



Government of Pakistan
Poverty Alleviation & Social Safety Division
PAKISTAN BAIT-UL-MAL

(An ISO 9001:2015 Certified Public Sector Organization)
Sector H-8/4 Islamabad (Tel No. 051-4865212) pbmestabishment@gmail.com

PBM/Estb/OG4/4666

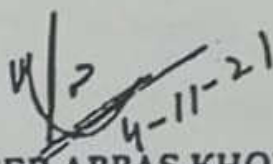
Islamabad the 04 November 2021

OFFICE ORDER

In order to improve the overall work efficiency and observance of good administrative internal control and discipline, following measures are hereby ordered for strict compliance and any breach of these instructions will amount to an act of indiscipline and misconduct which will lead to disciplinary proceedings:

- i. All PBM offices and formations are directed to ensure strict observance of organizational hierarchy and the chain of command. Directors' offices are the highest of hierarchy and the lynchpin of the organization, and that their sanctity must be watched.
- ii. Respective Directors must also leverage public service motivation by involving employees in decision-making (where necessary), engaging them in public-service delivery and appreciate their individual contribution.
- iii. Any direct approach by the officers and officials other than the Directors, to the Managing Director for any official matter, is strictly disallowed. All official matters, issues and complaints shall only be entertained if moved through proper channel.
- iv. Any complaint, or representation, if not covered under procedures and ill-supported with relevant evidences shall be dealt hard-lined and the complainant shall go through departmental disciplinary proceedings, or civil proceedings, on account of misrepresentation and falsification.
- v. Anonymous complaints are not to be entertained, under any circumstances, as per rules. The complaints without CNIC and mobile/ telephone numbers shall not be considered except after verification by calling the complainant to authenticate the veracity and contents.
- *vi. While making correspondence with respective Provincial/ Regional offices, the District offices send copies to Head Office for information. This practice must be stopped henceforth. No correspondence should be made in any form with Head Office unless satisfactory reply is not received to respective office from Provincial/ Regional Directors.

- vii. Appeals/petitions/ representations should be forwarded through proper channel in individual capacity only and that joint representation by employees shall not be entertained under the rules. Employees should refrain from using intemperate and inappropriate language in their petitions / representations etc. as use of such language constitute misconduct and tantamount to disciplinary action against them.
- viii. The employees must not get themselves involved in managerial issues and be restricted to respective assignments.


(MALIK ZAHEER ABBAS KHOKHAR)
Managing Director

Distribution:

- i. All Directors - PBM
- ii. Notice Boards
- iii. File