



No. 445/PA/DG/EPA/2026
GOVERNMENT OF THE PUNJAB
ENVIRONMENTAL PROTECTIONAL AGENCY
NATIONAL HOCKEY STADIUM, FEROZEPUR ROAD, LAHORE



Dated: 23/01/2026

Subject: SOPs FOR PROCESSING AND DISPOSAL OF REFERENCES RECEIVED FROM THE OFFICE OF THE HONORABLE OMBUDSMAN

Keeping in view the importance, sensitivity and statutory nature of the references received from the Office of the Honorable Ombudsman / Ombudsperson (Federal & Provincial), it is hereby ordered that henceforth all references received from the said offices shall be processed and disposed of strictly in accordance with the following Standard Operating Procedures (SOPs):

- a. The Additional Director General (Implementation) shall be the overall in-charge for the processing, coordination, and disposal of all references received from the Office of the Honorable Ombudspersons.
- b. All references received in Environmental Protection Agency Punjab from the Office of the Ombudspersons shall be assigned to the In-charge, Grievance Redressal Cell, EPA Punjab through e-FOAS by the office of the Director General.
- c. The In-charge, Grievance Redressal Cell shall forward each reference to the Additional Director General (Implementation) via e-FOAS with a request to **convert the reference into actionable directions** to be responded by the concerned officer.
- d. Upon framing actionable directions, the Additional Director General (Implementation) shall return the reference to the In-charge, Grievance Redressal Cell with instructions to assign it to the relevant officer, duly nominated by the ADG (Implementation), through e-FOAS.
- e. The concerned officer, after completing the required action, shall submit the response to the In-charge, Grievance Redressal Cell via e-FOAS, under his/her signature.
- f. The In-charge, Grievance Redressal Cell shall forward the received response to the Additional Director General (Implementation) via e-FOAS for review of the quality, completeness, and adequacy of the submitted reply.
- g. The Additional Director General (Implementation) may, if necessary, conduct online hearings, seek additional documents, or require further clarification from the concerned officer to ensure a satisfactory and comprehensive response to the office of the Ombudspersons.
- h. After being satisfied with the response, the ADG Implementation shall, with prior approval of the Director General, EPA Punjab, submit the reply to the office of the Honorable Ombudspersons for further consideration by the competent authority.

- i. The In-charge, IT Support Unit (ITSU) shall create a special login on e-FOAS for the management of all references received from the office of the Ombudspersons. The said login shall be exclusively used by the In-charge, Grievance Redressal Cell for uploading, tracking, and monitoring purposes.
3. These SOPs shall be strictly implemented and quarterly report shall be submitted to the Director General by the ADG (Implementation).



Dr. Imran Hamid Sheikh (PAS)
Director General
Environmental Protection Agency
Punjab

NO. & DATE EVEN:

A copy is forwarded for information and necessary action to the:

- 1) Honorable Ombudsmen / Ombudspersons, Federal & Provincial.
- 2) Secretary, Environment Protection & Climate Change Department, Punjab.
- 3) PSO to Minister for Environment, Forest and P&D.
- 4) Additional Director General (Imp), EPA Punjab to act as overall in-charge for disposal of all such references and supervise implementation of these SOPs.
- 5) Additional Director General (Ops), EPA Punjab.
- 6) All the Directors, EPA Punjab.
- 7) In-charge, Strategy & Analysis Wing, EPA Headquarters, Lahore.
- 8) All Deputy Directors / Assistant Directors / Research Officers (Field/Labs), EPA Punjab.
- 9) In-charge, Social Media Cell, EPA Punjab.
- 10) In-charge, ITSU, EPA Punjab for creation and management of special e-FOAS login for Ombudsperson references as per these SOPs.
- 11) The Librarian, EPA Punjab
- 12) PA to Director General, EPA Punjab