



ANNUAL REPORT | 2022

ہمارا عزم : انتظامی انصاف کی مفت اور فوری فراہمی

Our Mission: To Provide Prompt and Free Administrative Justice.

PROVINCIAL OMBUDSMAN SINDH PAKISTAN



OMBUDSMAN SINDH



ANNUAL REPORT 2022

Presented to Honourable Chief Minister, Sindh

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

إِنَّ اللَّهَ يَأْمُرُ
بِالْعَدْلِ وَالْإِحْسَانِ

(الْأَنْجَلِ - ٩٠)

اللّٰہ تم کو انصاف اور احسان کرنے کا حکم کرتا ہے۔

ALLAH COMMANDS YOU FOR
JUSTICE AND KINDNESS

ACKNOWLEDGEMENT

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The team gratefully acknowledges the guidance provided by
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in developing this report.

TABLE OF CONTENTS

S. No.	CHAPTER	PAGE No.
1.	Letter to the Honourable Chief Minister Sindh	17
2.	Provincial Ombudsman Sindh Offices Map	19
3.	Proformance Review	20
4.	Images & Reflections	31
5.	International Coverage of Activities and Decisions	39
6.	The Ombudsman Sindh Office (FAQs)	48
7.	Children's Complaints Office (FAQs)	49
8.	Letter from President, Hamdard Foundation Pakistan	50
9.	Letter from Registrar, ISRA University	51
10.	Letter from Vice Chancellor, University of Karachi	52
11.	Letter from Wafaqi Mohtasib Secretariat	53
12.	Analysis & policy recommendation relating to A.G. Sindh / District Accounts Offices	54
13.	Analysis Report on Revenue Department	57
14.	Analysis Report on Karachi Water & Sewerage Board	59
15.	Alternate Dispute Resolution (ADR)	62
16.	Children's Complaint Office (CCO) & Protection of Child Rights	65
17.	Office of the Ombudsman Sindh	67

TABLE OF CONTENTS

S. No.	CHAPTER	PAGE No.
18.	Analysis of implementation status on the recommendation of the study on “Issues of Girls’ Education in Sindh”.	70
19.	Research study on assessment of Malnutrition (Stunting) in District Tharparkar, Sindh	74
20.	Glimpses of the IOI events at New York, USA	77
21.	Glimpses of Achievements / Initiatives	78
22.	Glimpses of Seminars / Khuli Katcherries / Site visits	83
23.	Selected Decisions	86
24.	Success Stories	137
25.	Public Acknowledgements	157
26.	Press Coverage	180
27.	عام طور تي پچياوينڈر سوال چلدرین ڪمپلیننس آفيس	186
28.	عام طور تي پچياوينڈر سوال محتسب جي اداري ميں شکایت پیش کرن جو طریقو	187
29.	صوبائی محتسب سند جو ادارو- اغراض و مقاصد ۽ کارکردگي	189
30.	عام طور پر پوچھے جانے والے سوالات چلڈرنز ڪمپلیننس آفس	190
31.	عام طور پر پوچھے جانے والے سوالات محتسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے	191
32.	محتسب اور اخساب	194
33.	صوبائی محتسب ۔۔۔۔۔ ضرورت اور اہمیت	198



QUAID-E-AZAM MUHAMMAD ALI JINNAH
Founder of the Nation



MUHAMMAD KAMRAN KHAN TESSORI
Honourable Governor, Sindh



SYED MURAD ALI SHAH
Honourable Chief Minister, Sindh



AJAZ ALI KHAN
Provincial Ombudsman, Sindh



بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِيْمِ

Ajaz Ali Khan
Provincial Ombudsman
Sindh (Pakistan)

Dear *Chief Minister Sir*

السَّلَامُ عَلَيْكُمْ

It is my privilege to present the Annual Report for the year 2022 as required under Section 28 of the Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended upto date). The report reflects on the contributions made by this office for improving the institutional processes for expeditious delivery of administrative justice to citizens free of cost.

2. The Institution of Provincial Ombudsman Sindh provided relief to complainants, including but not limited to, widows/legal heirs of serving/retired employees in securing “Family Pension”, “Group Insurance”, “aid out of Benevolent Fund” and “Financial Assistance” which were being denied to the complainants due to maladministration. During the year under report the Investigation Officers have been advised and encouraged to hold “open katchery” at District Accounts Offices at regular intervals to redress the problems related to treasury offices this initiative helped to decide many pending cases.

3. Cyber crimes against children has become a special area of concern across the globe and Pakistan is no exception. In order to check this menace which involves manufacturing of child exploitation contents, its sharing and transmission, the Provincial Ombudsman in collaboration with the Federal Ombudsman established a “Working Group for Awareness Raising on Online Child Abuse”. The working group includes representatives of Home, Information, Education Departments, FIA and Sindh Child Protection Authority. The working group is effectively sharing public service messages in print, electronic and social media for the awareness of parents and children.

4. Another important aspect of the role of Ombudsman is to diagnose the systemic issues adversely effecting public policies and suggest appropriate measures for its improvement. The Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) provides under Section 9(3) for carrying out such studies. The Provincial Ombudsman Sindh has been actively pursuing it, last year one such study on “Issues of Girls Education in Sindh” was carried out by Sindh Education Foundation (SEF) under the auspices of this Secretariat from the International Ombudsman Institute’s Regional Subsidy Program. Presently the SE&LD and Reform Support Unit (RSU) are being followed by this Secretariat as well as Regional Directors for implementation of the said recommendations. The Regional Directors conducted Seminars and held meetings with concerned District Education Officers (DEOs), SEF and community for awareness of Girls Education and benefits to the family and society.



5. Again, this year we initiated a study in collaboration with International Ombudsman Institute's regional subsidy program on "Assessment of Malnutrition (Stunting) in District Tharparkar". Stunting is most crucial indicator of human capital development and is an irreversible phenomenon. It retards physical and cognitive growth of a child and leads to lower adult productivity. As per MICS 2018 the stunting rate of Sindh is 50% and 50.67% for Tharparkar as against 40.2% for Pakistan in NNS-2018. The study was initiated by R&T Wing of Planning & Development Department for the duration of 4 months i.e. 22 April' 22 to 23rd August'22.

6. During the period reported upon Provincial Ombudsman Sindh also participated in international events in USA and Azerbaijan. These visits highlighted the performance of Government of Sindh with regard to providing administrative justice to the people. The Provincial Ombudsman Sindh is also an elected Board Member of IOI Board of Directors and is proactively representing the initiatives of Government of Sindh at IOI - a forum includes representation of over 140 nations.

7. As apprised in the previous report one Advisor of this office continues to monitor implementation of the decisions of Provincial Ombudsman Sindh. This initiative has further strengthened Provincial Ombudsman Sindh as an institution working towards transparency in governance. Presently, Provincial Ombudsman Sindh is contemplating inclusion of the mandate of "Overseas Pakistanis" in the purview of its functions.

8. Provincial Ombudsman Sindh acknowledges the support of Government of Sindh for the efficient and effective performance of the functions by this office and welcomes any and all suggestions for furthering the cause of grievance redressal.

With Kind Regards,

Yours *Sincerely*

AJAZ ALI KHAN

Honourable Syed Murad Ali Shah
Chief Minister of Sindh,
Karachi.



Provincial Ombudsman Sindh Offices



■ POS Head Office + Regional Offices Karachi (Central, East and South)

Existing Regional Offices

- Karachi - Central
- Karachi - East
- Karachi - South
- Hyderabad
- Badin
- Mirpurkhas
- Dadu
- Sukkur
- Khairpur Mirs
- Shaheed Benazirabad (Nawabshah)
- Larkana
- Thatta
- Naushahro Feroze
- Jacobabad
- Tharparkar @ Mithi
- Ghotki @ Mirpur Mathelo



PERFORMANCE REVIEW



Performance Review

RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2022

Provincial Government Agencies	7,968
Federal Government Agencies	283
Total	8,251

ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES

Admitted for investigation u/s 10	3,049
Admitted for investigation (children related complaints)	94
Suo-Moto	06
Admitted U/s. 33	18
Forwarded to the Agencies for necessary action (including 02 children complaints)	1,604
Not entertained (Deferred/Anonymous/Pseudonymous)	1,284
Advised to approach the concerned higher authorities or await action by authorities	1,913
Total	7,968

NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Private matters.....	01
Service matters.....	205
No case of mal-administration	485
Subjudice	15
Anonymous/Pseudonymous	140
No personal grievance	03
Time barred	121
Advice Tendered	314
Total	1,284



AGENCY WISE COMPLAINTS DURING THE YEAR 2022

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1358
2	Revenue Department	1069
3	School Education & Literacy Department	988
4	Karachi Water & Sewerage Board	573
5	Karachi Metropolitan Corporation/DMCs	529
6	Local Government and Housing Town Planning Department	442
7	Sindh Building Control Authority	378
8	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	377
9	Health Department	324
10	Accountant General Sindh	306
11	Federal Government Agencies	283
12	Irrigation Department	209
13	Public Health Engineering and Rural Development Department	192
14	Karachi Development Authority	131
15	Universities & Boards Department (including all the Universities & Boards)	153
16	Hyderabad Development Authority	102
17	Works & Services Department	100
18	Agriculture, Supply & Prices Department	72
19	Excise, Taxation and Narcotics Department	70
20	Auqaf, Religious Affairs, Zakat & Ushr Department	64
21	College Education Department	53
22	Labour and Human Resources Department	53
23	Malir Development Authority	52
24	Cooperation Department	52
25	Sindh Public Service Commission	37
26	Industries & Commerce Department	32
27	Services, General Administration & Coordination Department	27
28	Prisons Department	22
29	Forest & Wildlife Department	20
30	Finance Department	19
31	Transport & Mass Transit Department	18
32	Home Department	18
33	Food Department	17
34	Live Stock & Fisheries Department	17
35	Enquiries & Anti-Corruption Establishment	16
36	Lyari Development Authority	13
37	Social Welfare Department	13
38	Environmental Climate Change and Costal Development Department	13
39	Sindh Employees Social Security Institution	11
40	Population & Welfare Department	9
41	Law and Parliamentary Affairs Department	8
42	Culture, Tourism and Antiquities Department	4
43	Mines & Mineral Department	2
44	Sports & Youth Affairs Department	2
45	Information & Archives Department	2
46	Information, Science & Technology Department	1
	TOTAL	8251



AGENCY WISE ADMITTED CASES DURING THE YEAR-2022

S.NO	NAME OF AGENCY	NO.OF CASES
1	Karachi Water & Sewerage Board	419
2	Karachi Metropolitan Corporation/DMCs	305
3	Revenue Department	296
4	Local Government and Housing Town Planning Department	279
5	School Education & Literacy Department	390
6	Accountant General Sindh	230
7	Police Department	175
8	Sindh Building Control Authority	157
9	Public Health Engineering and Rural Development Department	126
10	Health Department	116
11	Irrigation Department	110
12	Hyderabad Development Authority	92
13	Universities & Boards Department (including all the Universities & Boards)	110
14	Works & Services Department	54
15	Karachi Development Authority	45
16	Agriculture, Supply & Prices Department	37
17	Excise, Taxation and Narcotics Department	35
18	Labour and Human Resources Department	29
19	Cooperation Department	20
20	College Education Department	19
21	Malir Development Authority	17
22	Industries & Commerce Department	16
23	Home Department	13
24	Auqaf, Religious Affairs, Zakat & Ushr Department	9
25	Sindh Employees Social Security Institution	9
26	Food Department	8
27	Live Stock & Fisheries Department	6
28	Lyari Development Authority	5
29	Social Welfare Department	5
30	Population & Welfare Department	5
31	Environmental Climate Change and Costal Development Department	5
32	Finance Department	4
33	Transport & Mass Transit Department	4
34	Enquiries & Anti-Corruption Establishment	4
35	Prisons Department	3
36	Services, General Administration & Coordination Department	3
37	Forest & Wildlife Department	2
38	Culture, Tourism and Antiquities Department	1
39	Sports & Youth Affairs Department	1
40	Sindh Public Service Commission	1
41	Information, Science & Technology Department	1
42	Information & Archives Department	1
Total		3,167



