



A Quarterly Publication

COMMITTED TO PROVIDE INEXPENSIVE AND
PROMPT JUSTICE TO THE PEOPLE OF SINDH

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL.IV (JANUARY - MARCH 2022)

IN THIS ISSUE

- 1.**
 - ◆ Provincial Ombudsman presented Annual Report to Governor, Sindh
 - ◆ Capacity Buildings of Regional Director / Staff

- 2.**
 - ◆ Visit of Ombudsman at Regional Office Karachi East and South
 - ◆ Highlights of Redressal of Public Grievances

- 3.**
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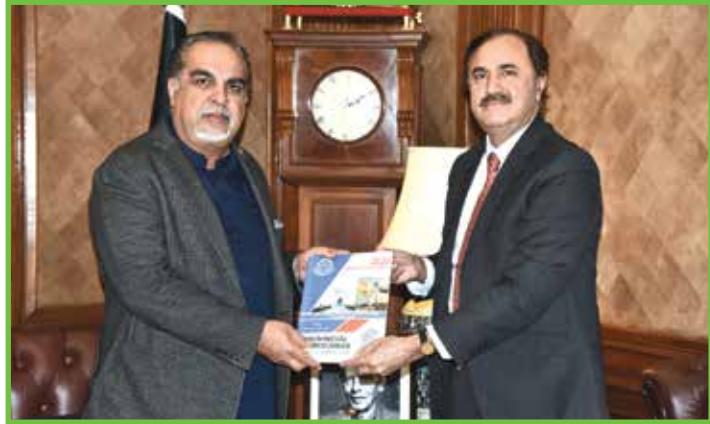
- 4.**
 - ◆ Highlights of Redressal of Public Grievances

- 5.**
 - ◆ Glimpses of Khuli Katcherries / Site Inspection

- 6.**
 - ◆ Regional Director Hyderabad held two Seminar
 - ◆ Regional Director Shaheed Benazirabad attended the seminar organized by Legal Aid.

- 7.**
 - ◆ FAQ (Children's Complaints Office)

- 8.**
 - ◆ Press Clippings
 - ◆ Contact us



Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh presented Annual Report-2020 of Sindh Ombudsman Institution to Honourable Governor Sindh Mr. Imran Ismail.

CAPACITY BUILDINGS OF REGIONAL DIRECTOR / STAFF



In compliance of directives of Honourable Ombudsman Sindh, a meeting / training Program was held on 24th March, 2022 in the Meeting Room of Circuit House, Hyderabad, with Regional Directors & their staff. Following agenda was discussed:-

- i. Discussion about fresh complaints /disposal & Newsletter
- ii. Actions to be taken by the Regional Directors on recommendations of the Study on issues of Girls' Education in Sindh.
- iii. Guidelines for preparation of decisions and examining the documents received from the complainant and agencies.

The RDs were asked to improve their working in light of the discussion held in the session regarding proper recording of minutes of hearings, examining the documents carefully received from the agencies and complainants, preparation of decisions, use of the telephone / cell phone for better communication. They were asked to decide Child related complaints in 15 days. RDs were also directed to take action on the recommendations of the study, pertaining to them and submit progress. The RDs also raised the operational issues being faced during investigation process.

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VISITS OF HONOURABLE OMBUDSMAN REGIONAL OFFICES KARACHI EAST AND SOUTH



Mr. Ajaz Ali Khan, Honorable Ombudsman Sindh visited Regional Offices Karachi South and Karachi East on 20.01.2022 who was welcomed by the respective Regional Directors and officers. The Honourable Ombudsman emphasized to provide proper information and facilitate the complainants. The Honourable Ombudsman desired that complaints related to child issues needs to be dealt with on priority basis. Mr. Masood Ishrat, Registrar, Ombudsman Secretariat accompanied the Honorable Ombudsman.

HIGHLIGHTS OF REDRESSAL OF IMPORTANT PUBLIC GRIEVANCES

(i) Ms. Salma Khatoon, a 82 years old lady, in her complaint before the Ombudsman Sindh inter-alia alleged about inaction and delay in transfer of foti-khata of agriculture land and issuance of true copies of V.F.VII despite passage of years together. With the intervention of Ombudsman's office, foti-khata of land got changed to

the satisfaction of the complainant. She appreciated the efforts of this institution specially Mr. Manzoor Ali Awan, Consultant and expressed her thankfulness.

(ii) Grievance of Ms. Rida Fatima, student of BDS 2nd year of Karachi Medical & Dental College (KM&DC), affiliated with University of Karachi, regarding declaring her "Fail" due to alleged technical error of "OMR KEYS" was

redressed after intervention of Provincial Ombudsman. The University re-evaluated the answers of Pathology paper and resolved the issue within one and a half month.

(iii) On intervention of Ombudsman Sindh, Department of Criminology, University of Karachi, announced the withheld result of supplementary exam of Mr. Danish Junaid Khan and other students and redressed their grievances who expressed their satisfaction for prompt action.

