

GOVERNMENT OF THE PUNJAB  
**TECHNICAL EDUCATION & VOCATIONAL  
TRAINING AUTHORITY**  
96-GULBERG ROAD, LAHORE.



No.TEVTA/Admn/20-01

Dated Lahore, the *18th* February, 2013

To

1. All General Managers, TEVTA Secretariat, Lahore.
2. All Zonal Managers, TEVTA in Punjab.

Subject:- **DISPLAY OF FACILITATION PROCEDURES AT PROMINENT  
PLACES IN ALL GOVERNMENT OFFICES**

Kindly refer to subject noted above.

2. I am directed to enclose herewith a letter No.SOWI(S&GAD) 5-2/2011, dated 24.01.2013 received from Additional Secretary (Welfare), S &GAD on the subject noted above. It is mentioned in that letter that normally no guidance boards are displaced within the premises of government offices for the facilitation of general public for completion of departmental procedures, due to which the common citizen feels difficulty / inconvenience to follow the procedure and has to visit same office repeatedly for completion of documentation etc. This simple act of omission provides ample opportunity of corruption to the dealing staff.

3. The competent authority in the S&GAD has, therefore, directed that comprehensive departmental procedure of service delivery may be displayed at prominent places in all government departments / public sector offices for guidance of general public visiting those offices. The steps taken will be helpful in improving transparency, merit and service delivery besides reducing the chances of corruption and corrupt practice.

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4. I am, therefore, desired to request you to ensure display of departmental procedure and requirement at prominent places in all respective offices under your control immediately and monitor their implementation for the facilitation of general public.


5. The progress of action taken may kindly be provided to this office within three days.

  
(HAMID MAHMOOD)  
Manager (Admn.)

No. & Date Even

A copy is forwarded for information to:-

1. The Section Officer (General), Government of the Punjab, Industries, Commerce & Investment Department with reference to his letter No.E&A(ID)4-45/2008, dated 02.02.2013.
2. All Deputy General Managers, TEVTA Secretariat, Lahore.
3. All Managers, TEVTA Secretariat, Lahore. *M/S*
4. All District Managers, TEVTA in Punjab.
5. SA to Chairperson, TEVTA
6. PS to COO, TEVTA.

  
(HAMID MAHMOOD)  
Manager (Admn.)