedure of confirmation.**—(1) The confirmation of an employee shall be made with the approval of appointing authority on the recommendation of the selection and promotion committee.

(2) The selection and promotion committee shall scrutinize the service record of an employee including his PERs and determine his fitness for confirmation.

(3) Where in case an employee, for the time being, is unfit or a disciplinary case for not more than one year is pending against him, the selection and promotion committee may defer the case and a vacancy shall be reserved for reconsideration.

(4) When the case of an employee is deferred, he shall be considered for confirmation as soon as the reason for which the deferment had taken place ceases to exist or, if the deferment was due to his being unfit for confirmation, as soon as he earns one more PER for a full year.

23. **Acquisition and retention of lien.**—On confirmation on a permanent post, an employee shall acquire a lien on that post and shall retain it during the period when he—

- (a) holds a temporary post other than a post against which he was originally appointed;
- (b) holds a post on foreign service;
- (c) is on leave;
- (d) is called for duty in the armed forces as a reservist;
- (e) is under suspension; or
- (f) is on joining time on transfer to another post.

24. **Termination of lien.**—(1) The lien of an employee, who is reduced in rank or reverted to a lower post as a consequence of disciplinary proceedings, shall be terminated against the post from which he was reduced in rank or reverted to a lower post.

(2) An employee shall cease to hold lien against a post in the Office if he takes up an appointment on selection in a corporation or body set up or controlled by the Federal Government or a Provincial Government or a private organization.

(3) Notwithstanding the consent of such employee, his lien on a post in the Office shall not be terminated until he acquires lien on any other post in the Office or a post under the Federal Government or a Provincial Government.

(4) A confirmed employee who, of his own accord, joins some other service, post or cadre on regular basis shall have, after being selected through a regular selection process, the right of reversion to the previous post against which he shall hold lien only during the period of his probation on his new service, post or cadre.

CHAPTER IV

SENIORITY

25. **Seniority.**—For the purpose of seniority, the employees of Wafaqi Mohtasib shall be governed under the Civil Servants (Seniority) Rule, 1993 as amended from time to time.

CHAPTER V

POSTING AND TRANSFER

26. **Liability to serve.**— Unless otherwise provided for in these rules, an employee shall be liable to serve in any equivalent post anywhere in Pakistan.

27. **Transfer.**—The appointing authority may transfer any employee from one post to another within the office.

28. **Employee to serve for three years for fresh deputation.**—An employee who stands repatriated from deputation shall not be considered again for deputation until he has served in the Office for a minimum period of three years.

29. **Promotion of an employee on deputation.**—An employee on deputation in Pakistan, if due for promotion, shall be considered for promotion only after he has resumed duty in the Office and has earned at least one performance evaluation report for full year.

CHAPTER - VI

TERMINATION, REVERSION, RESIGNATION AND RETIREMENT

30. **Termination of service.**—(1) The services of an employee may be terminated without assigning any reason by the appointing authority during the initial or extended period of probation:

Provided that when such an employee is appointed by promotion on probation or, as the case may be, is transferred from one post to another post, he shall be reverted to the post from which he was promoted or transferred, if he holds a lien against the said post.

(2) Where on the abolition of a post or reduction in the number of posts, the service of an employee is required to be terminated, the service of the most junior person shall be terminated.

(3) Notwithstanding the provisions of sub-rule (1), but subject to sub-rule (2), the service of an employee in temporary employment shall be liable to termination on fourteen days' notice or forfeiture or payment of pay in lieu thereof.

31. **Reversion to lower post, dismissal or removal from service.**—(1) An employee appointed to a higher post on temporary or officiating basis, shall be liable to reversion to his lower post.

(2) No employee shall be dismissed or removed from service or reduced in rank by an authority subordinate to the appointing authority.

(3) No employee shall be dismissed or removed from service or reduced in rank unless his case has been processed in accordance with the Civil Servants (Efficiency and Discipline) Rules, 2020 and Government Servants Conduct Rules, 1964 as amended from time to time.

32. **Resignation from service.**—(1) An employee may resign from his post in writing:

Provided that the resignation shall not become effective unless it is accepted by the appointing authority and till such time the employee shall continue to serve and shall not absent himself from duty without proper leave.

(2) If an employee after submission of his resignation withdraws it before it is accepted, the resignation shall be deemed to have been withdrawn.