(iv) Mr. Kamran Mansoor filed complaint regarding delay in issuance of his appointment order against deceased quota by the District Education Officer (Elementary, Secondary and Higher Secondary), District Korangi, Karachi. After protracted correspondence and hearings the appointment order was issued on 03.01.2022 and the complainant while confirming redressal of the grievance expressed his gratitudes.

(v) Mr. M. Masood Khan in his complaint against Sindh Workers Welfare Board, Karachi, alleged about delay in payment of dues under Jhez Grant in respect of marriage of his daughter. After intervention of Ombudsman Office, the Agency released Rupees One Hundred Thousand on account of Jhez Grant to the complainant who appeared before the Investigating Officer and confirmed redressal of his grievance.

(vi) On the complaint filed by M/s. National Police Foundation Security Services (Pvt) Ltd, Honourable Ombudsman Sindh directed the Managing Director SITE to handover physical possession of plot of the Foundation. In compliance, the Agency hand over physical possession of the plot to the complainant who confirmed the position and extended gratitude to the Honorable Ombudsman Sindh for doing justice in their case.

(vii) Mr. Shahid Hussain Ghumro, retired Assistant, a chronic patient of diabetes, blood pressure and cholesterol,

since last 23 years, in his complaint alleged that he submitted his medical claims duly countersigned by Medical Superintendent, Services Hospital, Karachi to Finance Department but it was pending. As a consequence of Ombudsman's timely intervention, the scrutiny process was expedited and his medical bills amounting to Rs.137,138/- and Rs.41,266/- were paid to him by Finance Department. The complainant appreciated the role of the Ombudsman for taking prompt action and providing speedy justice to him.

(viii) Mr. Aziz Ahmed and other residents in their joint complaint alleged that water supply pipes line of their mohalla in Mirpurkhas was damaged in the year 2017 and for its repair/replacement tenders were invited but work was not completed. After intervention of Ombudsman Sindh, the Agency accelerated pace of work, completed the same and resolved the matter once for all.

(ix) Mst. Safia Bano Wd/o. Muhammad Javed Siyal filed a complaint stating that her husband was constable in Excise & Taxation and Narcotics Department and died during service on 19.6.2006 but neither the pensionary benefits were granted nor appointment against deceased quota was made. After intervention of Ombudsman office, the Agency paid the dues amounting to Rs.11,94,673/- towards pension/commutation, G.P. Fund, Leave Encashment, Financial Assistance and Group Insurance to the widow & other legal heirs whereas payment of dues on account of Benevolent Fund is under process in Office of Deputy Commissioner, Korangi, Karachi. The appointment against deceased quota has also been approved by the Chief Secretary Sindh.

(x) The complainant Mr. Safdar Ali requested intervention of the Ombudsman Office in connection with issuance school leaving certificates of his children by the management of Qirat Smart School, Mirpurkhas, which were being denied on the lame excuses. Besides, inaction by authorities concerned of the Directorate of Private Institutions also alleged. On issuance of notices to parties concerned, School Leaving Certificates of children of the

complainant were delivered to him through Regional Director, Provincial Ombudsman's Regional Office, Mirpurkhas.

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- (xi) Mr. Muhammad Ali complained about non-availability of Doctors and improper health facilities at Taluka Hospital, Kot Ghulam Muhammad, District Mirpurkhas. The Ombudsman Sindh took cognizance of the complain and on his directives Regional Director, Mirpurkhas visited the Taluka Hospital, Kot Ghulam Muhammad and found that basic facilities viz; X-Ray machine, Dialysis machines & Medicines, etc, were available, however, there was acute shortage of doctors and para medical staff as only 12 doctors were posted against the sanctioned posts of 42 doctors. The Honourable Ombudsman Sindh directed the Secretary to Government of Sindh, Health Department to expedite and ensure posting of doctors / para medical staff at Taluka Hospital Kot Ghulam Muhammad, District Mirpurkhas.
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Syed Shafiq Muhammad Shah, Regional Director, Ghotki handed over cheque of Rs.300,000/- on account of financial assistance to Mst. Shamshad Wd/o. Abdul Rashid Maher, Ex-PST, GBPS Sajan Shaikh, Taluka and District Ghotki.



Mr. Nazir Ahmed Qidwai, Regional Director, Karachi Central handed over a cheque of service dues to a widow complainant.



Mr. Manzoor Ahmad Mughal, Regional Director, Thatta handed over cheque presented by the Agency on account of refund of amount of call deposit for the work done by the complainant.



Mr. Zahid Hussain, Regional Director, Jacobabad, presenting cheque produced by the Agency towards outstanding service dues to a widow complainant.

