

# LOCKING THE DOOR ON CORRUPTION

All information was believed to be correct as of June 2013.  
Nevertheless, Transparency International Pakistan cannot accept responsibility  
for the consequences of its use for other purposes or in other context.

# What is TI Pakistan?

Transparency International (TI) is the largest anti-corruption network acting globally. TI is an international, non-political, non-partisan, non-profit, non-governmental organization which is headquartered in Berlin, Germany. It has over 100 national chapters (NCs) working around the globe. TI Pakistan is one of the national chapters of Transparency International and is based in Karachi.

Transparency International Pakistan was recognized as a chapter-in-information in February 2001. It was accredited as a full national chapter by Transparency International, Berlin on 25 October 2005 and was reaccredited in October 2009.





# The ALAC

Transparency International's Advocacy and Legal Advice Centres (ALACs) provide free and confidential legal advice to witnesses and victims of corruption. Offering a simple, credible and viable mechanism for citizens to pursue their corruption-related complaints, ALACs empower citizens in the fight against corruption. ALACs also play a critical role identifying corruption hotspots that demand reform or official action. Collecting and then utilizing the powerful, real-life data gathered by ALACs on the consequences and mechanisms of corruption, Transparency International (TI) chapters, such as TI Pakistan engage in strategic advocacy to bring about systemic change in public policy and practice to fight corruption. The ALAC at TI Pakistan was formally launched in March 2009. It is run by the national chapter of Transparency International in Pakistan, and provides free and confidential legal advice and assistance to victims and witnesses of corruption.

## Goal

The programme seeks to enhance the capacity of victims and witnesses of corruption to redress their grievances and bring about systemic change.

## Objectives

- Establish an open channel for citizens (as either victims or witnesses) to voice their complaints about cases of corruption.
- Provide support in such cases. TI Pakistan is not an investigative agency or authority but its aims are to help citizens take their cases forward to the appropriate anti-corruption authorities or through the media.
- Advocate for and support necessary institutional and structural changes based on evidence from case analyses.

## What we do

The Advocacy & Legal Advice Centre (ALAC) provides legal information, advice and assistance to victims and witnesses of corruption, enabling them to know their rights and pursue complaints. The ALAC aims to empower citizens to take up the fight against corruption and then compiles and analyses the reported cases of corruption, providing an important source of information for identifying the soft points in the system that allow corruption to thrive and dig its roots deeper into the country. The ALAC also intervenes on behalf of victims of corruption; taking their concerns, turning them into well-formed and grounded complaints and taking them to the offices of the higher authorities.

This information, providing a profile of how corruption actually works, can be used to develop advocacy strategies aimed at strengthening the ability and willingness of institutions to act upon corruption-related complaints. In this way, systemic improvements (legal, administrative and institutional) are achievable.

Advocacy campaigns also create a virtuous circle, helping to establish the profile and reputation of the ALAC, which in turn encourages more citizens to join in and take action against corruption. Since its inception, the ALAC at TI Pakistan has grown from strength to strength. Dealing with well over 5,000 clients at the time of publication of this report, it has become a symbol for success and hope for victims and witnesses of corruption nation-wide.

TI Pakistan launched a hotline with a toll free number (0800-84711) for citizens to call from all over the country. Furthermore, TI Pakistan has assisted the local governments in Karachi and Rawalpindi to set up e-complaint centres to report corruption related grievances via e-mail.

# "Since January 2009, ALAC has recorded over 5,000 contacts"

## Raising awareness

Recognising that many barriers exist for poor and marginalised people, the ALAC actively engages in outreach and awareness-raising about corruption and ways to fight it. This is achieved through locally-adapted approaches including phone-in talk shows, books, pamphlets, guides to public services, billboards, radio and television advertising and community theatre, NGOs and through networks developed with community based organizations. These activities aim at ensuring that citizens are aware of services provided by ALAC and also know their rights and come forward to report corruption.