AGENCY WISE DECISION DURING THE YEAR 2022

S.NO	NAME OF AGENCY	TOTAL
1	Police Department	297
2	School Education & Literacy Department	295
3	Revenue Department	258
4	Karachi Water and Sewerage Board	254
5	Local Government and Housing Town Planning Department	251
6	Karachi Metropolitan Corporation / DMCs	208
7	Sindh Building Control Authority	168
8	Malir Development Authority	125
9	Accountant General Sindh	108
10	Irrigation Department	106
11	Health Department	86
12	Karachi Development Authority	60
13	Works & Services Department	59
14	School Education Department	46
15	Public Health Engineering and Rural Development Department	46
16	Hyderabad Development Authority	43
17	Finance Department	31
18	Agriculture, Supply & Prices Department	26
19	Excise, Taxation and Narcotics Department	25
20	Cooperation Department	24
21	Universities & Boards Department (including all the Universities & Boards)	22
22	Auqaf, Religious Affairs, Zakat & Ushr Department	16
23	Industries & Commerce Department	16
24	Education Works	15
25	University of Karachi	15
26	Food Department	14
27	Sindh Employees Social Security Institution	10
28	Information & Archives Department	8
29	Transport & Mass Transit Department	7
30	Population & Welfare Department	7
31	Enquiries & Anti-Corruption Establishment	7
32	Labour and Human Resources Department	6
33	Social Welfare Department	6
34	Services, General Administration & Coordination Department	6
35	Forest & Wildlife Department	6
36	Home Department	6
37	College Education Department	5
38	Live Stock & Fisheries Department	5
39	Lyari Development Authority	5
40	Culture, Tourism and Antiquities Department	5
41	Environmental Climate Change and Costal Development Department	4
42	Information, Science & Technology Department	4
43	Prisons Department	3
44	Sindh Public Service Commission	3
45	Sports & Youth Affairs Department	3
46	Law and Parliamentary Affairs Department	1
47	Mines & Mineral Department	1
TOTAL		2722 *

* Relief, Rejected, Non Prosecution



DETAILS OF REPRESENTATION TO GOVERNOR

	Jan to Dec. 2022	Oct. 1991 to Dec. 2022
Representations received	12	715
Representations decided (including carry forward from previous years)	15	712
Accepted	5	80
Upheld the Decision	10	632
Pending with Governor Sectt.	Nil	3



AGENCY WISE CHILDREN COMPLAINTS (SEPTEMBER-2009 TO DECEMBER-2022)

S. No.	NAME OF AGENCY	TOTAL
1	School Education & Literacy Department	753
2	Police Department	113
3	Health Department	25
4	Revenue Department	7
5	Works & Services Department	11
6	Karachi Metropolitan Corporation	15
7	Irrigation Department	1
8	Local Government Department	5
9	Labour Department	1
10	Public Health Engineering Department	1
11	Karachi Water & Sewerage Board	6
12	Excise & Taxation Department	3
13	Auqaf, Religious Affairs, Zakat & Ushr Department	7
14	Karachi Development Authority	2
15	Malir Development Authority	1
16	Hyderabad Development Authority	1
17	Sindh Building Control Authority	1
18	Federal Government Agency	1
	TOTAL	★ 954

★ Admitted - 807
Decided - 698



CHILDREN COMPLAINTS REGION-WISE 2009 TO 2022

S.No	NAME OF REGION	NUMBER OF COMPLAINTS
1	Headquarter	317
2	Shaheed Benazirabad (Nawabshah)	89
3	Hyderabad	87
4	Mirpurkhas	76
5	Larkana	52
6	Karachi East	37
7	Karachi Central	35
8	Khairpur Mirs	36
9	Jacobabad	43
10	Naushahro Feroze	32
11	Thatta	23
12	Badin	22
13	Dadu	35
14	Sukkur	24
15	Ghotki @ Mirpur Mathelo	24
16	Tharpurkar @ Mithi	13
17	Karachi South	9
TOTAL		954



AGENCY WISE COMPLAINTS UP TO THE YEAR 2022

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	35,514
2	School Education & Literacy Department	27,624
3	Local Government and Housing Town Planning Department	21,010
4	Federal Government Agencies	19,871
5	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	19,677
6	Revenue Department	16,928
7	Karachi Metropolitan Corporation/DMCs	11,624
8	Irrigation Department	11,516
9	Health Department	6,469
10	Karachi Development Authority	6,332
11	Works & Services Department	5,098
12	Sindh Building Control Authority	4,396
13	Karachi Water & Sewerage Board	3,720
14	Accountant General Sindh	3,350
15	Auqaf, Religious Affairs, Zakat & Ushr Department	2,608
16	Agriculture, Supply & Prices Department	2,419
17	Labour and Human Resources Department	2,109
18	Services, General Administration & Coordination Department	2,020
19	Excise, Taxation and Narcotics Department	1,696
20	Food Department	1,330
21	Industries & Commerce Department	1,282
22	Forest and Wildlife Department	1,250
23	Malir Development Authority	1,237
24	Finance Department	1,065
25	Social Welfare Department	848
26	Public Health Engineering and Rural Development Department	743
27	Population & Welfare Department	692
28	Home Department	553
29	Cooperation Department	546
30	Hyderabad Development Authority	343
31	Lyari Development Authority	331
32	Sindh Employees Social Security Institution	314
33	Transport & Mass Transit Department	311
34	Live Stock & Fisheries Department	309
35	Culture, Tourism and Antiquities Department	297
36	Sindh Public Service Commission	225
37	Environmental Climate Change and Costal Development Department	207
38	Enquiries & Anti-Corruption Establishment	204
39	Information & Archives Department	143
40	Law and Parliamentary Affairs Department	142
41	Universities and Boards Department (including all the Universities and Boards)	169
42	Sports & Youth Affairs Department	59
43	College Education Department	53
44	Information, Science & Technology Department	40
45	Mines & Mineral Department	24
46	Prisons Department	22
TOTAL		216,720



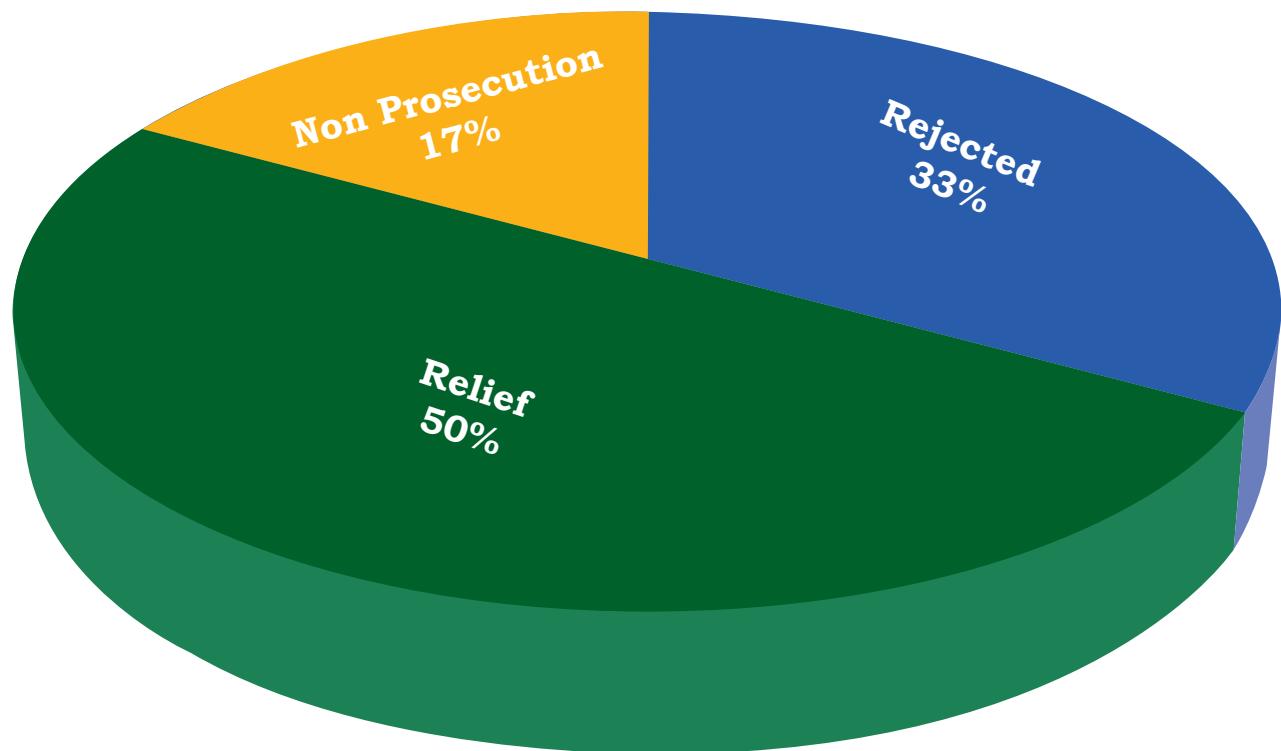
AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2022

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	10,227
2	School Education & Literacy Department	10,226
3	Local Government and Housing Town Planning Department	9,605
4	Revenue Department	7,369
5	Karachi Metropolitan Corporation /DMCs	6,704
6	Irrigation Department	4,228
7	Karachi Development Authority	3,447
8	Karachi Water and Sewerage Board	3,419
9	Works & Services Department	2,081
10	Health Department	1,914
11	Auqaf, Religious Affairs, Zakat & Ushr Department	1,625
12	Sindh Building Control Authority	1,574
13	Accountant General Sindh	1,558
14	Labour and Human Resources Department	1,092
15	Agriculture, Supply & Prices Department	855
16	Malir Development Authority	674
17	Industries & Commerce Department	556
18	Excise, Taxation and Narcotics Department	555
19	Public Health Engineering and Rural Development Department	495
20	Services, General Administration & Coordination Department	490
21	Food Department	473
22	Finance Department	442
23	Hyderabad Development Authority	324
24	Cooperation Department	295
25	Home Department	225
26	Forest & Wildlife Department	215
27	Sindh Employees Social Security Institution	191
28	Social Welfare Department	186
29	Lyari Development Authority	166
30	Transport & Mass Transit Department	150
31	Population & Welfare Department	90
32	Culture, Tourism and Antiquities Department	86
33	Universities and Boards Department (including all the Universities and Boards)	110
34	Enquiries & Anti Corruption Establishment Sindh	76
35	Environmental Climate Change and Costal Development Department	72
36	Live Stock & Fisheries Department	66
37	Sindh Public Service Commission	55
38	Information & Archives Department	34
39	Law and Parliamentary Affairs Department	27
40	Sports & Youth Affairs Department	21
41	Information, Science & Technology Department	21
42	College Education Department	19
43	Mines & Mineral Department	10
44	Prisons Department	3
TOTAL		72,051



DECISIONS TAKEN DURING THE PERIOD FROM JANUARY TO DECEMBER 2022

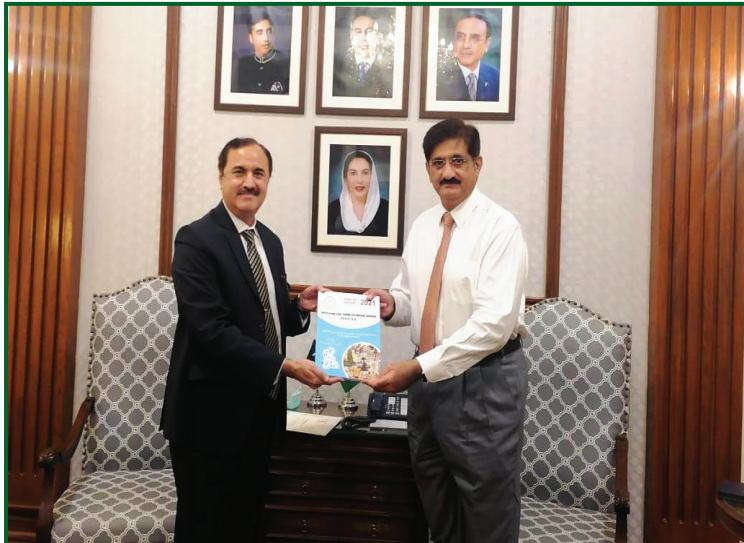
Total	Relief	Rejected	Non Prosecution
2,722	1,367	901	454





**IMAGES
&
REFLECTIONS**

Images & Reflections



Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh presented Annual Report, 2021 of the institution to Honourable Chief Minister Sindh Syed Murad Ali Shah.

