

F.No.10 (146)/2021-Admn
Government of Pakistan
Ministry of Energy
(Power Division)

Islamabad, 19th May, 2023

CIRCULAR

Subject: **OPTIMAL UTILIZATION OF WELFARE SERVICES OFFERED BY THE
STAFF WELFARE ORGANIZATION, ESTABLISHMENT DIVISION**

Please find enclosed herewith a copy of Establishment Division SWO's D.O No. F.1 (1)/2023-DG, SWO dated 12th May, 2023 on the subject mentioned above for information and further necessary action.


(Muhammad Asad Saleem)
Section Officer (Admn)

Distribution: -

1. All Officers/Officials, Power Division, Islamabad.



Abdul Jabbar
Joint Secretary/
Director General
051/9244563

D.O. No.F.1(1)/2023-DG,SWO
Government of Pakistan
Establishment Division
Staff Welfare Organization
Islamabad, the 12th May, 2023

All wing
SI

SUBJECT:- OPTIMAL UTILIZATION OF WELFARE SERVICES OFFERED BY THE STAFF WELFARE ORGANIZATION, ESTABLISHMENT DIVISION

My dear Mr. Rashid Mahmood السلام عليكم

It is indeed a great pleasure for me to apprise you of the variety of Welfare Services being rendered by the Staff Welfare Organization (SWO), an Attached Department of Establishment Division. As you are aware, the SWO, is mandated to ameliorate the economic, social and psychological needs of the Federal Government civil servants, especially the low-paid employees and their families. These services include award of scholarships to the children of civil servants, provision of rehabilitation aid, Multipurpose Community Centers at the heart of Islamabad and at the Provincial capitals, imparting soft skills/professional training aimed at job placements/independent self-employment through a country-wide network of Trade/Vocational Training Centers, Ladies Industrial Homes, wedding halls, auditoriums, Hostel for Federal Government Female Employees (Civil Servants), financial assistance, facilitation through ambulance, mortuary van and recreational facilities (details may be perused at website of the Organization (<https://swo.gov.pk/>)).

Section Officer (Administration)
By No. 804 Dated 17/5/23

2. It has been observed that a large number of Federal Government employees are not yet aware of the availability of the aforementioned welfare services which can otherwise bring significant improvement in the quality of life of employees and their dependents. Accordingly, the following measures are proposed to address the issue:-

- i) "Employees Welfare" tab with website link <https://swo.gov.pk/> may be added on home page of every Ministry/Division/Attachment Department/Organization etc.
- ii) Each Ministry/Division/Department/Organization may share feedback of employees on the enclosed proforma for further improvement of the welfare services.
- iii) Every Ministry/Division/Department may nominate at least three employees to each capacity building skill programme of SWO to equip them with necessary knowledge and practical professional skills to get optimal performance by a well-trained, competent and efficient manpower. This would strengthen the institutions for better service delivery.
- iv) Feedback tab is also being added at the website of the SWO, in collaboration with NITB, M/o IT & Telecommunication for online submission of feedback by the beneficiaries.

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3. I shall be grateful if you could kindly look into the matter personally and issue appropriate directions to all concerned under your administrative control to adopt the above measures in the interest of the Federal Government employees and their family members.

With profound regards.

| | |
|-----------|--|
| AS-I | |
| AS-II | |
| AS-III | |
| SJS (A) | |
| JS (I) | |
| JS (DEVI) | |

Mr. Rashid Mahmood,
Additional Secretary (Incharge), Power Division,
Government of Pakistan,
Islamabad

Yours sincerely
ABDUL JABBAR

Feedback on Welfare Services/Schemes of the Staff Welfare Organization (S.W.O), Establishment Division.

| | | | |
|--------------------------------|-----------------------------|--------------------------|---------|
| Name | | | |
| Father Name | | | |
| CNIC | | | |
| Designation (with BPS) | | | |
| In-service or Retired | | | |
| Ministry/Division/Department | | | |
| Status of Beneficiary | Federal Government employee | Dependent of FG Employee | Private |
| Contact Number (Office & Cell) | | | |