## Building partnerships with government and civil society

In line with TI's approach of constructive engagement, ALAC at TI Pakistan builds partnerships with public authorities and private actors to effect change. It aims to create dialogue, offering informal feedback and working partnerships with government institutions tasked with tackling corruption, institutions such as the National Accountability Bureau (NAB), Public Accounts Committee (PAC) and Public Procurements Regulatory Authority (PPRA). Acting as advisors to citizens rather than investigators of complaints, ALAC seeks to complement government complaint mechanisms rather than to replace them. ALAC makes sure that when complaints reach government agencies; they are well-documented and well-articulated, making them more actionable by authorities. The relationship with government authorities is highly constructive and focused on identifying solutions, for example in multi-stakeholder dialogues, round-table conferences, workshops and meetings with public agencies on 'soft point' issues.





## NGO network

The ALAC 'Transparent NGO Network' is a mechanism that links people and organizations that possess a similar vision and a common goal. The purpose and ambition of this network is to reach out to the grass-root level and disseminate anti-corruption education. This aims to establish a single platform for all NGOs as well as the CBOs, and create an environment whereby the populous can actively participate in working towards a corruption-free society. Through this network NGOs can come together and provide assistance on merit in their area of operation or specialization. TI Pakistan and ALAC would provide advice and assistance to the 'network' and fight for their cases by writing letters to appropriate authorities.

## Impact

The ALAC yields remarkable impact in highly diverse environments. Examples of systemic changes driven by ALACs include new administrative procedures, re-tendering on large infrastructure projects, resignations and prosecutions in situations where impunity was rife.

## The process

Operating as a walk-in or call-in corruption complaint offices, ALACs are open to every citizen who may be a victim or witness of corruption. ALACs employ multi-stakeholder processes to create dialogue, informal feedback and working partnerships with government institutions charged with anti-corruption. TI Pakistan has developed very functional relationships with government agencies. These relationships are typically underpinned by a memorandum of understanding (MOU).

ALACs help citizens to develop, articulate and pursue complaints; as mentioned earlier, they do not "investigate" complaints to determine whether they are right or wrong. In other words, the ALAC should be considered as a step prior to the submission of a complaint to government authorities, not in competition with it.

The ALAC at TI Pakistan helps ensure that government agencies receive well developed complaints that would facilitate their investigative work; thus providing highly valuable services to both citizens and government agencies.

