



## ISLAMABAD HIGH COURT, ISLAMABAD

No. Genl/IHC/2012/5280 Dated: 16 /01/2012

### NOTIFICATION

The Hon'ble Chief Justice and the Judges have been pleased to prescribe the following format of the complaints about the conduct of the Judicial Officers/Presiding Officers, employees of subordinate courts and other concerned officers & officials, their filing, processing and the procedure for their disposal:-

#### I- Form of the complaint

### ISLAMABAD HIGH COURT ISLAMABAD

### OFFICE OF THE MEMBER INSPECTION TEAM

### COMPLAINT FORM

*(Fill it out and mail it to the address at the bottom of the form. Please answer all questions, and then describe your complaint. Feel free to express the realities and add additional pages, if necessary. Incomplete form shall not be entertained.)*

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Day time Phone No. \_\_\_\_\_ Today's Date \_\_\_\_\_

Name of Court you are complaining about \_\_\_\_\_

Where is the Court located? \_\_\_\_\_

Is it a complaint against a court? Yes ( ) No. ( )

If the complaint is not against a court, the MIT's Office probably cannot help you except to refer you to the right place. The MIT's Office only investigates complaints about courts under the administrative control of the Islamabad High Court, Islamabad.

Have you filed any appeal or grievance with the court complained against itself? Yes ( ) No. ( )

If you have an appeal or grievance, what was the court's answer? Please attach copies of your appeal and court's answer. **IT IS IMPORTANT TO TRY TO RESOLVE YOUR PROBLEM WITH THE COURT BEFORE COMPLAINING TO THE MIT.**

\_\_\_\_\_

\_\_\_\_\_

Name(s) of the person(s) you spoke or wrote to at the court about your problem \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone Number(s) of the Person(s) \_\_\_\_\_

\_\_\_\_\_

Has your complaint ever been the subject of a court hearing? Yes ( ) No. ( )

If so, what is the court case number? \_\_\_\_\_

\_\_\_\_\_

Have you asked anyone else for help to solve your problem?  
(An Attorney or any other state agency, etc. Yes ( ) No. ( )

May we talk to that person about you/complaint? Yes ( ) No. ( )

Names and phone numbers of persons you talked to about your problem \_\_\_\_\_

\_\_\_\_\_

Please give us any other information to help us to investigate your complaint  
(Your date of birth, domicile, qualification, profession, National Identity Card No. etc)

Your name will not be released unless you give your permission. Can we use your name when talking with the court about your complaint? Yes ( ) No.( )

Use these lines to briefly state your complaint. Please tell us:

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What did you want from the court?

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What do you want the MIT to do to help you?

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**Affidavit:** I hereby solemnly affirm that all the contents given above are true and correct to the best of my knowledge and belief and nothing has been concealed in this behalf.

SIGNATURE & DATE BY:

(DEPONENT)

(NOTARY PUBLIC)

Please send this form along with supporting documents to:  
Office of the Member Inspection Team or Additional Member Inspection Team, Islamabad  
High Court Islamabad  
Ph: No.051-9108042  
Fax:No.051-9108043  
E-Mail:-ihcmmitcomplaintcell@gmail.com

Note:- Comments questions and suggestions for total quality management shall be appreciated and may be sent to Member Inspection Team on the given address.

## **II- Procedure for Complaints against Presiding Officers or employees of Subordinate Courts**

The following procedure shall be followed while making a complaint about the conduct of the Judicial Officer/Presiding Officer, employee of a subordinate court or other concerned officer/official.

### **1. Complaint and its filing**

#### **A. Requisites**

- ✓ The complaint must be in writing preferably on the prescribed form (**appendix '1' available at website of the High Court, in the offices of MIT & Additional MIT, District Bar Association, High Court Bar Association and Citizens-Court Liaison Committee's District Office**).
- ✓ In case the complaint is not filed by way of prescribed form then it must contain all the details mentioned in the form **appendix '1'**.
- ✓ The complaint should be coupled with copy of CNIC or any other document capable of establishing identity of the complainant.
- ✓ The complaint must have been supported by an affidavit of the complainant

**Note: any anonymous complaint or the complaint not supported by affidavit of the complainant may be filed after its registration.**

- ✓ The complaint containing allegation of corruption shall be numbered as **C.C No...../year.....**, regarding misconduct etc. as **C.O No...../year.....** and about other allegations necessitating taking of action as **C.G. No...../year.....**

## **B. Filing**

- a) Through its presentation to the Member Inspection Team or Additional Member Inspection Team during the office hours.
- b) Dispatching through registered post or courier service at the addresses i.e. Member Inspection Team or Additional Member Inspection Team Islamabad High Court, Islamabad.
- c) Through e-mail at [ihcmitcomplaintcell@gmail.com](mailto:ihcmitcomplaintcell@gmail.com)

## **2.**

### **Processing**

1. All the complaints shall be classified, numbered and entered accordingly, in:
  - a. The Register of complaints against the Presiding Officer of a subordinate court;

- b. The Register of complaints against the employees of the courts; and
  - c. The Register of complaints against other concerned Departments/persons.
2. Upon receipt of the complaint, the Member Inspection Team **within 7 days** shall scrutinize, get it registered according to its classification, record or give his opinion or proposal as the case may be and shall place the same before the Hon'ble Inspection Judge of the concerned District or in his absence before the Hon'ble Chief Justice for further orders.
3. The Hon'ble Inspection Judge or the Hon'ble Chief Justice, as the case may be pleased to;
  - I. Direct filing of the complaint, if in his opinion, no action is required.
  - II. Order calling for the comments of the complained officer/official or obtaining of the report from the concerned officer/official and upon receipt of the comments or the report as the case may be, placement of the same for further orders like filing of the complaint or holding of discreet inquiry, taking of disciplinary action under the relevant

Efficiency & Discipline Rules by the competent authority.

III. Pass any other instruction / or give direction as it is deemed fit and necessary.

The complainant shall be informed of the fate of his complaint within six weeks of the date of receipt of complaint in the office of the MIT or Additional MIT.

/  
(Atiq-ur-Rehman)  
REGISTRAR

**Copy to:-**

1. The Member Inspection Team of this Court.
2. All the Judicial Officers/Presiding Officers working under the control & superintendence of this Court.
3. President Islamabad High Court Bar Association, Islamabad.
4. President District Bar Association, Islamabad.
5. All the Additional Registrars.
6. Additional MIT.
7. All Private Secretaries to the Hon'ble Judges.
8. Assistant Registrar (Conf.)
- ✓ 9. Incharge I.T Branch for its uploading on website of this Court.
10. Librarian for keeping in the record.
11. Office Record.

/ REGISTRAR