**GLIMPSES OF KHULI KATCHERIES/SITE INSPECTIONS BY THE
REGIONAL DIRECTORS ON DIRECTIVES OF HONOURABLE
OMBUDSMAN, SINDH.**





Mr. Abdul Wahab Memon, Regional Director, Hyderabad, held two seminars in collaboration with Human Rights Youth Organization Sindh on 09th March 2022 and 16th March, 2022 at Tando Muhammad Khan, for implementation of recommendation of study on the "Issue of Girls' Education in Sindh". The stakeholders were apprised of the importance of girls' education and its benefits to the family and society.



Mr. Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad (Nawabshah), attended the seminar organized by Legal Aid at Nawabshah on the topic "Ombudsman and Arbitration". The Regional Director briefed the participants about jurisdiction of Ombudsman Sindh and also replied queries of the audience.

FREQUENTLY ASKED QUESTIONS

► CHILDREN'S COMPLAINTS OFFICE ◀

Q. What is the objective behind establishing the Children's Complaints Office (CCO) at Provincial Ombudsman Sindh (POS)?

A. The CCO has been established by POS through a partnership with UNICEF to exclusively address Child rights issues relating to maladministration in any Provincial Govt. Agency.

Q. Why do we need a separate Children's Complaints Office?

A. Pakistan is a signatory to United Nations Convention on the rights of the Child which makes it legally incumbent upon Pakistan to comply with it and fulfill its responsibilities which include addressing the absence of a Children specific redress system and promotion and protection of Child rights.

Q. What types of complaints does the CCO entertain?

A. Complaints pertaining to maladministration regarding Children issue in all Sindh Government Departments / Agencies including Police, Prisons, Educational Institutions, Orphanages, Remand Homes and Hospitals, etc.

Q. How will the CCO benefit Children?

A. The CCO will play an important role in creating a child protective environment and provide a platform to address the Child Rights issues through research, advocacy and engagement with children and other stakeholders including NGOs.

Q. Can I lodge a complaint at the CCO?

A. Any Child or adult on behalf of a Child can lodge a written complaint either in person or through any mode of communication, including email, and online complaint, etc.

Q. What does the CCO promise to me, the complainant?

A. Free access to justice, patient hearing, result oriented intervention and speediness to any individual (till the age of 18) irrespective of his / her ethnicity, religion, cast or culture.

Q. Is the Ombudsman Sindh independent of executive?

A. Yes, it is independent under its organic law and functions according to the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).

Q. Can I file my complaint in Sindhi?

A. Yes, of course - in Sindhi, Urdu or English.

Q. What is my cost of filing a complaint in CCO?

A. The services offered by this office are free of cost to the complainants.

Q. As a complainant, do I need a lawyer?

A. No, you do not.

Q. What does this office promise to the executive arm of the government?

A. Rule of law, dispensation of inexpensive and speedy administrative justice, protection of legitimate government interests and judicious exercise of discretion.

Q. Which complaints are turned away by this office?

A. Those complaints which:

(i) have been previously admitted and processed.

(ii) are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudication before a court.

(iii) fall under the jurisdiction of other Ombudsmen.

Q. How long is the procedure of investigation and redress?

A. This office ventures to resolve cases within 90 days but the time frame is flexible depending on nature of the complaint.

Q. Is the Decision of the Ombudsman binding on the executive or the administrative machinery of the Province?

A. Yes, the Decision of the Ombudsman is binding thereupon.

Q. By seeking the assistance of the Ombudsman, do I lose my right to approach a court of law?

A. In the first place, if your case is pending in a court of law, your complaint shall not be entertained in this office. However, if you have sought the assistance of this office and are unsatisfied, you may always go to a court of law after withdrawing your complaint from this office.

Q. Can I lodge my complaint in the Head Office, Secretariat Provincial Ombudsman Sindh in Karachi?

A. Not necessarily. You may also lodge complaint in any Regional Offices of Provincial Ombudsman Sindh

PRESS CLIPPING



DAWN

Thursday March 17, 2022

1.3m owners waiting for motorbike number plates

By Aamir Shafiq Khan

KARACHI: Over 1.6 million people have been waiting for the number plates of their cars and motorcycles since 2016, said a report submitted to provincial ombudsman on Wednesday.

Out of 1.6m number plates, as many as 1.34m were of two-wheelers and around 300,000 of four-wheelers, including commercial and non-commercial vehicles.

Sindh Ombudsman Ajiaz Ali Khan had on March 8 issued suo motu notice over a Dawn's report about non-issuance of over 300,000 number plates since 2016 despite payment of requisite fee submitted to the excise and taxation department.

The ombudsman had issued directives to the excise and taxation secretary to submit a comprehensive report through its motor vehicle registration director on Wednesday.

Sources said that the ombudsman office had sought from the excise department year-wise details of pending number plates, district-wise data and what action or policy had been framed by the Sindh government for early issuance of the pending number plates.

It also sought a timeline for clearance of the backlog of the number plates.

On Wednesday, the excise officials filed a reply, but the ombudsman was not satisfied with it since it lacked the district-wise data and the policy to clear the backlog.

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