## TI Pakistan ALAC Statistical Profile

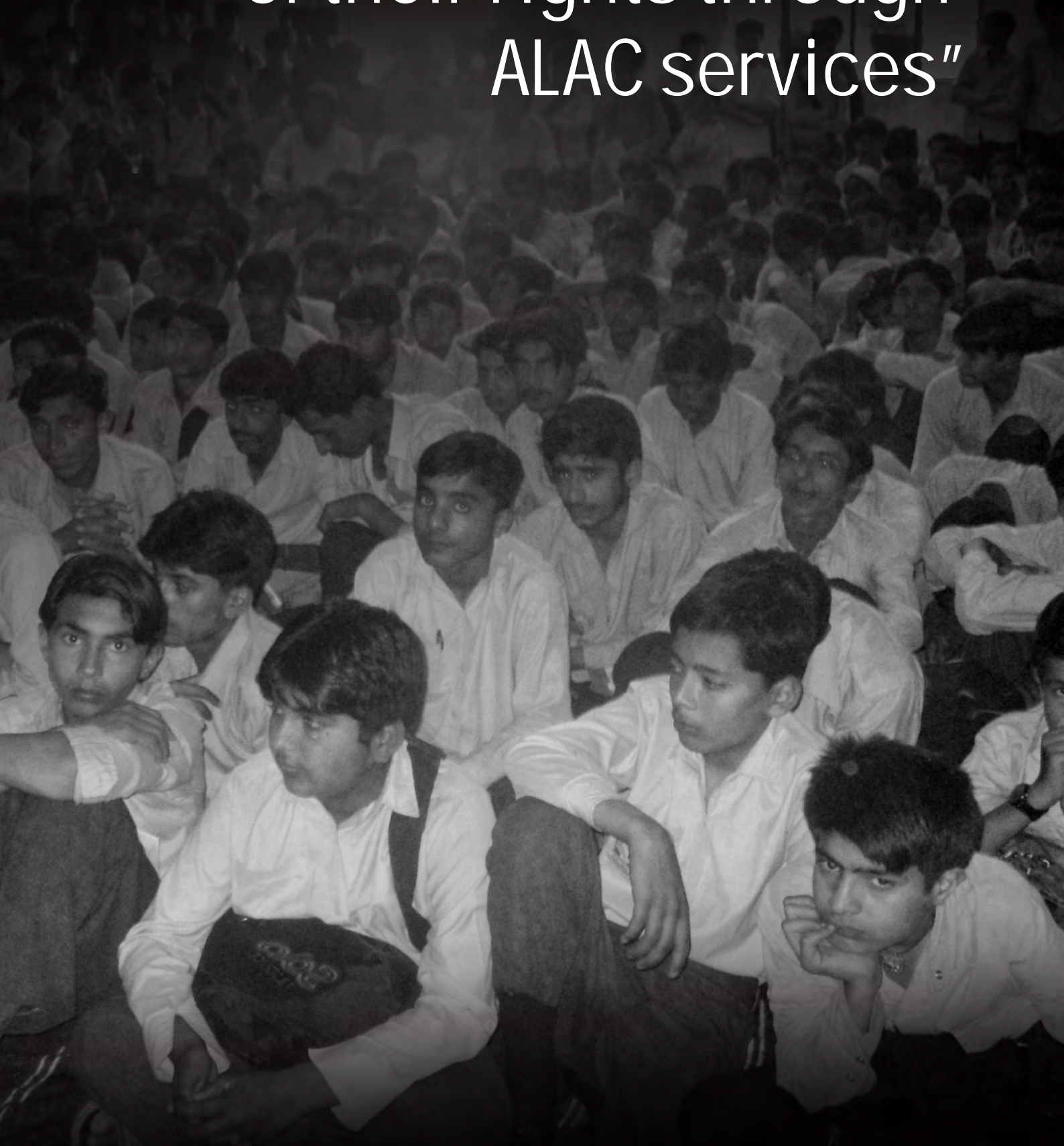
Since inception in January 2009, ALAC at TI Pakistan has recorded over 5,000 initial contacts. The data has been compiled by the ALAC team over the course of its operation.

Globally ALAC has a target of translating 10 percent of initial reports/contacts into cases. ALAC Pakistan has been consistently exceeding this international target by 100 percent. Over 20 percent of initial contacts are cases on file, a far greater percentage of these cases are successes, demonstrating the efficiency and effectiveness of ALAC Pakistan.

ALAC at TI Pakistan has engaged in a broad ranging publicity campaign so that more people can take advantage of its services and contribute to making their society more accountable. Amongst those who responded to the questions about 'how they heard about ALAC', the most popular defined response has been Television advertisements. The following is a breakdown of the types of cases initially recorded by the ALAC team. It represents the categorization as represented by those making initial contact. ALAC at TI Pakistan in its first year of operation has not only been very popular but also very successful. The project has become one of the cornerstones of the Pakistan chapter. The trend in monthly cases is constantly on the rise, with more and more initial contacts being made every day. This not only signals the popularity and effectiveness of the ALAC project, but also its goodwill and ability to yield successful results that comply with international standards and TI's own mandate.



"7,000 vulnerable  
people were made aware  
of their rights through  
ALAC services"





True stories  
about victims of  
corruption,  
their struggle  
and their  
eventual triumph.







# Corruption in the Pensions Office

Dr. Hussain Kadeer\* had worked for the government of Pakistan as a senior pathologist for 32 years. On 31st July 2012, he retired from his post and looked forward to spending his retirement in peace. Little did he know, however, that such a simple process would turn into a complete nuisance for him and his family.