The Honourable Chief Minister Sindh appreciated the efforts made by the Ombudsman Sindh to provide relief to the masses of the Province of Sindh at their door step and expected that such efforts will mitigate the suffering of the people and speedy administrative justice to be disbursed to the people of the Province of Sindh.



Honourable Ombudsman Sindh, Mr. Ajaz Ali Khan, presented Annual Report 2021 of the institution to the newly appointed Honourable Governor Sindh, Mr. Kamran Khan Tessori. The Report highlights the performance, achievements and progress of the office of the Provincial Ombudsman Sindh during the year 2021. The Honourable Governor Sindh expressed that with the expansion of Regional Offices administrative justice would be available at the door step of general public.



Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh presented study report on "Assessment of Malnutrition (Stunting) in District Tharparkar" on 08.12.2022 to Chief Minister, Sindh Syed Murad Ali Shah. The key objectives of the study were to carry out in-depth analysis of the nutrition-specific programs in last five years in Tharparkar along with nutrition indicators, the dynamics of strengths, weaknesses, opportunities and threats (S.W.O.T) in the nutrition landscape to offer prescriptions for the improvement of nutrition outcomes in Sindh. The study was carried out by R&T Wing of P&D Board from the Regional subsidy of International Ombudsman Institute.

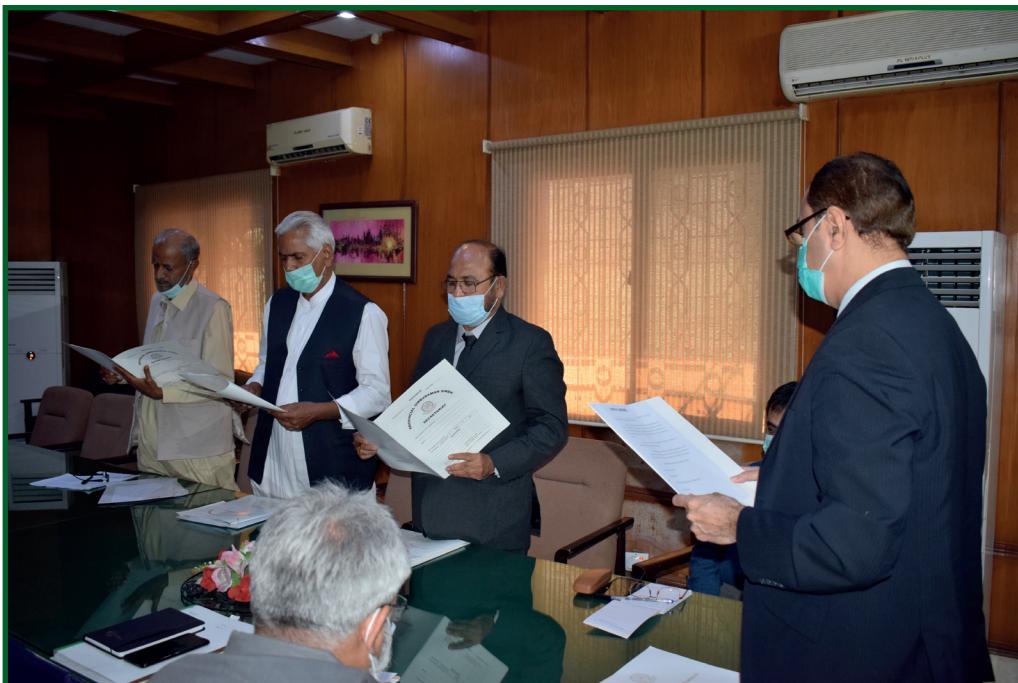
The Chief Minister Sindh appreciated the efforts made by Ombudsman Sindh and has consented for launching ceremony in C.M. House, Karachi.



Images & Reflections



The Honorable Ombudsman Sindh chairing the meeting to review the progress of development schemes of Regional Offices.



Honorable Sindh Mr. Ajaz Ali Khan administered Oath to newly appointed Consultants / Regional Directors Ghotki, Naushahro Feroz and Sukkur.

Images & Reflections



Mr. Ajaz Ali Khan, Ombudsman Sindh, handed over registered lease documents of land pending for last seven years for registration with Sub-Registrar, Landhi to Mr. Nazim Haji, Vice Chairman, M/s. Infaq Foundation.



Hon'ble Ombudsman Mr. Ajaz Ali Khan presented cheque of Rs. 4.73 million furnished by the Agency to Mr. Fahad Hussain Khowaja of M/s. The Eminent Architects for work done in the office of AIG Police Welfare, Sindh, Karachi.



Images & Reflections



Hon'ble Ombudsman, Sindh presented Momento as well as Ajrak / Sindhi Topi during farewell of Syed Farrukh Habib on his retirement as Director General on 24 June 2022.



Hon'ble Ombudsman Sindh presented gift to Mr. Muhammad Noor Alam, Deputy Director on the occasion of his retirement from service.

Images & Reflections



Hon'ble Ombudsman Sindh presented gift to Mr. Muhammad Yousuf, Qasid, on the occasion of his retirement from service.



Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh/Member, National Council of Pakistan Boys Scouts Association (PBSA) Visited the Headquarter of PBSA.



Images & Reflections



The Assistant Registrar(s), Secretariat Provincial Ombudsman Sindh presented traditional Turban and Shield to Honorable Ombudsman Sindh.



Mr. Zamir Ahmed Khan Regional Director, Karachi East handed over cheque of Rs. 415,036/- to the complainant presented by the LDA on occasion of clearance of liabilities.

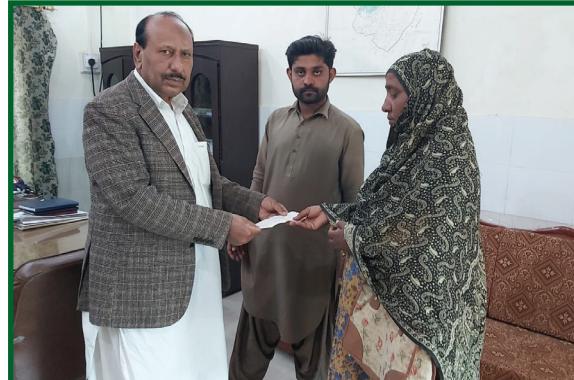


Syed Maqsood Haider, Regional Director, Karachi South handed over cheques of Rs. 5.113 Million towards service dues to the complainant Mr. Abbas Khalid, presented by the Fisherman's Cooperative Society, Karachi.

Images & Reflections



Prof. (Rtd) Liaquat Ali Khawaja & two Other professors receiving their service dues of Rs. 25,000,000/- (Rupees Twenty Five Million) towards LPR, GP Fund, Commutation and arrears of residual pension presented by the D.A.O Jacobabad after intervention of Ombudsman office.



Syed Shafi 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 D.A.O Shaikh, Taluka and District Ghotki.



Prof. Rtd. Atibar Ali Abbasi, received two cheques total amounting to Rs. 10,68,218/- on account of arrears / difference of his pension presented by Director Finance, Mehran University of Engineering and Technology Jamshoro.



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



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 27.07.2022



PAKISTAN | Ombudsman Sindh presents Annual Report 2021 to Chief Minister Sindh

Mr. Ajaz Ali Khan, Hon'ble Ombudsman Sindh, Pakistan, presented the Annual Report 2021 of the Institution to the Honourable Chief Minister Sindh, Syed Murad Ali Shah, on 21st July, 2022. The Report highlighted the performance, achievements and progress during the year 2021, Honourable Ombudsman apprised the Chief Minister Sindh that during this period total 7113 complaints were received, out of which 2129 were admitted. This includes, 87 complaints relating to Children issues, 04 Suo Moto and 04 cases under section 33 of the Act providing for informal conciliation/amicable resolution of disputes. The remaining 1571 were not entertained being Pseudonymous and frivolous. However, 1005 complaints were forwarded to the government Agencies for necessary action as per law. During this period 5,744 complaints were disposed off including huge backlog of very old and dormant cases. These statistics demonstrate growth of the Institution and public trust and confidence in the Ombudsman Office.



Mr. Ajaz Ali Khan presents the Annual Report to Syed Murad Ali Shah, honourable Chief Minister

Chief Minister Sindh appreciated the efforts made by the Provincial Ombudsman in providing administrative justice to the people of Sindh, especially to the remote areas of the province, without incurring financial encumbrance. He assured his support to the Institution in providing prompt and inexpensive justice to the underprivileged and vulnerable segment of society.





INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 23.11.2022



PAKISTAN | Ombudsman Sindh presents Annual Report 2021 to Governor.

Hon. Ombudsman Sindh, Mr. Ajaz Ali Khan, presented the Annual Report 2021 of the institution to the newly appointed Honourable Governor Sindh, Mr. Kamran Khan Tessori.

The Report highlights the performance, achievements and progress of the office of the Provincial Ombudsman Sindh during the year 2021. Hon. Ombudsman Khan apprised the Governor Sindh that during this period a total of 7,113 complaints were received, out of which 2,129 were admitted.

This includes, 87 complaints relating to children issues, four *Suo Moto* cases and four cases under section 33 of the Act providing for informal conciliation/amicable resolution of disputes. The remaining 1,571 were not entertained being pseudonymous and frivolous.

However, 1,005 complaints were forwarded to government agencies for necessary action as per law. During this period, 5,744 complaints were disposed off including carried forward cases. These statistics demonstrate the growth of the institution and the public trust and confidence in the Ombudsman office.

Governor Sindh appreciated the efforts made by the Provincial Ombudsman in providing administrative justice to the people of Sindh, especially to the remote areas of the province without incurring financial cost. He assured his support to the Institution in providing prompt and inexpensive justice to the underprivileged and vulnerable segment of society.



Hon. Ombudsman Sindh (right) presents Annual Report to Hon. Governor Sindh (left)



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 13.10.2022



PAKISTAN | Provincial Ombudsman Sindh gets payment of pensionary dues of RS. 1,719,425

A retired Government Employee approached the Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan, with the complaint that the Chief Municipal Officer, Municipal Committee, Khairpur was not paying pension and other service dues and delaying the matter on one pretext or the other.

To redress the grievance of the complainant Ombudsman Sindh issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of Ombudsman's timely intervention the scrutiny process was expedited by the agency and entire outstanding pension and commutation dues amounting to Rs. 1,729,425/- were paid to the retired government servant.

The complainant appreciated the role of the Ombudsman for taking prompt action and providing speedy justice to him.





INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 26.04.2022



PAKISTAN | Study on issues of girls' education - Ombudsman Sindh calls for implementation of recommendations

Sindh Education & Literacy Department (SE&LD) is being vigorously persuaded by the Secretariat Provincial Ombudsman Sindh (POS) on the implementation of the study on the "issues of girl's education in sindh".