(3) If an employee withdraws his resignation after its acceptance by the appointing authority but before it becomes effective or before he is relieved, it shall be open to the appointing authority which accepted the resignation to allow the employee to withdraw the resignation.

(4) The resignation of an employee shall not be accepted if any disciplinary proceedings for not more than one year or criminal proceedings for not more than three years against him are contemplated or pending:

Provided that acceptance of resignation shall not absolve the employee from liability of criminal proceedings that have been initiated or to be initiated at any time before or after the acceptance of the resignation.

(5) An employee submitting his resignation shall be required to clear all dues payable by him.

(6) The resignation shall be submitted by the employee through his immediate officer who shall forward it to the appointing authority along with the following information, namely:—

- (a) whether any disciplinary or criminal proceedings are contemplated or are pending against him;
- (b) whether the employee is required to serve the Office for any specified period in accordance with his terms and conditions of appointment or any bond or undertaking in connection with the grant of leave or training and whether the period of bond or undertaking has expired and if not, whether any money spent on his training is recoverable from him or has been paid by him; and
- (c) whether any other dues recoverable from him have been paid by him or not.

33. **Retirement.**—(1) An employee shall retire from service—

- (a) on such date after he has completed twenty years of service qualifying for pension or other retirement benefits as the appointing authority may, in the public interest, direct; or
- (b) where no direction is given under clause (a) on the completion of sixtieth year of his age.

(2) No direction under clause (a) of sub-rule (1) shall be made until the employee has been informed in writing of the grounds on which it is proposed to make the direction, and has been given a reasonable opportunity of showing cause against the said direction.

34. **Employment after retirement.**—A retired employee shall not be re-employed in the Office unless such re-employment is necessary and in the public interest. Such re-employment may be made as per the policy or rules applicable to civil servants of the Federal Government.

35. **Acceptance of private and commercial employment.**—An employee or a retired employee, as the case may be, shall not without prior approval of the appointing authority accept employment in any public or private sector organization during leave preparatory to retirement or before the expiry of two years from the date of retirement.

36. **Acceptance of employment abroad.**—If an employee or a retired employee, as the case may be, seeks employment during leave preparatory to retirement or within two years after retirement under a foreign government or a foreign agency, he shall obtain prior approval of the appointing authority.

Explanation.—For the purpose of this rule, foreign government means the government of a foreign country or foreign agency, any office or establishment of diplomatic or consular representative of a foreign government, by whatever name called, and includes any information, public relations, trade or commercial agency, service center or formation established or maintained by any such government or by any person who is national of a foreign country.

37. **Efficiency, discipline and conduct.**—In the matter of efficiency, discipline and conduct, an employee shall be governed under the Civil Servants (Efficiency and Discipline) Rules, 2020 and the Government Servants Conduct Rules, 1964 as amended from time to time.

38. **Declaration of assets and liabilities.**—For the purpose of declaration of assets and liabilities, the employees shall be governed in accordance with the Government Servants (Conduct) Rules, 1964.

CHAPTER-VII

MISCELLANEOUS

39. **Application of other rules, etc.**—For matters not specified in these rules, the employees shall be governed by the laws, rules, regulations, orders, instructions etc. applicable to the civil servants of the Federal Government from time to time.

40. **Complaints relating to seniority and promotion.**—All complaints relating to seniority or promotions in respect of appointments made before the coming into force of these rules shall be decided in accordance with the provisions of rules applicable at the time.

41. **Repeal.**—The Office of Wafaqi Mohtasib (Ombudsman)'s Staff Service Rules 2009 are hereby repealed.

SCHEDULE- Ministerial Staff
[See rules 2(1)(g),5(2) and 7]

S. No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion		Academic Qualification / Experience for initial appointment*	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max
(1)		(3)	(4)	(5)	(6)	(7)	(8)	(9)
1.	Assistant	15	50%	50%	UDC (BS-11)	3 years service as UDC 06 weeks basic IT training course including MS Office conducted by NITB.	28	Bachelor's Degree from any recognized University. 06 weeks basic IT training course including MS Office conducted by NITB. or As may be prescribed by the Federal Government from time to time
2.	Data Entry Operator	14	-	100%	-	-	28	Bachelor Degree in Physic/Mathematics/ Statistics / Economics from recognized university. Speed of 10,000 key depressions per hour on computer. or As may be prescribed by the Federal Government from time to time
3.	Stenotypist	14	-	100%	-	-	25	Intermediate Minimum speed of 80/40 w.p.m in Shorthand / Typing, respectively. Must be computer literate or As may be prescribed by the Federal Government from time to time
4.	Upper Division Clerk	11	50%	50%	Lower Division Clerk (BS-	3 years service as LDC	25	Intermediate

