

“SAVE TREES & PROTECT ENVIRONMENT”



042-99212223

No.E&A(FD)11-2/2018(Vol-I)

GOVERNMENT OF THE PUNJAB  
FINANCE DEPARTMENT

Dated Lahore, the 02<sup>nd</sup> November, 2018.

To

- The President, Bank of Punjab, Lahore.
- The Chairperson, Punjab Revenue Authority, Lahore.
- The Chairperson, Appellate Tribunal, Punjab Revenue Authority.
- All Additional Finance Secretaries, Finance Department.
- The Chief Inspectorate of Treasuries, Lahore.
- The Provincial Director, Local Fund Audit, Lahore.
- The General Manager, Punjab Pension Fund, Lahore.

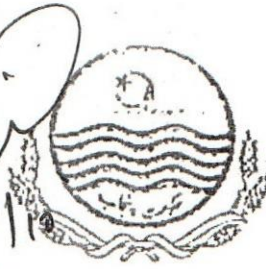
Subject:- PRIME MINISTER DELIVERY UNIT AND IMPLEMENTATION OF PAKISTAN CITIZEN PORTAL.

I am directed to refer to the subject cited above and to enclose herewith a copy of circular letter No.PS/CS/1411/2018, dated 26.10.2018, (which is self-explanatory) received from the Chief Secretary, Punjab, for information and further necessary action accordingly.

SECTION OFFICER (E&A)

C.C.

System Analyst, Finance Department for uploading the same on official website of Finance Department.



CHIEF SECRETARY  
GOVT. OF PUNJAB

Please circulate  
To All AFSs  
30/10

for 21/9/18  
DS (Admin) 31/10

SSF (E&CF)	
SSF (B&R)	
AFS-ESTT	
AFS-B	
AFS-ES	
AFS-SS	
AFS-LGF	
AFS-R	
AFS-P&D	
AFS-M	

To: PRIME MINISTER DELIVERY UNIT AND IMPLEMENTATION OF PAKISTAN CITIZEN PORTAL.

- i) Senior Member, Board of Revenue.
- ii) ACS, Govt. of the Punjab, S&GAD.
- iii) ACS (Home), Govt. of the Punjab, Home Department.
- iv) All Administrative Secretaries to the Govt. of the Punjab.
- v) IGP/PPO, Punjab.
- vi) All Commissioner/Deputy Commissioners in the Punjab.

7032  
27.10.18

The Prime Minister's office is revamping its Delivery Unit so as to make it more efficient and improve its effectiveness. The purpose of this reorganization is to facilitate the general public, Overseas Pakistanis and the Foreigners to ensure prompt redressal of grievances. Additionally, Pakistan Citizen Portal is an (online) integrated Citizens Grievances Redressal System connecting all government organizations both at Federal and Provincial levels. The system will serve as carrier of complaints to their respective offices across Pakistan.

2. A color coded theme in the official correspondence of Prime Minister's Delivery Unit (PMDU), is being introduced for the convenience of Ministries/Divisions and other concerned Government Departments, to enable them to easily identify correspondence and timelines communicated by PMDU. Henceforth, letters issued from the platform of the PMDU will be based on the color theme as described below:

THEME	DESCRIPTION
Letter in Green	Green paper will carry instructions of general nature, communicating tasks with timelines.
Letter in Yellow	<ul style="list-style-type: none"> <li>• Yellow paper will serve the purpose of reminder when 50% of the time stipulated for an assigned task is elapsed.</li> <li>• Yellow paper will also be used for communicating instructions/tasks of urgent nature.</li> </ul>
Letter in Red	<ul style="list-style-type: none"> <li>• Red letter will serve as a final reminder upon elapse of 90% of the assigned timelines.</li> </ul>

3. These instruction are issued with the aim to ensure efficiency in disposal of matters pertaining to public service delivery. It is, therefore, directed to issue instructions to the concerned offices and attached formations under your respective control to note the above color theme of the PMDU's official correspondence.



*Yousaf Naseem Khokhar*  
(YOUSAF NASEEM KHOKHAR)

3285  
31/10/18

31/10  
SE

AFS (G)  
Dated: 30.10.18