The main findings of the Study conducted by Sindh Education Foundation (SEF) on initiative of POS from the Regional subsidy of International Ombudsman Institute (IOI) for the year 2018-19 were limited accessibility of girls to post primary schools, non-availability of female teachers in the schools, poor quality education, lack of functional and secure washroom and the boundary walls etc. The recommendations were mainly to provide incentives to increase girls' education, awareness to all the stakeholders on the importance of girls' education, gender balance and reviewing policies from gender perspective and analysis of the intervention undertaken for increasing girls enrolment to gauge their effectiveness.



Issues of Girl's Education in Sindh

The Study was launched by the Chief Minister Sindh who fully agreed with all the recommendations with special emphasis on mothers to lead the School Management Committees (SMCs) and involving the local administration at all levels to ensure proper functioning of girls schools in their areas and to retain girls in school and also bring back to school.

The SE&LD is being vigorously persuaded by the Provincial Ombudsman Secretariat for implementation of the recommendations and SE&LD has made headway by issuing a notification for female (mother) heading the SMC, the already notified out of school enrollment committees at Divisional, District & Taluka level have been made active to assist and monitor efforts of the SE&LD, GoS, for universal enrollment of out of school children.

Cont..... Next Page



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



An out of school children Emergency Center established in Reform Support Unit (RSU) has become active and started working on awareness, upgraded 54 Primary Girls School into Elementary Schools of rural areas in Sindh with JICA assistance, localized recruitment is being done to avoid transport problems for female teachers, operationalization of Non-Formal Education in 5 districts with the highest out of school children (OOSC) in Sindh at Umerkot, Mirpurkhas, Tharparkar, Jacobabad and Kashmore to enroll 90,000 children through opening of 3000 NFE Centers, SEF signed an MOU to establish 50 centers, having enrolment of 1800 girls at post primary level in the most challenging areas of Shikarpur through Adult and Adolescent Program (AALTP).

The Secretariat POS is in constant touch with SE&LD to expedite action on the implementation of recommendations and also involved its Regional Directors in School Enrolment Committees at all level and to conduct awareness on importance of girls' education with all stakeholders. Ombudsman





INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 14.12.2022



PAKISTAN | Provincial Ombudsman Sindh initiated a research study on "Assessment of malnutrition (stunting) in district Tharparkar"

Education and Health, being basic human rights and ensuring improved service delivery to the people, fall within the domain of Ombudsman Sindh. The Provincial Ombudsman Sindh initiated a research study on "Assessment of Malnutrition (Stunting) in District Tharparkar". The study is funded by the IOI under the Regional Subsidy Programme 2021/2022. It is worth mentioning that access to food and nutrition is fundamental right to Pakistani citizens as enshrined in Article 38-D of the country's constitution which states that " The State shall provide basic necessities of life, such as food, clothing, housing, education and medical relief.

The key objectives of the study were to depict the nutrition-specific programs in the last five years in Tharparkar along with nutrition indicators, the dynamics of strengths, weaknesses, opportunities, and threats (SWOT) in the nutrition landscape to offer prescriptions for the improvement of nutrition outcomes in Sindh. The study hinged mainly on desk research consisting of secondary data from local and global literature, reports, and surveys. However, primary data from in-depth key informant interviews and focus-group discussions with key stakeholders in Tharparkar has also been gathered and analysed. The report discusses key findings on the status of malnutrition, especially stunting, in particular. Towards the end, based on the key findings, actionable recommendations have been given to improve service delivery and nutrition outcomes in Tharparkar.

The key findings and recommendation of the research study are following:

FINDINGS

- The first and foremost issue in Tharparkar is the persistent poverty.
- Lack of clean drinking water was cited as major reason for the poor nutrition of Thar community.

Cont..... Next Page



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



- Seasonal migration, nomadic lifestyle, and scattered population makes service provision a problem.
- Early marriages and low/poor birth spacing another problem that perpetuates the malnutrition vicious cycle.
- The widespread presence of NGOs in Tharparkar can be better harnessed through effective coordination.
- Lack of connectivity / transportation cost was often cited as a binding constraint that inhibits health service utilization, especially for females.
- The healthcare staff perspective, the major issue was termed as the lack of human resources to cater to the local population. Shortage of doctors and allied staff often meant that the existing pool of human resources was overburdened.
- The widespread presence of NGOs in Tharparkar can be better harnessed through effective coordination.

RECOMMENDATIONS

- One of major cross-cutting issues that need to be addressed in the region of Tharparkar is “Overall Poverty”.
- Impactful interventions implemented in one Taluka should be replicated across all Talukas of District Tharparkar.
- Provincial steering Committee for Nutrition headed by Chairman P&D Board, is tasked to provide policy-level, support and strategic oversight to the nutrition-related interventions across Sindh, including Tharparkar.
- ‘Conditional Cash Transfers’ might be an effective tool for reducing stunting.
- The number of Nutrition Stabilization Centers can be expanded to all the Talukas of Tharparkar.
- Provision of clean drinking water for the community must be ensured by developing water-supply schemes with effective operations & maintenance mechanisms for sustainability.
- Local cost-effective solutions, like high nutritious value recipes from local ingredients, must be sought for context-specific prescriptions.



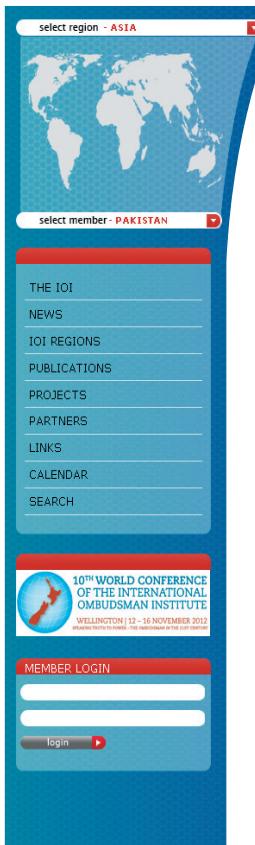


INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 07.12.2022



PAKISTAN | Illegal business of acid and nickel polish in residential area removed on the intervention of the Provincial Ombudsman Sindh.

A complaint was filed against illegal business of acid & nickel polish by some private persons in residential compound of City Survey No.115/8 Qazi Abdul Qayoom Road, Hyderabad without any NOC/License of the relevant agency. The home based unit was operating with huge quantity of chemicals i.e. Sulphate, Boric Acid, ZincSulphate by mixing and forming alloy of chemical named nickel chrome. The used material was drained through sewerage system of the area in violation of section-11 of Sindh Environmental Protection Act-2014 and creating environmental hazard for the residents.

On taking up the issue with Deputy Director (Tech), Environmental Protection Agency by Regional Director, Provincial Ombudsman Sindh Regional Office, Hyderabad, the owner of the factory stopped the business in one month and the residence of the area were saved from the environmental hazard.





INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



Dated: 04.07.2022



PAKISTAN | Implementation of recommendations of study on issues of girls' education in Sindh

In light of the recommendations of study on "Issues of Girl's Education in Sindh" conducted in collaboration with IOI Regional Subsidy 2018/19, Regional Directors of Secretariat Provincial Ombudsman Sindh were advised to take action in accordance with the recommendations pertaining to "Community Awareness". As a follow up, the Regional Director, Hyderabad arranged a Seminar on 02.06.2022 for implementation of recommendations of study on "Issues of Girls' Education in Sindh" attended by the District Education Officer, (Elem: Sec:; Higher Secondary & Primary) Hyderabad, Director Schools, Hyderabad Region, Taluka Education Officer (ESHS) Male, City Hyderabad, Sindh Education Foundation (SEF), Human Rights Youth Organization, District Peace Committee, Hyderabad and Mehran Journalist Association, etc.

The participants discussed the Girls' education and the benefits it brings to the family and society as a whole; importance of education particularly girls from a religious perspective; and awareness about existing legislation and the rights accruing there of to women.



Seminar on study about issues of girls' education in Sindh



Frequently Asked Questions

THE OMBUDSMAN SINDH OFFICE

Q. What is the objective behind establishing the office of the Provincial Ombudsman Sindh?

A. To provide a source of redress to aggrieved parties who have complaints about maladministration within the province.

Q. Is the Ombudsman Sindh independent of the Executive?

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

Q. What types of complaints does the Ombudsman Sindh deal with?

A. Complaints pertaining to maladministration in all government departments, except those dealt with by the Federal Ombudsman or specialized Ombudsmen-such as the Tax Ombudsman, Insurance Ombudsman, Banking Ombudsman and Provincial Omdudsman for protection against Harrassment of women at work place.

Q. Can I lodge a complaint with the Ombudsman?

A. Anyone can lodge a signed complaint in this office on a plain piece of paper. Please do not affix any stamp. Anonymous and pseudonymous complaints are not entertained.

Q. Will my complaint be admitted by this office?

A. Yes, if accompanied with
(i) a copy of your (the complainant's) Computerized National Identity Card (CNIC), and
(ii) an Affidavit in a printed proforma (available free of cost in our Head Office and Regional Offices Website).

Q. Can I file my complaint in Sindhi?

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

Q. What is the cost filing a complaint in the office of the Ombudsman?

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 me, the complainant?

A. Free access to justice, patient hearing, result-oriented intervention, speediness and implementation of the Ombudsman's Decision.

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 adjudicate before a court.
(iii) fall under the jurisdiction of other Ombudsmen.
(iv) are time-barred.

Q. What is meant by time-barred?

A. If a complaint is filed longer than three (3) months after the alleged mal-administration, it is considered time-barred.

Q. Are there any exception to time-limit?

A. Yes, at the Ombudsman's discretion, certain cases under special circumstances may still be admitted.

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

A. This Office ventures to resolve cases within two (2) to (3) months, but the timeframe is flexible depending on the case.

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. What can I do, if I am unhappy with the Ombudsman Decision?

A. Should you feel that the Decision is unjust, you may, within thirty days of the said Decision, make representation to the Hon'ble Governor Sindh, who may direct a review, if he deems fit.

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 but unsatisfied, you may always go to a Court of Law after withdrawing your complaint from this Office.

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

A. Not necessarily. You may also file complain in one of our Regional Offices.



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 to exclusively address Childs rights issue relating to maladministration in any Provincial Government Agency.
- Q. Why do we need a separate the 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 upto 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:
- have been previously admitted and processed.
 - are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudication before a court.
 - 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 complain in any of our Regional Offices.



سعدیہ راشد
SADIA RASHID

President
Hamdard Foundation Pakistan

Hamdard Foundation Pakistan
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16th Floor, Bahria Town Tower, Tariq Road
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August 19, 2022

Mr. Ali H. Malik
Secretary
Provincial Ombudsman (Sindh) Secretariat
Shahrah-e-Kamal Ataturk
Karachi

Dear Mr. Malik,

السلام عليكم ورحمة الله وبركاته

Thank you and also please convey thanks to the Honourable Ombudsman for sending me the Annual Report 2021.

As always, this was interesting. The Ombudsman's team deserves congratulations for helping to bring justice to people who have been facing problems for a long time, and having no redressal for their wrongs, till they came to your office.

I see that many cases are taken on by you, but some are not. I can only hope and pray – and beg you – that more of those rejected will be or considered. You were, after all their last hope and resort.

Sincerely
Sadia Rashid

Sadia Rashid



ISRA UNIVERSITY

Office of the Registrar

IU/REG/CMIN/2022/1459
August 05, 2022

Ali H. Malik (PAS)
Secretary
Secretariat Provincial Ombudsman (Mohtasib)
Shahrah e Kamal Ataturk, Opp Sindh Secretariat
Karachi

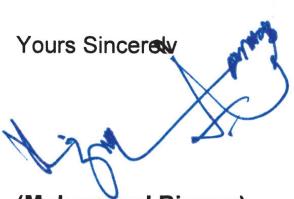
Subject: Annual report of Provincial Ombudsman for the year 2021.

