

Subject: - **ACHIEVEMENTS/PERFORMANCE DURING THE PERIOD FROM SEPTEMBER 2011,TILL DATE.**

A brief description on the above captioned subject is given below;

a. Complaints

Total No. of Complaints received	No. of Complaints processed	No. of grievances redressed
3480	1870	1610

DETAIL OF ACHIEVEMENTS

This section has dealt in cases pertaining to;

1. Cases referred by the Provincial ombudsman, Khyber Pakhtunkhwa.
2. Complaints & Enquiries received from the Chief Minister / Chief Secretary, Khyber Pakhtunkhwa or any other competent authority.
3. Some important cases of public interest sent for judicial inquiries.
4. Departmental enquiries against police officers.
5. Petitions / individual complaints received from Governor's Secretariat / Chief Minister's Secretariat / Chief Secretary, Khyber Pakhtunkhwa Federal Government / IPC Department etc.
6. Entertained all those complaints addressed directly to the Home Secretary, Khyber Pakhtunkhwa.
7. Complaints and enquiries processed against prisons staff, R&P, Afghan Commissionerate, Health Department, Revenue Staff, Prosecution, Levies, Arms Dealers and subordinate staff of Deputy Commissioners.
8. Complaints received against Political Agents and their staff.
9. Cases sent by NAB.
10. Cases referred by 11 Corps Headquarters Peshawar.

(BASHIR AHMAD)
SECTION OFFICER (Com/Enq)
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