S. No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion			Academic Qualification / Experience for initial appointment*	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	
5.	Transport Supervisor	10	100%	-	Head Driver (BS-07)	03 weeks basic IT training course including MS Office conducted by NITB.	25	03 weeks basic IT training course including MS Office conducted by NITB. As may be prescribed by the Federal Government from time to time	
6.	Lower Division Clerk	09	25%	75%	Employees (BS-02 to BS-04)	Matic with typewriting speed of 30 words per minutes. 03 weeks basic IT training course included MS Office conducted by NITB.	25	Matic with not less than 12 years service as Driver, or Diploma in Mechanical Technology (Automobile) from recognized Institute or 5 years experience in the field of Mechanical Technology (Automobile). OR As may be prescribed by the Federal Government from time to time	
7.	Telephone Operator	9	-	100%	-	-	25	Matic with 30 words per minutes speed in typewriting. 03 weeks basic IT training course included MS Office conducted by NITB. As may be prescribed by the Federal Government from time to time.	
8.	Telephone Technician	8	-	100%	-	-	25	Intermediate 02 years experience in relevant field. As may be prescribed by the Federal Government from time to time. Intermediate	

S. No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion		Academic Qualification / Experience for initial appointment*	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
9.	Receptionist	7		100%	-	-	25	02 years experience in relevant field. or As may be prescribed by the Federal Government from time to time. Intermediate 02 years experience in relevant field. Computer knowledge will be preferred. or As may be prescribed by the Federal Government from time to time.
10.	Head Driver	07	100%	-	Staff Car Driver	05 years service	30	Primary Valid driving license holder and well versed in the traffic rules. 05 years LTV driving experience or As may be prescribed by the Federal Government from time to time.
11.	Staff Car Driver	04	-	100%	-	-	30	Primary Valid driving license holder and well versed in the traffic rules. or As may be prescribed by the Federal Government from time to time.
12.	Lift Operator	4	-	100%	-	-	30	Primary with 02 years experience in relevant field. or As may be prescribed by the Federal Government from time to time.
13.	Dispatch Rider	4	-	100%	-	-	30	Primary with valid Motorcycle driving license

S. No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion		Academic Qualification / Experience for initial appointment*	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
14.	Photo Copying Machine Operator	4	50%	50%	Daftary (BS-02) Qasid (BS-02)	05 years service in BS-02 Knowledge of Operating Photocopying Machine essential.	25	As may be prescribed by the Federal Government from time to time. Primary Knowledge of operating Photocopying Machine essential. or As may be prescribed by the Federal Government from time to time. Primary Experience in relevant field.
15.	Record Sorter	2	100%	-	Daftary (BS-02) Qasid (BS-02)	05 years service	25	As may be prescribed by the Federal Government from time to time. Primary Experience in relevant field. or As may be prescribed by the Federal Government from time to time.
16.	Daftary	2	100%	-	Naib Qasid (BS-01)	05 years service	25	Primary Experience in relevant field. or As may be prescribed by the Federal Government from time to time.
17.	Qasid	2	100%	-	Naib Qasid Farash Chowkidar Orderly	05 years service	25	Primary Experience in relevant field. or As may be prescribed by the Federal Government from time to time.
18.	Naib Qasid	1	-	100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.
19.	Orderly	1	-	100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.

S. No.	Name of Post	Basic Pay Scale	Method of appointment		Conditions for promotion		Academic Qualification / Experience for initial appointment*	
			By promotion	By initial appointment or by appointment by transfer	Persons eligible	Minimum length of service and other conditions	Maximum age limit	Max
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
20.	Mali	1	-	100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.
21.	Chowkidar	1	-	100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.
22.	Farash	1		100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.
23.	Sanitary Worker	1		100%	-	-	25	Primary or As may be prescribed by the Federal Government from time to time.

[No. F. 3(33)A-II/2019.]

MUHAMMAD SAFDAR,
Director General(Administration).