On 15th December 2012, TI Pakistan received a complaint from Dr. Kadeer on ALAC's dedicated site for complaints. He explained about the difficulties he faced when his pension process started. Dr. Kadeer stated that the full record of his employment and salary throughout his service had been submitted to the Accountant General of the Sindh Pension's office. However, when the pensioner followed up on the status of his documents, the concerned officer denied ever having received his records. However, the officer did go on to say that for Rs0.2 million, he would be willing to "solve all his problems". Dr. Kadeer had heard about pensioners being faced with such corruption on a daily basis. While going through this ordeal, Hussain came across TI Pakistan.

A letter detailing the pensioner's grievances was written to the Accountant General of Sindh Pensions and related authorities. In around three weeks, we got a response from the National Accountability Bureau - the premier anti-corruption agency in the country. After that, everything was a blur.

Within a day, we received the following email from the client thanking TI Pakistan's efforts: "Due to your efforts and the letter from the Chief Secretary, Government of Sindh to the Accountant General, my matter was solved. The AG office told me collect my pension papers, which I have." He then told us that the concerned persons excused for the delay and handed over the final letter to him which enabled him to get his pension.

\*Actual names have been changed.



A black spiral telephone cord is shown against a white background. A pair of wire cutters is positioned to cut the cord. The wire cutters are silver and have a sharp, pointed tip. The cord is coiled in a tight spiral. The background is a light gray gradient.

# Disconnecting people

Khurram, a handicapped gentleman, was running a real estate business in Clifton, Karachi. He came to the ALAC office to discuss his complaint concerning his telephone connections. He said that for some unknown reason his phone line had stopped working. He explained that his business relied on this line of communication and he could not afford it to not work.

He further told us that during the last three years, he had changed his number many times, but as soon as his number became public it would stop working. He had complained to the Pakistan Telecommunication Company Limited (PTCL) on numerous occasions, but they had not paid attention to this matter. He feared that his competitors may have bribed some of the PTCL employees so that he would go out of business.

His documents were reviewed and ALAC wrote a letter on 18th January 2011 to the Director Consumer Protection Dept. of Pakistan Telecommunication Authority (PTA), requesting them to look into this case.

When a reply was not received, a reminder was sent to them. On 21st February 2011, ALAC received a phone call from a PTA official who said that after receiving our letter they took action and a meeting had been conducted between the aggrieved customer and PTCL's Area Business Manager. The PTA official informed us that the matter had been resolved and requested us to confirm this with the complainant.

# THE VILLAGER THAT JUST SAID "NO"



Shabbir Ahmed\* grew up in Punjab in unfortunate circumstances. He lived most of his life not being able to make ends meet. A scheme started by Shahbaz Sharif, Chief Minister of Punjab, enabled people like Shabbir to get on their feet by giving them financial help of Rs20,000. This scheme was a god-send to him.

On 17th January 2013, Shabbir was to collect his funds from a relief camp set up at Degree College in the district of Dera Ghazi Khan. However, when he went to the person in charge for the distribution of tokens that would make him eligible for the funds, the Revenue Officer of the area or patwari, things were not as clean-cut as our client had hoped. The patwari asked Shabbir to give him Rs2,000 before he would do anything for him. Shabbir refused and left the line. He later noticed that the patwari was soliciting bribes from each and every person standing in queue. Shabbir had heard of an organization that took care of corruption-related complaints and thought to call Transparency International Pakistan's hotline right away.

When he called the ALAC helpline, he was forwarded to one of the staff members who advised him not to give any bribes to the patwari. The staff member then took the patwari's contact number from Shabbir. After introducing himself, the staff member interrogated the patwari on the phone. The staff member asked if he was involved in corruption – an illegal activity which is a crime. The patwari denied and the phone call was ended shortly.

After a few days, on 21st January, the complainant informed ALAC that he was on his way to receive his token. He was advised to stand his ground and not let the patwari try and bully him again into giving money, as it was his right to get his token without giving a bribe. Shabbir was also told that the ALAC office had spoken to the patwari and if there was any further mischief, to report it back immediately.

