

**House Rent /House Allowance & Ceiling Rent (REFUND POLICY)**



**FINDINGS**

Complaint No	Date of Registration	Name & Address of the Complainant	Name of the Agency	Complained Against	Name of the Investigating Officer	Subject of Complaint	Date when Report called from Agency:	Date of Receipt of Complete Report	Number & Dates of Hearing	Date of Dispatch of Draft Findings:
HQ/0008378/13	22.10.2013	MRS. ANJUM ENISA W/O DIR. SAFDAR HUSSAIN, APPT. NO. 06, AL-SABA HEIGHTS I, F-11E, ISLAMABAD	PAKISTAN PUBLIC WORKS DEPARTMENT, ESTATE OFFICE (MINISTRY OF HOUSING AND WORKS)	Syed Anwar Mahmood, Honorary Advisor and Mobashshir Nighat Bajwa, Advisor, H.O. Islamabad	ENISA'S DEDUCTION OF HOUSE MAINTENANCE ALLOWANCE	25.10.2013	05.06.2014	1. Number: One 2. Dates: 05.06.2014	16.06.2014	

**THE COMPLAINT**

Mrs. Anjum an Nisa, who retired as Headmistress from Federal Directorate of Education on 24.03.2012, stated that a sum of Rs.2,805/- was wrongly deducted from her monthly salary on account of 5% house maintenance allowance for the period from January, 2008 to March, 2011 although such deduction was ceased by the Government from January, 2008 onward. For the return of wrongly deducted 5% amount, she approached ACPR, Pak PWD and Estate Office but of no use. She sought intervention of this Office for redressal of her grievance.

**RESPONSE BY THE AGENCY**

The Agency (Pak PWD) in its report informed that the Government had stopped the deduction of 5% from the salary of those Government servants who were residing in the hired houses and not for Government allotted accommodation. Moreover, the deduction of 5% was made by the Federal Directorate of Education which is the employer of the complainant and not by the Pak PWD, as per the delegation of powers to respective departments / Ministries in this respect.

**COMPLAINANT'S SUBMITTAL**

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**FINDINGS/RECOMMENDATIONS**

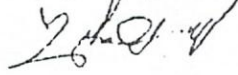
To resolve the issue, a hearing was fixed for 05.06.2014. During the hearing, the Agency was represented by Mr. Shakeel Ahmed, Joint Estate Officer while the complainant personally

(SYED ANWAR MAHMOOD)  
Honorary Advisor  
Wafiqi Mohtashib (Omirdsa) Ni  
Secretariat, Islamabad

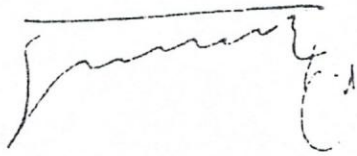
Mrs. Mobashshir Nighat Bajwa  
Wafiqi Mohtashib (Omirdsa) Ni  
Secretariat, Islamabad

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Member of Investigating Committee  
Advisor  
(Mobashshrah Niglat Bajwa)  
2014



Member of Investigating Committee  
Honorary Advisor  
(Syed Anwar Mahmood)  
2014



03 JUL 2014

This issues with the Approval of the Honourable Waqar Mobashsh.

so be intimated in terms of Article 11(2) of President's Order No.1 of 1983.

6. Compliance with the above recommendations at (a) should be reported within a period of 15 days and within 30 days at (b), of receipt of a copy of these Findings or reasons for not doing

5. ACPFR should clear the bill and issue a cheque to the complainant.

a. Federal Directorate of Education, Federal Government Higher Secondary School for Girls 1-7-1, Islamabad should submit to ACPFR the refund claim of deductions made from the complainant's monthly salary for the period from January, 2008 to March, 2011; and

advised that

5. The deductions were made through the monthly salary bills through computerized pay slips which were issued by the ACPFR. Apparently ACPFR was the custodian of the amount deducted from the complainant's monthly salary bills from January, 2008 to March, 2012. Hence it is

(Office had stopped such refund.

refunds were made by the Estate Office but the Audit had raised objection, therefore, the Estate Office had stopped such refund. The deductions but perhaps complainant's employer department had filed the house directly as per policy and, therefore, was responsible to stop deductions. It further stated that in the past some date 05.06.2014 in which it stated that the Estate Office had no concern with refund of house rent attended. The case was discussed at length. The representative of the Agency submitted its report