General Feedback over the SWO

| Feedback | | Please tick mark the column below | |
|----------|--|-----------------------------------|----|
| Q. 1 | Do you know about Staff Welfare Organization (S.W.O) and its welfare schemes | Yes | No |
| Q.2 | Do you know about SWO's Regional Offices in Punjab (Lahore), Sindh (Karachi), Khyber Pakhtunkhwa (Peshawar) and Baluchistan (Quetta) | Yes | No |
| Q.3 | Which of the following welfare schemes of SWO have you availed? | | |
| | Holiday Homes Murree | Yes | No |
| | Holiday Homes Ziarat, Quetta | Yes | No |
| | Holiday Homes Keenjher Lake, Thatta | Yes | No |
| | Wedding Halls | Yes | No |
| | Auditoriums | Yes | No |
| | Trade /Vocational Training Centre(s) | Yes | No |
| | Ladies Industrial Homes | Yes | No |

| | | | |
|------|---|------------|---------------|
| | Hostel for Federal Government Female Employees (Civil Servants) | Yes | No |
| | Federal Staff Relief Fund | Yes | No |
| | Rehabilitation aid | Yes | No |
| | Coaster Service | Yes | No |
| | Ambulance Service | Yes | No |
| | Mortuary van | Yes | No |
| | Sports Facilities | Yes | No |
| Q. 4 | If you are not satisfied with any of our services, have you ever reported any feedback/lodged complaint to the SWO? | Yes | No |
| Q. 5 | If the answer to question no. 4, is in affirmative, what was the mode of your complaint/ feedback? | In writing | Verbal |
| Q. 6 | Whether the SWO resolved your complaint satisfactorily or otherwise? | Satisfied | Not Satisfied |

Please spare few more moments for your valuable feedback if you have availed Holiday Homes, Murree, Hostel for Federal Government Female Employees (Civil Servants), Vocational/Trade Training Centre, Ladies Industrial Home, Educational Stipend or Wedding Hall facility of Staff Welfare Organization. Your feedback will enable Federal Government to serve you in a better way.

Following Sections of the form are for the feedback over specific services/facilities of the Staff Welfare Organization, please fill out the relevant sections:

| Feedback over Holiday Homes, Murree | | | | |
|-------------------------------------|---|--------------|-----------|-----------|
| Q.1 | When did you stay at Holiday Homes, Murree? | Month & Year | | |
| Q.2 | How long was your stay at Holiday Homes Murree? | 01 Night | 02 Nights | 03 Nights |
| Q. 3 | Rate our services provided at Holiday Homes, Murree (1 being Very Good, 2 Good, 3 Average and 4 Below Average) | | | |
| a. | General Cleanliness (Rooms, Kitchen, Washrooms) | 1 | 2 | 3 4 |

| | | | | | |
|-----|--|--|---|---|---|
| b. | House Keeping (Mattresses, Bed Sheets, Blankets, Curtain, etc.) | 1 | 2 | 3 | 4 |
| c. | Behaviour of staff (courteous & considerate) | 1 | 2 | 3 | 4 |
| d. | Availability of water | 1 | 2 | 3 | 4 |
| e. | Overall outlook/presentation of Holiday Homes, Murree | 1 | 2 | 3 | 4 |
| Q.4 | Did you get the booking of Holiday Homes, Murree on the prescribed application or otherwise? | Simply by submitting Application Form. | Submitted application but also had to use reference for booking | Without application only on reference basis | |
| Q.5 | Did you have to pay any additional charges over and above the prescribed rent? | Yes | | No | |
| Q.6 | If 'Yes' provide brief detail of additional charges | | | | |
| Q.7 | Any suggestion for improvement in Holiday Homes, Murree | | | | |

Feedback over Trade/Vocational Training Center.

| | | | | | |
|-----|--|-------------------------|-----------------------|--------------------------|--------------------|
| Q.1 | Mention the name and location of the Trade/Vocational Centre where you or your family member got admission | | | | |
| Q.2 | Tick the training course (s) completed. | Computer (02 Months) | Typing (04 Months) | Shorthand (06 months) | |
| Q.3 | Rate quality of training/ course Please tick mark the column 1-4 | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.4 | Quality of furniture | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.5 | Quality of Machinery/Equipment | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.6 | Overall cleanliness of the centre? | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.7 | How this course helped you? | Started your own work | Got a job | Any other | No impact at all |
| Q.8 | Any suggestion with regard to improvement in the training courses? | | | | |

