



**BOARD OF INTERMEDIATE AND SECONDARY EDUCATION
86-MOZANG ROAD, LAHORE.**

1. All the worthy Chief Executive Officers (Education), Lahore, Kasur, Nankana Sahib & Sheikhpura.
2. All the Deputy Directors of Education (Colleges) Lahore, Kasur, Nankana Sahib & Sheikhpura.
3. All worthy Branch Officers of the Controllers Wing, BISE, Lhr.
4. All staff of the Controllers Personal Staff, BISE, Lahore.

Reference No.2104 /Phones

Dated: 21-04-2024.

Subject: **FAILURE TO ATTEND OFFICIAL CALLS**

Apropos the directions of the worthy Commissioner Lahore/Chairman, Board of Intermediate and Secondary Education, Lahore on the subject referred to supra.

2. I am directed by the Chairman-BISE/worthy Commissioner, Lahore Division to intimate that the following instructions regarding the non-attendance/failure to attend the official phone calls must be conveyed to all and be got implemented in true letter and spirit accordingly:

(a) Since the prime and crux of the BISE functions and rules of business is to "hold and conduct all examinations pertaining to Intermediate Education, Secondary Education, Pakistani and Classical Languages and such other examinations as may be determined by the Government" hence any task may be assigned any time 24/7 regarding the disposal of the same for which mostly the intimation is conveyed through the Cellular Phones of the officials/officers of the BISE.

(b) However, it has been reported by the Branch Officers that sometimes, in need of the emergency and urgency, the officials/officers of the Controllers Wing and the Supervisory Staff including the Higher Officers of the Schools and College Side neither attend the official calls nor respond back and keep their cell phones in off mode which is not warranted at any cost.

(c) It is therefore, required by all to keep their cell phones in ON MODE 24/7 and attend the official calls whenever they are made to any of the above staff/officers from the BISE/Officers/Officials and if any call is missed due to any reason beyond the control of the officer/official being called telephonically, he must respond back immediately.

(d) Non-attendance of official calls and non-responding back are the practices that fall in the ambit of MISCONDUCT and may entail initiation or

recommendation of proceedings against the delinquent officials/officers accordingly.

3. I am therefore directed to intimate that the above instructions must immediately be brought into the notice of all stakeholders, supervisory staff, staff of the Controllers Wing, Officers of the lower formations for meticulous implementation and observance accordingly so that in case of any emergency, urgency or otherwise, the cellular phones are not left unattended as the very act may create embarrassment and problem due to non-attendance or non-call back by the desired recipients of the calls, officials/officers/supervisory staff.
4. Further action may kindly be got affected at your end along with transmission of the instructions to all concerned immediately under intimation to the undersigned for the information of the worthy Competent Authority/Chairman BISE Lahore.


(MUHAMMAD ZAHID MIAN)
CONTROLLER OF EXAMINATIONS

21.4.2024

TRANSMISSION

1. The PS to Secretary to Government of the Punjab, Higher Education Department.
2. The PS to Chairman-BISE/Commissioner Lahore Division Lahore.
3. The Additional Secretary (Boards) Higher Education Department.
4. The Section Officer (Boards) Higher Education Department.
5. The Deputy Controller (Conduct) BISE, Lahore.
6. The Incharge Computer BISE Lahore for posting the direction letter on the website of the BISE as well.
7. The PRO of the BISE for wider dissemination of the directions.
8. PA to Controller of Examinations, BISE Lahore for record and sending the same to all concerned via emails.
9. Mr. Sadi Ahmed, Personal Staff to Controller for posting of the above directions in all whatsapp groups of the Supervisory staff/squads/Members etc.
10. The Office Order File.


(MUHAMMAD ZAHID MIAN)
CONTROLLER OF EXAMINATIONS

21.04.2024