

TIMELINES FOR PUBLIC SERVICE DELIVERY (WELFARE GRANTS / PMDU) BY WWF

S.No	Services	Steps	Timeline	Concerned Officer
1.	Scholarship / Educational Claims	Application / claims received	1 day	AD (Edu)
		Initial Scrutiny by Education section	2 days	DD (Edu)
		Recommendation of Scrutiny Committee	3 days	DD (Edu)
		Verification from NADRA, EOBI, Employer etc	2 days	DD (IT), DD (Edu)
		Final Scrutiny by Education Section	1 day	Director (Edu)
		Pre-Audit by Audit Section	3 days	DD (Audit)
		Approval from Authority	1 days	Secretary (WWF)
		Disbursement to Worker / Educational Institute	2 days	Finance Section
		Total days	15 days	
2.	Marriage & Death Grants	Application / claims received	1 day	AD (OW)
		Initial Scrutiny by OW section	2 days	DD (OW)
		Recommendation of Scrutiny Committee	3 days	DD (OW)
		Verification from NADRA, EOBI, Employer etc	2 days	DD (IT), DD (OW)
		Final Scrutiny by OW Section	1 day	Director (OW)
		Pre-Audit by Audit Section	3 days	DD (Audit)
		Approval from Authority	1 days	Secretary (WWF)
		Disbursement to worker family	2 days	Finance Section
		Total days	15 days	
3.	Prime Minister Performance Delivery Units (PMDU)	Referring to concerned section	1 days	DD (GB/Coord)
		Reply / comments from concerned section	2 days	Sectional Head
		Approval from Competent Authority for Disposal	1 days	Secretary (WWF)
		Complaint Disposal / Total Days	Within 4 days	DD (GB/Coord)