Feedback over Ladies Industrial Home (LIH)

| | | | | | |
|-----|---|--------------------------|--------------|--------------|------------------------|
| Q.1 | Mention the name and location of the Ladies Industrial Home (LIH) where you or your family member got admission | | | | |
| Q.2 | Mention title of training course and its duration | | | | |
| Q.3 | Rate quality of training/ course Please tick mark the column 1-4 | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.4 | Condition of furniture | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.5 | Condition of Machinery/Equipment | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.6 | Overall cleanliness of the LIH? | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.7 | How this course helped you? | Started your own work | Got a job | Any other | No impact at all |
| Q.8 | Any suggestion with regard to improvement in the training courses | | | | |

Feedback over Wedding Halls

| | | | | | |
|-----|--|--|---|--------------|---|
| Q.1 | Please mention the location/city of the SWO from where you availed this facility? | | | | |
| Q.2 | Please rate the cleanliness and tidiness of the Hall | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.3 | Did you get the booking of Wedding Hall on the prescribed application or otherwise? | Simply by submitting Application Form. | Submitted application but also had to use reference for booking | | Without application only on reference basis |
| Q.4 | Whether the SWO Management charged you prescribed rent or otherwise? | Charges as per rate | Over Charged | | Under Charged |
| Q.5 | Rate quality of service Please tick mark the column 1-4 | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.6 | Rate the conduct/behaviour of staff with whom you remained in touch during the use of service. | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.7 | Please provide brief detail of additional charges if paid by you | | | | |
| Q.8 | Any suggestion with regard to improvement in the Wedding Hall service | | | | |

Feedback over Educational Stipends

| | | | | | | |
|-----|--|-------------------|-----------------|---------------------|--------------------|---------------|
| Q.1 | Please mention the location/city of the SWO's office from where you availed this facility? | | | | | |
| Q.2 | Whether procedure for collection/submission of form was friendly/easy or otherwise? | Yes | | No | | |
| Q.3 | Whether Stipend Form was easy to understand/fill? | Yes | | No | | |
| Q.4 | Please select the category of Educational Stipend availed. | BS 1-4 Stipend | BS 5-16 Stipend | BS 17-22 Stipend | Merit Stipend | Hufaz-e-Quran |
| Q.5 | Rate quality of service Please tick mark the relevant column 1-4 | V. Good 1 | Good 2 | Average 3 | Below Average 4 | |
| Q.6 | Rate the conduct of staff with whom you remained in touch for submission/completion of stipend process. | V. Good 1 | Good 2 | Average 3 | Below Average 4 | |
| Q.7 | Did you receive full approved amount of stipend from concerned DDO of respective Ministry/Division/Organization. | Yes | | | No | |
| Q.8 | If any deductions were made please provide detail | | | | | |
| Q.9 | Any suggestion for betterment of Educational Stipend scheme | | | | | |

Feedback over Hostel for Federal Government Female Employees (Civil Servants)

| | | | | | |
|------|---|--|---|--|-----------------------|
| Q.1 | Rate quality of service Please tick mark the relevant column 1-4 | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.2 | Did you get the allotment of accommodation on the prescribed application or otherwise? | Simply by submitting Application Form. | Submitted application but also had to use reference for allotment | Without application only on reference basis | |
| Q.3 | Whether the Hostel Management charged you prescribed security, rent and utility charges or otherwise? | Charges as per rate | Over Charged | Under Charged | |
| Q.4 | If you were made to pay additional charges other than covered under the rules, please provide brief detail. | | | | |
| Q.5 | Whether the allotment of room on sharing basis was on merit or otherwise? | On Merit | | Not on merit | |
| Q.6 | Please rate the condition of cleanliness and tidiness of the Working Women Hostel. | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.7 | Rate the conduct/behaviour of staff during the use of facility. | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.8 | Rate the security arrangements of Hostel facility? | V. Good 1 | Good 2 | Average 3 | Below Average 4 |
| Q.9 | How did you find the complaint redressal mechanism of hostel? | Complaints are taken into account and addressed timely | Complaints are taken into account but not addressed timely | Complaints are not taken into account at all | |
| Q.10 | Please give suggestion for the improvement of the living condition and facilities of the hostel. | | | | |