



GOVERNMENT OF KHYBER PAKHTUNKHWA  
ESTABLISHMENT DEPARTMENT  
(ESTABLISHMENT WING)

No. PS/AS(Estab)/1-1/2024  
Dated Peshawar the 29.10.2024

To

The Deputy Director (HR),  
Establishment Department.

Subject: - **UPDATED SOPs REGARDING ISSUANCE OF SERVICE CARD**

Dear Sir,

I am directed to refer to the subject noted above and to state that the competent authority has approved Standard Operating Procedures (SOPs) for issuance of service cards and updated application form with the directions that the subject matter shall be the mandate of Establishment Department henceforth. The same may also be replaced and uploaded on the website of Establishment & Administration Department please.

I am further directed to state that the above mentioned SOPs shall be followed in letter and spirit while issuing service cards either fresh or renewal with the approval of the Special Secretary (Estab), Establishment Department.

(Encl: As Above)

Yours faithfully,

  
PS to Additional Secretary (Estab)

**Endst: Even No. & Date.**

Copy is forwarded to the:

1. Section Office (E-V), Establishment Department.
2. PS to Secretary, Establishment Department.
3. PS to Special Secretary, Establishment Department.
4. Master file.

  
PS to Additional Secretary (Estab)



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
ESTABLISHMENT DEPARTMENT**

**STANDARD OPERATING PROCEDURES (SOPs) FOR PRINTING OF  
SERVICE CARDS (2024)**

In supersession of previous Standard Operating Procedures (SOPs) notified in this regard, the competent authority is pleased to frame and notify SOPs for preparation of cards to be followed both by applicants for cards and HR staff: -

The following attested documents must be attached with the letter having request for issuance of cards: -

- i. All Provincial Employee will fill HR form for issuing new/renewal of service card or updating credentials which can be downloaded from web portal <http://estab-admin.akp.pk> or can be collected from HR Data Cell of Establishment & Administration Department.
- ii. Filled form, duly verified by respective Section Officer (Admn/General) of Administrative Department shall be submitted to Assistant Director IT (HR) E&A Department, along with the following documents:
  - a. Attested copies of Computerized National Identity Card (CNIC).
  - b. G-mail payroll issued by Accountant General KP.
  - c. Fresh photograph with blue background.
  - d. Promotion/ transfer order.
  - e. Copy of FIR (in case of card lost) or affidavit on stamp paper for assurance that no service card has been received from HR data center of Administration Department.
- iii. The Assistant Director HR E&A Department after receiving the application form will forward the same to Establishment/Administration sections for examination and verification of record.
- iv. Assistant Director HR E&A Department shall after verification of credentials by concerned Section Officers (by inserting sign on the application form) will submit list of all the applicants received to Special Secretary Establishment through Additional Secretary (Establishment) for approval once or twice a week.

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- v. Timelines for issuance of card will be up to 07 days from the receipts of form.
- vi. In case of card theft/lost, the employee must report the incident in the local police station. Copy of the FIR will be mandatory for issuance of duplicate card. The word 'Duplicate' would be recorded on duplicate card.
- vii. In case of retirement of an employee the concerned department must retrieve the service card before giving him clearance for pension and return the card to Assistant Director HR E&A Department.

### **RESPONSIBILITIES OF HR STAFF**

The following specific tasks are assigned to individuals of HR

Cell: -

- i. Assistant Director: -AD HR shall be responsible for communication of printed cards to applicants and shall maintain record regarding printing and distribution of service cards. He shall generate queries & reports based on the requirements and shall submit monthly progress of cards printing to Secretary Establishment Department.
- ii. Computer Operator-I: - CO-I shall be responsible for verification of HR information from HR module of SAP system of AG for cross checking & authentication of cards information and shall print cards as per SOPs and submit to AD HR for onward disbursement and communication to the applicants. He shall generate queries & report as and when required and take system & database backup daily and will keep in safe custody.
- iii. Computer Operator-II: - Shall be responsible for documents checking and data entry of service cards information for the departments or any other function assigned to him.

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