Dear Sir,

Reference to letter No. POS/Coord/A.Report-21/2022 dated 3-8-2022, on the subject stated above.

I am directed to acknowledge with thanks your referred letter and to inform you that the Vice Chancellor (Prof. Dr. Nazir Ashraf Laghari) Isra University has been pleased to give his excellence remarks on publishing the annual report of Provincial Ombudsman for the year 2021. He has also appreciated the efforts of the Provincial Ombudsman to bring the report in public. The annual report is very much informative and covers useful information to promotes wider understanding of the role of this institution.

With regards,

Yours Sincerely

(Muhammad Rizwan)
Additional Registrar

Cc.
Office of the Vice Chancellor



No. 0-262/2022-166



Office of the Vice Chancellor, University of Karachi

Karachi - 75270, Pakistan

Prof. Dr. Khalid Mahmood Iraqi

Vice Chancellor

August 16, 2022

Mr. Ali H. Malik

PAS

Secretary

Secretariat Provincial Ombudsman Sindh

Karachi.

I am in receipt of your letter dated 3th August 2022 along with a copy of the Annual Report of Provincial Ombudsman, Sindh for the year 2021. I would like to mention here that the Provincial Ombudsman Sindh has been providing inexpensive and quick justice to the people of Sindh.

I thankfully acknowledge the receipt of the report. I am sure that the Annual Report will help the people in resolving their problems.

Sincerely,

Prof. Dr. Khalid Mahmood Iraqi



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

36-Constitution Avenue, G-5/2, Islamabad

Phone No. 051-9215974, Fax No: 051-9217224

No. 2/PSO/HWM/2022

Dear Sir,

12th August, 2022

I am desired by the Hon'ble Wafaqi Mohtasib to thank you for your letter of 3rd August, 2022, addressed to the Hon'ble Wafaqi Mohtasib, forwarding therewith Annual Report of the Provincial Ombudsman, Sindh for the year, 2021.

2. The Hon'ble Wafaqi Mohtasib has appreciated the report, especially the efforts made by the Hon'ble Provincial Ombudsman, Sindh in expeditiously resolving the public complaints, bringing more transparency in governance, improving service delivery of the concerned agencies during the COVID-19 pandemic; and the recommendations formulated for the purpose of promotion of education in the province.

With regards,

Yours sincerely,

(Syed Qamar Mustafa Shah)
Associate Advisor / PSO

Mr. Ali H. Malik,
Secretary,
Provincial Ombudsman Sindh's Secretariat,
Islamabad.



ANALYSIS AND POLICY RECOMMENDATION RELATING TO A.G. SINDH / DISTRICT ACCOUNTS OFFICES

By Ghulam Abid Shaikh

In all 38 complaints were received in this Section against A.G. Sindh (23) and District Accounts Officers (15) in Sindh. These complaints were filed by retirees, pensioners and their widows regarding their following grievances.

- i) Delay in sanction of pension*
- ii) Delay in restoration of commuted portion of their pensions.*
- iii) Delay in transfer of family pension to widows & their legal heirs.*
- iv) Delay in payment of arrears of pension.*
- v) and delay in payment of G.P Fund*

2. After admitting these complaints under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended upto date), the reports were called from A.G. Sindh & respective DAO's regarding the allegations of the complainants. While the response of the A.G's office was invariably prompt and positive, the reports of DAO's were delayed by them, however with our constant persuasion their replies were received and ultimately the grievances of complainants were redressed. One of the main hurdle in transfer of family pension to widows was their personal appearance in the A.G's Office for personal verification which is now waived off and as a consequence, those widows living in far flung areas are now required to appear before the respective DAO's, therefore, the disposal of their complaints is expedited.

3. Some cases which were resolved by A.G. Sindh and DAO's are enumerated below:

- i. **ALLEGED DELAY IN PAYMENT OF FAMILY PENSION TO THE COMPLAINANT MST. NASIM AKHTAR SISTER OF LATE GULISTAN, EX - CHOWKIDAR OF JINNAH POST GRADUATE MEDICAL CENTER BY A.G. SINDH.**

Mst. Nasim Akhtar sister of late Gulistan, Ex-Chowkidar of Jinnah Post Graduate Medical Center, Karachi r/o District Chakwal filed a complaint against A.G. Sindh regarding alleged delay in payment of family pension in her favour for the period from 14.06.2018 to 31.07.2021. After admitting the complaints the matter was taken up A.G. Sindh requesting him for finalization of her case. In response, the Accounts Officer (Pension), Office of A.G. Sindh intimated that the incident of death of her brother was not communicated to A.G's office in time resulting in an over release of pension amounting to Rs.557,935/- in the bank account of her deceased brother out of which Rs.35,868/- have been refunded and the remaining amount of Rs.522,067/- is required to be deposited in Sindh Government's treasury enabling to release the arrears of Rs.460,076/- to her. In pursuance to that, she may be advised to deposit required amount in Sindh Govt. Treasury which was done by her and confirmed by Chief



Manager, NBP, Chakwal that extra pension credited in her account has been refunded through Demand Draft in favour of Accounts Officer Sindh. Later on, with the efforts of this office arrears of family pension for the period from 14.06.2018 to 31.07.2021 amounting to **Rs.339,641/-** were also transferred in her bank account.

- ii. **ALLEGED DELAY IN TRANSFER OF FAMILY PENSION TO THE COMPLAINANT MST. GHULAM RUQIA WD/O. LATE MUHAMMAD HUSSAIN, RETIRED SINDH POLICE CONSTABLE BY A.G, SINDH.**

Mst. Ghulam Ruqia wd/o. late Muhammad Hussain, retired Sindh Police Constable r/o. Tehsil Kalarkahar, District Chakwal filed a complaint against A.G. Sindh regarding alleged delay in transfer of family pension in her favour after the death of her husband. After admitting the complaints the matter was taken up A.G. Sindh requesting him for finalization of her case. In response, the Accounts Officer (Pension), Office of A.G, Sindh intimated that she may be advised to appear before DAO, Chakwal for physical verification. After completion of the required verification, the family pension was transferred in her favour. Later on after persuasion by this office with Finance Department and A.G. Sindh she received her arrears amounting to Rs.88,213/-.

- iii. **ALLEGED DELAY IN PAYMENT OF FAMILY PENSION TO THE COMPLAINANT BY A.G, SINDH.**

Mst. Allah Bhagi d/o. Late Sarfaraz Khan, retired Police Constable r/o. Village Jhanga, District Chakwal filed the complaint against A.G, Sindh regarding delay in payment of family pension after the death of her mother and father. After admitting the complaint, the matter was taken up with the A.G, Sindh who in response informed that the complainant may be advised to furnish, i) Sanction Order of the department and ii) no source of income certificate. After fulfillment of these required and appearance before DAO, Chakwal for personal verification she was allowed monthly family pension by A.G. Sindh. Later on, with the efforts of this office arrears amounting to **Rs.559,068/-** were also transferred in her bank account.

- iv. **ALLEGED INORDINATE DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION OF THE COMPLAINANT BY A.G, SINDH.**

Mr. Akbar Husain, retired Constable Sindh Police r/o. District Bagh, Azad Kashmir filed a complaint on 23.06.2022 regarding alleged delay in restoration of commuted portion of his pension by A.G. Sindh. After admitting the complaint the issue was taken up with A.G. Sindh followed by telephonic contact with concerned Accounts Officer Pension. In response, he vide letter dated: 11.08.2022 informed that the restoration of commuted



portion of the pension has been allowed to the complainant in the payroll of August, 2022. Later on, the complainant confirmed on 18.10.2022 that he had received the monthly pension alongwith arrears amounting to **Rs.521,620/-** paid by A.G. Sindh.

v. **ALLEGED DELAY IN PAYMENT OF DUES TOWARDS FINAL G.P FUND TO THE COMPLAINANT.**

Mr. Rab Dino, retired Live Stock Attendant (BPS-02) filed a complaint against District Accounts Officer, Sukkur regarding delay in payment of dues towards his final G.P. Fund. After admitting the complaint the matter was taken up with DAO, Sukkur who intimated that the G.P Fund case of the complainant has not yet been submitted by concerned D.D.O. of the Live Stock Department. Accordingly the D.D.O was directed to immediately forward the G.P Fund case of complainant to DAO, Sukkur who after fulfillment of required codal formalities forwarded his G.P Fund case to DAO, Sukkur. In pursuance the payment authority for an amount of **Rs.43,782/-** was issued in favour of complainant thus his problem was resolved.

vi. **ALLEGED DELAY IN PAYMENT OF OUTSTANDING SERVICE DUES OF RS.1,900,000/- TO THE COMPLAINANT BY DISTRICT ACCOUNTS OFFICER, SUKKUR.**

Dr. Aftab Ahmed Soomro, a retired Professor, filed a complaint on 25.02.2022 against DAO, Sukkur regarding alleged delay in payment of outstanding dues amounting to Rs.1,900,000/- who retired on 19.03.2020. After admitting the complaint, the matter was taken up with DAO, Sukkur who vide letter dated: 24.03.2022 informed that the Finance Department had imposed ban on payment of pension arrears exceeding Rs.500,000/-. To expedite this case, the matter was taken up with Secretary Pension Disposal Committee who finally cleared the payment of **Rs.1,900,000/-** to the complainant as confirmed by him on 26.05.2022.

4. While concluding, it is pointed out that with constant persuasion of this Institution and with co-operation of A.G. Sindh and District Accounts Office's these complaints were redressed within a reasonable time limit but at times this time limit is overstretched causing hardship to the complainants particularly the widows. We therefore, hope that with some efforts and simplification of cumbersome procedures a quick and timely relief would be provided to the complainants by A.G. Sindh and District Accounts Officers.





ANALYSIS REPORT ON REVENUE DEPARTMENT

By Manzoor Ali Awan

The Revenue Department has a vast field covering the land matters affecting peasant to big landlord as well as safeguard Government interest including recovery of land revenue and other dues. All these matters are covered mainly by the Sindh Land Revenue Act.

This Institution receive a large number of complaints relating to delay in mutation in the record of rights, registration of lease/sale documents by the offices of Sub-Registrars and payment of the compensation on account of acquisition of land under the Land Acquisition Act.

In certain cases the mutations in the fotikhata is not affected for decade. Similarly payment of compensation in the land acquisition cases is not made to the affected persons for years. In one case the Kabuli land was acquired by the company without following the procedure laid down by law and approaching the collector for acquisition of land. In another case, the payment of compensation has not been made to the owners despite lapse of considerable period resulting in problem to the affected persons and accumulation of interest. The delay in the registration of documents by the Sub-Registrars is common. Most of the litigants complaint of corruption and nepotism by the officials concerned. There is no check and monitoring on the functioning of Registration Offices.

It was observed that such complaints could be resolved by the supervisory officers but the people are suffering due to indifferent attitude of senior level officers. The Revenue officers hardly take interest to resolve such complaints resulting in complicating of the problems of aggrieved persons. The Revenue Department has an old setup to deal with all such matters right from the Tapedar upto the Board of Revenue Sindh. Unfortunately, there is no supervision and monitoring at the higher level giving free hand to officials at lower level to abuse their authority. The complainants having lost confidence thus approach this Institution for resolution of their grievances.

The standing order of the Revenue Department provide for a detailed inspection on each taluka office in the district. The detailed inspection should be thorough with special attention to maintenance of record, prompt submission to the head of office of reference from below, the arrears of work in different hands, prompt disposal of applications, the tendency shown in office, or by particular members and judicious distribution of work among various members of establishment.