On the same day, a delighted Shabbir contacted the ALAC office again and informed with immense satisfaction that he had received his token without giving a single rupee in exchange. He said that when he requested his token, the patwari again asked for a bribe but Shabbir did not budge and asked for a receipt of the Rs2,000 if it were a government fee – as that was the only way he was going to part with the money. According to the client, the patwari at once became nervous and said that he was “just joking” and gave him the coupon.

Shabbir was ecstatic at this outcome and thanked ALAC for its effort and support. ALAC told the happy villager to inform others around him about this incident and motivate them not to give bribes. In this way, not only would they save their money, but their conscience too.

\*Actual name has been changed.





# The CNIC that took 4 years to make

On 5th November 2009, Khalid – a resident of Korangi in Karachi – contacted ALAC and lodged a complaint against the National Database and Registration Authority (NADRA), a federal department of the Government of Pakistan responsible for issuing identification cards to the citizens of Pakistan. The complainant stated that he was a bonafide citizen of Pakistan but had been deprived of his right to obtain his Computerized National Identity Card (CNIC). Although he had made several visits to the NADRA offices, he did not get a positive response from the officials. He further informed us that he had been a resident of Korangi since birth. He got married there and his children were also born there. Moreover, his wife and two of his children had CNICs proving he was their husband/father but despite all efforts, he was unable to get his own CNIC.

Khalid said that he was an educated, law abiding citizen with a good reputation in his community. But when he applied to renew his CNIC in May 2005 (with the same particulars as his previous NIC), he was informed by NADRA personnel that someone else had already been issued a CNIC with exactly the same particulars except the photograph. Khalid made a complaint against it, after which NADRA blocked the photo-less CNIC, but didn't issue him a new one. He made repeated attempts to obtain the computerized card but NADRA staff seemed unwilling to do much about the situation. Khalid provided them with all the documents and fulfilled all the formalities – such as verifications, personal inquiry and the Nazim's (or mayor) certificate – but to no avail. During this time, a concerned department of the registration authority issued a letter in April 2007 with the Manager's (Tech.) signature stating that while they believed Khalid to be genuine, they couldn't issue his CNIC. On 16th May 2009, Khalid gave a legal notice to NADRA's Chairman and Director General (through his lawyer - a High Court advocate) giving them 20 days to issue his CNIC. He again provided the required documentary proof, but NADRA again failed to provide him with a CNIC within the stipulated time. Finally, he came to know of ALAC and requested them to formally help him obtain his CNIC from NADRA. ALAC scrutinized his documents and with the consultation of its lawyers, wrote a letter to NADRA's Chairman on 14th November 2009. In this letter, ALAC presented the whole situation and requested him to look into the matter and direct the concerned authorities to act according to the law. On 7th December 2009, ALAC received a letter from NADRA stating that the referred case had been properly investigated. NADRA officials admitted that someone else had used Khalid's particulars based on his Manual Identity Card. The sham card had been cancelled and Khalid's CNIC had been prepared and sent to the relevant NADRA office, from where he was advised to collect it. The letter also mentioned NADRA's regret for inconveniencing the complainant. ALAC told Khalid to visit the NADRA office to collect his CNIC. On 7th December 2009, Khalid visited the ALAC office to report that he had received his CNIC. He thanked ALAC for their cooperation and help.



# Of illegal encroachments

On 24th February 2010, ALAC received a phone call from Mr. Ahmed. He told us that he had a complaint against Sindh Industrial & Trading Estate (SITE) and wanted to visit ALAC's office personally. He was given an appointment and was advised to bring a written application/complaint with relevant documents.

The next day, 25th February 2010, he visited ALAC's office and shared some very interesting information. He said that Sindh Industrial & Trading Estate (SITE) had allotted a plot on a 100-feet-wide road in the industrial area at a portion adjacent to his plot, which had been serving as a major thoroughfare. He provided the copy of the Site plan. It could be easily seen from the plan that the allotment of the plot completely blocked the smooth flow of the heavy traffic, causing difficulty to the citizens.