RECOMMENDATIONS:

- i) The system of annual inspection of offices of Mukhtiarkar, Assistant Commissioners, Deputy Commissioners should be revived;
- ii) There should be strict supervision and monitoring on the working of sub-ordinate offices;
- iii) The Mukhtiarkar(s)/Sub-Registrar(s) should be asked to furnish monthly reports regarding number of cases received, disposed of and pending (with reasons) to the respective Deputy Commissioners;
- iv) The Deputy Commissioner should take immediate cognizance of complaints relating to delay in the mutation and payment of compensation;
- v) Time-limit should be given to finalize the cases of mutation and registration.
- vi) Periodic holding of Kutcheries by Deputy Commissioners.





ANALYSIS REPORT ON KARACHI WATER & SEWERAGE BOARD

By Brig. (Retd) Muhammad Jamil

Karachi Water & Sewerage Board (KW&SB) is one of the biggest water and waste water utility in the region, catering the water supply and sewerage facilities to the mega city of Karachi. Water is supplied to Karachi from two distant water sources through a complex network of canals, conduits, syphons and multi-stage pumping stations. This paper covers the existing infrastructure, demand and supply gap, current projects, challenges of KW&SB and few suggestions for consideration.

2. Existing Infrastructure

- Canal Structure is 69 KM including 46 KM of Kinjhar – Gharo & 22 KM of Hub Canal.
- There are 25 Bulk Water Reservoirs and Allied installation with 8 filler plants.
- System is supported by 179 secondary water pumping stations of various capacity including Bulk Transmission Lines, Conduits, Syphons, Rising Main, Trunk Main & Water distribution Pipelines of different sizes operative & spread in length over 11,000 KMs. Water meters have been installed on Bulk Water supply system, the outflows are being measured at bulk supply points.
- There are only 02 Sewerage Treatment Plants with 20 Sewerage Pumping Stations of various capacity. The system has 84 Suction and Jetting Machines and is spread over 5.670 KMS of sewerage pipe lines.
- Almost 450, 000 Manholes exist with sewerage infrastructure.

3. Water Supply at a Glance

- There exists a huge gap between water demand and supply:-

➢ Population	25	Million
➢ Daily Water Demand (@ 40 GPCD) (Domestic + Industry)	1200	MGD
➢ Net water supply available (39.66 % of Demand)	476	MGD
➢ Short Fall (60.34% of demand)	724	MGD
➢ 18 MGD water is taken from (six + one) hydrants which is 4 % against total available (i.e 476 MGD water to Karachi).		
➢ Electromagnetic water meter is installed at all six Hydrants to ensure the correct measurements/billing of quantity of water consumed by the hydrants operators.		
- KW&SB is managing intermittent water supply through rationing system which is the major cause of less availability of water to many consumers. The Average area wise water supply duration to the residential areas is 4 to 5 hours only, in-sufficient to cater the demand of the thickly populated city.
- Due to supply and demand gap even if the quantity (18 MGD) which is being drawn at hydrants is released in the system, it cannot reach the tail end areas, hence the only means to supply water is through tankers which are used as surface transmission means for the tail end areas.
- KW&SBs first priority is to supply water to domestic consumers therefore, the industries suffer and they have to meet their deficiency through tankers.
- Mobile application (KW&SB-OTS) is introduced to facilitate the consumers who demand General Public Service (GPS) tanker service.



4. Complaints Data and challenges. Total complaints admitted by Ombudsman Sindh during year 2022 were 3167 out of which 573 (approx. 20%) were against KW&SB which clearly point over all shortage (60.34%) of water supply. Though untiring efforts are made to redress the public grievances yet 254 (56%) complaints are still pending and reflect the capacity issues of the agency which has enormous challenges: -

- Unprecedented mushroom growth of vicinities & emerging slums are deteriorating aging infrastructure, causes frequent water leakages experienced across the city.
- The huge gap between supply & demand of water is increasing day by day,
- Water and Sewerage system was laid decades back which is becoming redundant/ outlived.
- Lack of maintenance due to acute shortage of funds for O&M is major factor of deterioration.
- Tertiary level water contamination is not addressed hence causing mixing.
- Frequent Power Failures badly effect the pumping operation.
- Encroachment on reserve land of KW&SB causing maintenance problems.
- Acute shortage of skilled staff has direct impact on maintenance & operation.
- Local level political interference has resulted illegal water connections.

5. Immediate Measures Taken

- Strict action against illegal hydrants are taken.
- Campaign for disconnection of illegal water connections is ongoing activity.
- Gratis water tanker service had been terminated.
- DC's are given water tankers for free distribution in effected areas.

6. Current Projects of KW&SB

- **K-IV** Project is in progress to provide additional 1200 cusecs (640 MGD) water to Karachi in three phases. Estimated cost of the Project is Rs. 126 Billion
- **S-III** Project is in progress to construct conveyance system and treatment facilities to treat 470 MGD domestic sewerage estimated cost of the Project (Revised) = Rs. 36117.46 Mn
To Provide Additional 65MGD Water to Karachi, Additional water supply from Haleji to Pipri is in progress with approx. Cost of Rs. 11165.8M
- Rehabilitation of Hub Canal Under Public Private Partnership (PPP)
- 05 MGD Desalination Project Under Public Private Partnership (PPP)
- At present 35 x different water and sewerage ADP Schemes are in progress.

7. Recommendations. Following is suggested for consideration by the Government of Sindh:

- Federal Government may be requested to increase the irrigation water quota for the Sindh Province, part of which shall be utilized against increasing water demand of Karachi.
- There is dire need to have additional storage of water through Check Dam where ever possible.
- The gap between Supply/Demand needs to be reviewed on the basis of consumption standards through the research / Data analysis across the society consistently and periodically.



- Political Influence / Interference in KW&SB routine affairs be abolished to establish the authority of the Organization.
- Shortage of skilled man power may be reviewed by a special board and recruitment be done to fill the gaps.
- KW&SB must plan to recycle the 70% useable water wasted in sewerage.
- Ongoing projects like K-IV, S-III and ADP Schemes shall be completed on emergent basis.





ALTERNATE DISPUTE RESOLUTION (ADR)

By Dr. Zulfiqar Ali Shallwani

Alternate Dispute Resolution (ADR) refers to the different ways people can resolve disputes without a trial. The common ADR processes include:

- Negotiation.
- Mediation.
- Arbitration.
- Neutral Evaluation.
- Settlement Meetings.

2. These processes are generally confidential, less formal and less stressful than traditional courts proceedings. Generally, there are 4 types of disputes which come under ADR, such as

- Family Disputes.
- Commercial Disputes.
- Industrial Disputes.
- Property Disputes.

3. The major advantage of any ADR is cooperation, which allows the parties to work together with the help of third party, which must be independent and neutral. The parties can select their own arbiter or conciliator to resolve their disputes. However, the only disadvantage of ADR is that there is no guaranteed resolution and the decision taken may fall apart at any time by sheer negligence of any party.

4. The first use of Alternate Dispute Resolution (ADR) began experimentally in 1970s as a potential remedy for reducing court backlogs. In the United States, the Attorney General issued order in 1985 recognizing the need for ADR to reduce the time and expense of civil litigation. The system of Alternative Dispute Resolution (ADR) is prevalent in many countries in different forms, influenced and shaped by local traditions. This system has been adopted mainly to avoid the complexities, costs and time involved in the formal judicial system in delivery of justice. The existing load of cases and huge pendency of case in courts made it logical to contemplate quicker and simpler ways of achieving the same goal for which the ADR has proven to be a viable and time tested alternative.

5. The stakeholders of justice, the courts, the lawyers and the litigant parties have admitted ADR process to be helpful not only in prompt redress of complaints but also in considerably reducing the workload of the courts by providing an opportunity to effectively settle grievances arising out of questionable conduct of the executive. Ombudsman experience shows that a substantial quantum of litigation arises out of the maladministration of the government agencies.



6. Despite all the efforts at the highest level the existing justice system is still faced with many challenges and has not been able to provide speedy and affordable remedy to the common man in Pakistan. It is common knowledge that an average criminal case takes years while a civil suit may take decades to finalize. It is estimated that huge number of cases are pending in various courts of Pakistan.

7. Despite a difference in detail and the mechanism, the common objective of all of ADR and Ombudsman's offices is to provide administrative justice against the mal-practice of the government agencies, in their respective spheres.

8. The prime objectives of this arrangement are as follows:

- i) To extend the outreach of current system of administrative justice to grass root level.
- ii) Provision of speedy justice to people.
- iii) Provision of free of cost redressal of the grievance to the citizens.
- iv) Provision of the above service almost at the door steps of the citizens.
- v) To provide one-window service to the citizen/consumer across the governmental and jurisdictional divide.
- vi) To promote harmony and functional integration in the operations of various tiers of Ombudsman's offices by adopting uniform procedure for the disposal of the cases relating to the Federal, Provincial and Local Administration with joint efforts of Ombudsman Offices all over the country.

9. In Pakistan Law & order, administration of justice have always been a provincial subject and with the advent of 18th Amendment in the constitution this position has been further strengthened by devolving most of the subjects to the provinces. Therefore it is proposed the Alternate Dispute Resolution (ADR) function at the District and Tehsil level should be entrusted to the provinces who enjoy jurisdiction, posses human resource, logistics and direct link with the people at the Tehsil & District levels of administration.

10. It is pertinent to mention here that section 33 of the Ombudsman Act 1992, has already empowered the Ombudsman Sindh with regard to A.D.R.



Section. 33 & Sub-Section (1) + (2) are reproduced below

Section-33 Informal resolution of disputes

- (1) Notwithstanding anything contained in this Act the Ombudsman and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.
- (2) The Ombudsman may appoint for purposes of liaison counselors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper.

11. This section in very unambiguous terms confers authority on Ombudsman for informal conciliation, amicable resolution of disputes / grievance. Contents of section 33 convey the spirit of alternate dispute resolution.

12. To promote the concept of ADR the President of Pakistan assented to the Act of Alternative Dispute Resolution Act, 2017 on 30th May 2017 through which “parties resort to resolving a dispute other than by adjudication by courts and includes arbitration, mediation, conciliation and neutral evaluation” at ADR centers notified by the Government for the purposes of this Act. The panel of Neutrals will be notified by the Government after consultation with the High Court in the official gazette for each district from amongst the lawyers with at least seven years practicing experience, or retired judges, retired civil servants, ulema, jurists, technocrats or experts of repute and integrity having such qualifications and experience as may be prescribed. The ADR Act, 2017 strengthens the approach and strategy of Ombudsman institution.





CHILDREN'S COMPLAINT OFFICE (CCO) AND PROTECTION OF CHILD RIGHTS:

By: Raja Abdul Fatah

Protection of the rights of children constitute an important aspect of the responsibilities of the State. As a significant component of the vulnerable sector of society, children rely on the State for ensuring that a credible, efficient and responsive institutional framework exists for upholding their rights.

2. Pakistan is one of the signatory to the Convention on the Rights of the Child (CRC), which makes it legally incumbent upon Pakistan to take specific measures to implement the provisions of the CRC and fulfill its responsibilities. With special reference to Article 4 of the CRC, Pakistan has committed to 'undertake all appropriate legislative, administrative and other measures for the implementation of the rights recognized in the Convention'.

3. The Provincial Ombudsman Sindh (POS), which is charged with the responsibility to address any injustice done to a person through maladministration by any Provincial Agency, institution or public body, has a potentially instrumental role in this regard as it promotes accountability, transparency and integrity in governance. Even though the Provincial Ombudsman is committed to serve individuals belonging to any age group, the number of complaints pertaining to maladministration by provincial government agencies is far too small and few of them are filed by children themselves. This is directly linked to the lack of information and awareness about child rights as well as delivery of public services.

4. United Nations Children's Fund (UNICEF) works for children's rights, their survival and development and protection in 190 countries. Driven by the belief that nurturing and caring for children are the cornerstones of human progress, UNICEF works with its partners to overcome obstacles such as poverty, violence, disease and discrimination in a child's path.

5. Children are one of the most vulnerable portion of the society and Provincial Ombudsman Office Sindh has established Children's Complaints Office (CCO) at the Secretariat of the Provincial Ombudsman Sindh (POS) with collaboration of UNICEF to aid in terms of a Children-specific grievance redressal mechanism in the administrative justice and protect child rights. There is need of an effective mechanism to ensure that complaints with regard to the child abuse reach at the Children Complaints Office. Children cannot make complaints directly due to their limited knowledge and scope of mobility. Adults on behalf of children would not feel motivated to take complaints of child abuse to CCO as it is



considered disgrace in society. A research based study should be made to identify the reasons of lack of accessibility of victim children to child complaint office particularly to the children without primary caregivers in the institutions, street, at risk of separation, working, disables and children victims of trafficking. Civil society support will definitely strengthen the vision and goal of the child complaint office.

6. The children complaints are admitted for investigation in CCO (HQ) as well as 16 regional offices all over Sindh. The children complaints are being investigated on priority. During the year 2022, 46 children complaints were decided and still 113 cases are under investigation.

7. Dissemination of public service message for Online Child Sexual Abuse was prepared and forwarded to all the stakeholders by Ombudsman Sindh. The messages of online child sexual abuse have been displayed at police stations and other public places to raise awareness. Police Department have also played message in English, Urdu on Traffic Police FM Radio 88.6 for the awareness regarding online child sexual abuse.

8. On the initiative of Provincial Ombudsman Sindh, the study on "Assessment of Malnutrition (Stunting) in District Tharparkar, through the grant subsidy by International Ombudsman Institute (IOI) was carried out in collaboration with the Research and Training Wing of P&D Board. The Key objectives of the study were to analyze the nutrition-specific programs in the last five years, the dynamics of multi-dimensional factors hampering the substantial improvement of nutrition outcomes in children under 5 years of age and offer prescription for the improvement of nutrition outcomes in Sindh.





OFFICE OF THE OMBUDSMAN SINDH

By: Ghulam Abid Shaikh

Traditionally the task of overseeing the activities of administrative authority and preventing misuse of powers is primary responsibility of the legislation which normally can exercise general supervision over the administration, so the institution of Ombudsman originated in Sweden about 200 years ago as a parliamentary supervisory body for the redressal of grievances. The concept gradually became popular in a number of countries from 1960 onwards. In Pakistan the office of Ombudsman was first setup at Federal level in 1983. Later on, it was established in Sindh in 1991 through the Act 1991 for the Province of Sindh. Under this Act, the Ombudsman is empowered the same powers as are vested in a civil court under the code of Civil Procedure, 1908, in respect of the following matters;

- i. summoning and enforcing attendance of any person (civil courts powers) and examine him on oath;*
- ii. compelling to production of documents;*
- iii. received evidence on affidavits; and*
- iv. issuing commission for the examination of witness.*
- v. authorized to enter and search any premises and inspect any article, book of accounts or other documents.*
- vi. punish any person for its contempt having the same powers mutatis, mutandis as the Honorable High Court of Sindh.*
- vii. require any person to furnish information on such points or matters as in the opinion of the Ombudsman may be useful for investigation purpose.*
- viii. award costs and compensation refund of amount.*
- ix. seek the assistance of any person or authority for the performance of his function.*
- x. take measure to curb maladministration including corrupt practices and graft.*
- xi. informally conciliate, amicably resolve, stipulate settle or ameliorate any grievances without written memorandum and without the necessity of docketing any complaint.*

2. The Office of Ombudsman Sindh has been established with the prime objective to provide protection for the rights of the people to ensure adherence to the rule of law, to suppress corrupt procedure to diagnose, redress and rectify any injustice done to a person through maladministration.

3. The word 'Diagnose' used in the Act has wide spectrum. It implies identification of



causes of mal-administration and suggest their remedial measures. The areas where malady is recurring, the process of “Diagnosis” will go deeper so as to strike at their root and suggest such remedial measures which could help eradicate those ills.

4. The Sindh Ombudsman Secretariat to date has handled **216720** cases from its inception and in the year under review, the efficiency level achieved in comparison to year 2021 is summarized below:

	<u>2021</u>	<u>2022</u>
➤ No. of cases received	7,113	8,251
➤ No. of cases admitted	2,129	3,167
➤ No. of cases decided	5,744	2,722
➤ No. of cases relief	2,243	1,367
➤ No of cases rejected	3,501	1,355

OUT REACH

5. Apart from head office, we have now 16 field offices in *Karachi-Central, Karachi-East, Karachi-South, Hyderabad, Badin, Mirpurkhas, Dadu, Sukkur, Khairpur, Shaheed Benazirabad (Nawabshah), Thatta, Naushahro Feroze, Tharparkar @ Mithi, Ghotki, Larkana, Jacobabad*. In addition to that, we are establishing three more offices two at **Karachi, (i) Keamari - West, (ii) Korangi and one at Sanghar** during the current financial year. There is no defined jurisdiction for any office as any aggrieved citizen / resident of Sindh can file his / her complaint in any office of his / her choice. With increased outlay, we shall be able to extend easier **Access to Justice to the people of this Province**.

6. What type of complaints are not entertained?

The Ombudsman does not have jurisdiction to investigate or enquire into matter which:

- a) *are subjudice before a court of competent jurisdiction or judicial tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or*
- b) *relate to the external affairs of Pakistan or the relations or dealing of Pakistan with any foreign state or government; or*
- c) *relate to, or are connected with, the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan or the matters covered by the laws relating to those forces.*

Similarly, the Ombudsman does not entertain any complaint by or on behalf of a public servant or functionary concerning any matter relating to his service therein.

7. What type of complaints are entertained?

All complaints of maladministration in Section 2 (2) of Sindh Office of the Ombudsman Act, 1991 can be filed. The definition of maladministration is reproduced below:



- (i) decision, process, recommendation, act of omission or commission which;
 - a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
 - b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive or discriminatory; or
 - c) is based on irrelevant grounds; or
 - d) involves the exercise or powers or the failure or refusal to do so, for corrupt or improper motives, such as bribery, jobbery, favouritism, nepotism and administrative excesses; and
- (ii) neglect, inattention delay, incompetence, inefficiency and ineptitude in the administration or discharge of duties and responsibilities;

8. What legal remedy is available to a person aggrieved by the decision of Ombudsman?

Section 32 of the Act, provides that representation can be filed against the decision or order of Ombudsman. This representation has to be filed **within 30 days of the decision or order.**

9. INCUMBENCY OF PROVINCIAL OMBUDSMAN OF SINDH

Since its established following served as Provincial Ombudsman of Sindh.

Sr. No.	Name	From	To
1.	Mr. S.M. Wasim	18-06-1991	17-06-1995
2.	Mr. Justice (Rtd.) Salahuddin Mirza	25-09-1995	24-09-1999
3.	Mr. Justice (Rtd.) Haziq-ul-Khairi	25-09-1999	24-09-2003
4.	Mr. K. Yousuf Jamal	02-07-2004	03-01-2008
5.	Mr. Asad Ashraf Malik (PPM, PSP)	04-01-2008	02-02-2020
6.	Mr. Ajaz Ali Khan (PAS)	25-02-2020	





ANALYSIS OF IMPLEMENTATION STATUS ON THE RECOMMENDATION OF THE STUDY ON “ISSUES OF GIRLS’ EDUCATION IN SINDH”.

By. Rehana G. Ali Memon

In Oct'2020 a study on “Issues of Girls’ Education in Sindh” was conducted by the Provincial Ombudsman, Sindh, from Sindh Education Foundation (SEF) in collaboration with International Ombudsman Institute (IOI) through its subsidy program of Euro 2333 with 17 recommendations to be implemented by School Education & Literacy Department (SE&LD), GOS and SEF. The Chief Minister, Sindh, also endorsed and supported the recommendations and the same were forwarded to SE&LD and SEF for strict compliance.

2. The SE&LD and Reform Support Unit (RSU) were vigorously followed by this Secretariat for implementation of these recommendations. SE&LD have reactivated the Out Of School Children (OOSC) Enrolment Committee, under Commissioner, Deputy Commissioner and Assistant Commissioner, notified the female parent as Chairperson of SMC, Upgraded 54 girls primary schools into elementary through JICA, 100 guide teachers selected to act as mentor and made cross cutting theme on gender as part of Continuous Professional Development (CPD). The Department has to work closely with their counterparts at the grass root level to implement the recommendations in letter and spirit.

3. SEF has shown progress by notifying the Gender Unit, signed MOU with notable organization for 50 Non-Formal Education center having enrolment of 1800 girls at Shikarpur for post primary education, provided stipend to 7099 girls and scholarship to 729 girls, conducted seminars for awareness in Foundation Assisted schools at Ghotki, Tando Mohammed Khan, Matiari, Hyderabad. Shaheed Benazeerabad with Regional Directors, offering upper grade in the same school and running co-education school satisfactorily.

4. The Regional Directors, Provincial Ombudsman Sindh Secretariat (RDs, POS) were also involved to follow up on some of the recommendations in their region. They conducted seminars/ consultations meeting/rallies on the importance of girls education, expediting the SMCs to be headed by female parent and OOSC Enrolment Committee for regular meeting and checked the upgraded JICA schools for girls.. RDs observed that DEOs have to get the notification regarding mother headed by the SMC implemented, expedite the OOSC Committee meeting and SE&LD to provide the missing basic facilities such as toilets, water, toilets, boundary wall and female teacher in girls’ school, and collect authentic date on OOSC.



5. To move forward a review meeting was held with Secretary School Education and M.D. SEF on 19.01.2023 where Secretary School Education informed that in order to cover up the shortage of teachers, they have appointed teachers on local basis on merit but in some districts there is still a shortage and they are in the process of appointing new teachers and they will join in the next academic year. Further, to monitor the attendance of teachers, a mobile app pilot project had been introduced in 7 districts and each teacher has been provided with the mobile app which will only work/punched while entering and leaving the school premises. In case the Regional Director POS reports the absence of any teacher then action will be taken as per E&D rules after carrying out an enquiry from third party and at least their salary and increment will be stopped if not removed from service. In addition, the department is rationalizing the student and teacher ratio by using biometric which will indicate the number of teachers versus the enrollment.

6. He agreed to resolve the problem of overcrowding in schools by running the school in two shifts and also open the closed schools, if recommended by R.Ds, after carrying out the feasibility. He promised to look into the issue of providing SNE to JICA upgraded schools to make them functional and will also allow SMCs to open accounts in National Bank in case of non-availability of Sindh Bank in the vicinity of school. He agreed to give preference to girls' school for missing facilities.

7. SEF is running the mix school successfully with female teachers, separate washrooms for girls and the boundary wall. The Foundation Assisted Schools (FAS) have 40% of females. SEF is also providing education to 7427 girls under their Adolescent and Adult Learning and Training Program (AALTP).