On 2nd April 2010, after carefully examining the complaint and related documents, ALAC wrote a letter to SITE's Managing Director (MD) Karachi in which he was told that SITE had illegally allotted a plot adjacent to the complainant's plot (no. C-64). ALAC also explained that Mr. Ahmed had written to the relevant office on 17th November 2009 regarding the issue, but no action had been taken by the SITE authorities. ALAC requested SITE's MD to look into the matter and if found correct, take action and direct the concerned staff to resolve it under the law.

On ALAC's request, the MD took action and on 7th April 2010 at 1:46 PM ALAC received an email from Ahmed. He informed us, with great delight, that the matter had been resolved because of our support and communication. The encroachment had been removed and the road was restored, while the traffic was back to normal. This has been a great success for ALAC and its mission.

# The case of Sindh Bank

In 2009, Sindh Assembly passed the Sindh Public Procurement Act, 2009, aimed to streamline the process of procurement in the Sindh province and to bring transparency in it. It extends to the whole of Sindh, covering all procurements. However, the Chief Minister of Sindh granted the Sindh Bank Ltd a public waiver from the Procurement Act and completely ignored the rules in it. Since the matter was a violation of the Act, and could have given way to major corruption, all the members of the Board of Trustees of Transparency International (TI) Pakistan decided to initiate a legal battle by challenging it in the Sindh High Court. Thus, TI Pakistan filed a petition in Sindh High Court Pakistan against the waiver given to the Sindh Bank. It is prayed in the petition that since the matter was of a grave nature, a stay order against the orders of the Chief Minister should be granted till the time the case is finally decided. TI Pakistan submitted that the Sindh Government issued the notification for political reasons, which was in violation of the law of the Sindh Public Procurement Regulatory Authority Act, 2009.

The Chief Secretary Sindh had issued impugned notification on the direction of the Sindh Chief Minister wherein the respondent Sindh Bank was granted special exemption from the Sindh Public Procurement Act 2009. The Sindh Public Procurement Act was passed by the Sindh Assembly and TI Pakistan contended grant of exemption to the bank from this law was ultra vires and mala fide. Similarly, it was an affront to the law enacted by the Sindh Assembly. It was also submitted in the petition that Section 21 of the Act does not permit any such exemption. The petition added that the Board of the SPPRA is only allowed to consider such an exemption of an object or class of objects in national interest and if that was not the case, it would be illegal. After that, the Sindh High Court suspended the operation of the provincial government's notification to exempt the Sindh Bank from procurement rules and issued notices to the Chief Secretary Sindh, Sindh Bank and Sindh Public Procurement Regulatory Authority. Eventually, TI Pakistan was informed that the waiver from Sindh Procurement Rules granted to Sindh Bank was revoked by the government.





ٹرانسپیرنسی انٹرنیشنل پاکستان

مستحوت لینے والا اور دینے والا دونوں جہنمی ہیں (الحديث)

کریکٹ ٹین مکاؤ ملک بچاؤ

بینب پرنسپل و اساتذہ گورنمنٹ جامع سکول گجرات

DFID

TRANSPARENCY  
INTERNATIONAL - PAKISTAN

TRANSPARENCY INTERNATIONAL  
in collaboration  
with the Government of Punjab

TO CURB CORRUPTION IN THE EDUCATION  
in Punjab  
September / October 2012

## Join us and fight corruption

ALAC provides free legal advice and support to victims and witnesses of corruption.

Advocacy & Legal Advice Center

**Toll free: 0800-84711**

**Mobile: 0333-2261415**

**[www.alacpakistan.com](http://www.alacpakistan.com)**

**[alacpakistan@gmail.com](mailto:alacpakistan@gmail.com)**

**5-C, 3rd Floor, Khy-e-Ittehad, Phase 7 DHA, Karachi, Pakistan**

**Client confidentiality is strictly observed.**