8. SE&LD and RSU are to work closely at grass root level to atleast implement the recommendations related to incentives to enhance girls' education, awareness on the importance of girls' education and gender as recommendations related to reviewing of policies and research will take considerable time. Hence following needs to be done:-

INCENTIVE TO INCREASE GIRLS' EDUCATION:

a. DEOs should activate the School Management Committees (SMCs) headed by mothers in girls school along with imparting training and assisting the SMCs in release of funds and activation of dormant accounts. This will help in smooth functioning of girls' schools and encourage the mother to head the SMCs who is otherwise reluctant to head the SMCs.

b. All heads of the OOSC committees have been asked by this Secretariat to conduct regular meetings of out of School Children Committees (OOSCs) at Divisional,



District, and Taluka level to see the performance on enrolment targets of OOSC and to steer enrolment campaign but for this authentic figure of OOSC is required. SELD may consider carrying out OOSC survey for better planning.

c. Providing transport in hard areas for female teachers is an expensive proposition and is being resolved through localized recruitment and biometric attendance by SE&LD or through newly introduced mobile app in seven districts as pilot project. Hence, the strict monitoring of attendance through biometric and mobile app is required.

d. Non-Formal Education project for 5 districts is not being implemented by Directorate of Literacy and Non-Formal Education (L&NFE) since last two years because of challenges related to governance, red tapism and process of certification. SE&LD also showed concern on non- operationalization of L&NFE centers and intended to give these centers to SEF. SE&LD may expedite the operationalization of L&NFE centers either by SEF or working with them as they have 100 NFE centers and better monitoring system. This will give a second chance to those girls who missed it in the first place.

e. Up-gradation and consolidation of primary schools into Elementary/Secondary Schools is required to decrease the dropout rate. SE&LD has upgraded 54 primary schools into elementary / secondary schools for girls by JICA. Most of RDs reported that schools were constructed well and have all school friendly facilities like toilets, water supply, furniture and teachers but some of them have no electricity and most of them have no staff such as Junior Elementary School Teacher (JEST), I.T. Teacher and material for Science Labs. In some schools, there is a shortage of Subject Teachers (Maths, Physics, Chemistry and Biology), Peon, Sweepers, Malhi and Chowkidar and Solar System in some schools is also not working. It is recommended the upgraded school of JICA be targeted for adoption for its operation by private sector as done in case of People's School Program through SEF. The solar system in these schools be made functional along with all the missing facilities. SE&LD may expedite the up gradation of girls' school in hand with donors such as "Sindh Early learning enhancement through classroom transformation"(SELECT) and "Action to strengthen Performance for Inclusive Response Education (ASPIRE).

f. Targeting the girls' stipend program for poorest of the poor / under resourced families instead of giving to every girl student.

AWARENESS

g. Community awareness / advocacy campaigns are very much required for



creating awareness about significance of girls' education. The working group for community and outreach has been constituted in 2020 under D.G, Information, Government of Sindh, to assist the RSU in developing the comprehensive mass awareness regime. The RSU may have a meeting with Director General, Information, Chairman of the Committee to expedite the preparation of mass awareness frame work which is due since 2020. SEF may assist SE&LD in preparing the mass awareness framework as they have better experience of awareness with the community. Further, DEO's should be asked to conduct awareness session with community NGO's and religious leaders in order to sensitize them on the significance of girls' education.

GENDER

h. SE&LD should create Gender Unit which should make gender responsive budget a mandatory part of the policy and would ensure gender-equitable distribution of resources and contribute to equal opportunities for all and they should also continuously monitor Provincial Institute of Teacher Education (PITE) and Sindh Teacher Education Development Authority (STED) to see if they are addressing Gender issues spelled out in Life Skill Based Education (LSBE) frame work notified by SE&LD.

POLICY / ANALYSIS / RESEARCH

i. No doubt the review of policy and research will take considerable time but SE&LD and SEF needs to indicate the exact time line for reviewing the existing policies from gender perspective and impact analysis of the intervention undertaken for increasing girls' education.

9. Last but not the least, the post primary schools and basic facilities such as Water, Toilet, Boundary wall, female teachers etc. should be provided in all schools which lack such facilities and are obstacles in imparting girls' education and consequently responsible for low enrolment and high dropout rate of girls, which further increased after heavy rain and flood disaster. For the time being, the department needs tent schools to continue education as considerable time will be taken to rehabilitate the school building. SE&LD, because of their limited capacity with regard to financial and human resource, may look into the possibility of public private partnership by involving NGOs.

The study is available at Provincial Ombudsman Sindh's website www.mohtasibsindh.gov.pk





RESEARCH STUDY ON ASSESSMENT OF MALNUTRITION (STUNTING) IN DISTRICT THARPARKAR, SINDH

By. Rehana Ghulam Ali Memon

Stunting, a measure of chronic malnutrition, is the most crucial indicator of human capital development and occurs in the first 1000 days of life after conception till the age of 2 years and is highly irreversible. This not only increases morbidity and mortality but also retards physical and cognitive growth, diminishes learning capacity and school performance and leads to lower adult productivity.

2. Pakistan has the high rate of malnutrition among children under 05 years of age¹. The prevalence of stunting (excessively low height for age) is 40.2%, wasting (low weight for height) is 17.7%, underweight (low weight for age) is 28.97% and over weight is 9.5%. Stunting in children under five years is a major problem in Pakistan since 2001. It was 41.6% in 2001 and 43.7% in 2011, 40.2% in 2018 but remained at global critical level ¹.

3. The consequences of malnutrition including lost labourers, healthcare expenses and lower productivity cost Pakistan US \$7.6 billion or 3% of GDP every year².

4. Sindh is the worst hit province in Pakistan in terms of malnutrition and food insecurity³. The stunting rate is 48.9% as per NNS-2011 and 45.5% as per NNS-2018 whereas the MICS-2014 indicated the stunting rate as 48%, which as per MICS Survey 2018 has increased to 50%. Many districts are over and above 50% and Tharparkar is at 50.67% compared to 63% in MICS 2014. This is due to attention received since 2011 by Government, Donors and Private sector in multi-sectoral nutrition intervention. However, the impact of multi-sector intervention is less and also for long Tharparkar has been in headlines for mortality of children due to malnutrition and further, the NNS-2018 data for Tharparkar indicates 60% stunting.

5. Therefore, with consensus it was agreed to carry out the study on “Assessment of Malnutrition (stunting) in District Tharparkar” through International Ombudsman Institute (IOI) grant of Euro-2870 through Research & Training Wing of P&D Board. The R&T Wing completed the study in four months starting from 25th April 2022 to 23rd August 2022.

6. The key objectives of the study were to analyze the nutrition-specific programs in the last five years, the dynamics of multi-dimensional factors hampering the substantial improvement of nutrition outcomes in Sindh and offer prescription for the improvement of nutrition outcomes in Sindh. The scope of the research was mainly desk research consisting of

¹ NNS-2018

² The Economic Consequences of Under-nutrition in Pakistan by Pakistan Scaling Up Nutrition Secretariat.

³ Evaluation Report - UN Maternal and Child Stunting Reduction Program.



secondary data from local and global literature. However, primary data from in-depth key informant interviews and focus-group discussion with key stakeholders in Tharparkar has also been gathered and analyzed.

7. The key findings of Desk Research as well as Field Research are as under:

- 1 Persistent poverty
- 2 Lack of safe water for drinking
- 3 Seasonal migration, nomadic lifestyle, and scattered population were cited as major impediments that make service provision a problem.
- 4 Early marriage and low/poor birth spacing were often termed as major problems that perpetuate the malnutrition vicious cycle.
- 5 Lack of connectivity / transportation cost.
- 6 Attitude towards nutrition-promotion behaviour, like exclusive breastfeeding and foregoing the practice of disposing the colostrums was very encouraging.
- 7 The widespread presence of NGOs in Tharparkar working across nutrition-specific and nutrition-sensitive programs is an encouraging sign and can be better harnessed through effective coordination.
- 8 Strong Political and Administrative will is required
- 9 The current nutrition related program does not have dedicated stunting focused program. “Conditional cash transfers” with proper maternal health education can yield intended benefits.
- 10 Lack of human resources (doctors and allied staff).

8. The study recommended the following:-

- One of major cross-cutting issues that needs to be addressed in the region of Tharparkar is “Overall Poverty”. The agglomeration economies and integrated approach delineated in the ‘Sindh Poverty Reduction Strategy’ can help mainstream nutrition interventions and programs.
- Impactful interventions implemented in one Taluka i.e. community development programs by Sindh Engro Coal Mining Company and Thar foundation should be replicated across all Talukas of District Tharparkar.
- A regular stock taking of milestones, implementation gaps, resource deficiencies, and other challenges by Provincial Steering Committee for Nutrition headed by Chairman P&D Board and District and Taluka Coordination Committees for nutrition is required to improve service delivery and nutrition outcomes by providing policy-level support and strategic oversight to the nutrition-related interventions across Sindh, including Tharkarparkar.
- Conditional Cash Transfers (CCT) might be an effective tool for reducing stunting after the third party evaluation of CCT program already under implementation by Social Protection Strategy Unit.



- The number of Nutrition Stabilization Centers can be expanded to all the Talukas of Tharparkar to overcome the transportation problem.
- Provision of clean water for the community must be ensured by developing water-supply schemes with effective operations & maintenance mechanisms for sustainability.
- Local indigenous cost-effective solutions for nutritious recipes from local ingredients, must be sought.
- Interventions to disincentives continuous migration by providing income generating facilities , improving sanitation and providing mobile Out Patient Therapeutic Program (OTP) sites.
- Performance-Based management with Robust Monitoring & Evaluation System needs to put in place for better service delivery.
- Behavior Change Communication (BCC) of the Communities be given high priority by nutrition specific and nutrition sensitive sectors.
- Enforcement of Sindh Child Marriage Restraint Act, 2013.
- In order to empower girls and women, investment in girls' education along with awareness of reproductive health will help in delayed marriage, appropriate birth spacing, and proper feeding practices.
- The good practices (promotion of exclusive breast-feeding, giving colostrums immediately, and widespread coverage of NGOs) must be replicated across districts with high stunting prevalence.
- Independent third party evaluation be carried out during the implementation of the program to ensure timely rectification and course-correction measures as per Key Performance Indicators (KPI).

9. In a nutshell it is concluded that the first 1000 days are the most critical for reducing the incidence of stunting. All stunting-related interventions must be during and before this time window. Malnutrition, especially stunting, should be treated as a 'disease' rather than a condition as it has long-last irreversible adverse impacts. District Health Office needs to be capacitated to function as the central knowledge repository of all the nutrition-specific activities being or to be undertaken in Tharparkar and other similar districts of Sindh.

*The study is available at Provincial Ombudsman Sindh's
website www.mohtasibsindh.gov.pk*





Glimpses of the IOI Events at New York, USA



Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh attended the International Ombudsman Institute (IOI) Board of Directors meeting held in New York (USA) with effect from 10th May to 12th May, 2022.

During his visit, he participated in the meetings of the IOI Executive Committee, IOI's UN Working Group and three working Sessions of the Board. Besides, he also attended meetings with UN representatives and signing ceremony for the Memorandum of Understanding between IOI and the United Nations Institute for Training and Research (UNITAR).



Mr. Ajaz Ali Khan, Ombudsman Sindh, presented Sheilds, Ajrak & Sindhi Cap to Mr. Seref Malkoc, President of OICOA / Cheif Ombudsman of Republic Turkey and Ms. Sabina Aliveva, Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan at the occasion of General Assembly Meeting of Organization of Islamic Cooperation Ombudsman Association (OICOA) held in October 2022 at Baku, Azerbaijan.



Glimpses of Achievements / Initiatives



Honourable Ombudsman Sindh discussed the progress about construction of buildings for Regional Offices.

Honourable Ombudsman Sindh presided the meetings regarding awareness campaign about the Sindh Ombudsman Institution.

CAPACITY BUILDING OF REGIONAL DIRECTORS / STAFF



The Honourable Ombudsman Sindh, addressed a Meeting / Training program for newly appointed Regional Directors of Regional Offices, Sukkur, Ghotki & Nasuhahro Feroze held at Headquarter, Karachi.

The participants were briefed about:-
i. Handling of fresh complaints /disposal.
ii. Material for Newsletter,
iii. Actions to be taken by the Regional Directors to get implemented the recommendations of the Study on “Issues of Girls’ Education” in Sindh.
iv. Drafting of Decisions and examining the documents received from the complainants and Agencies.

It has been stressed to use telephone and cell phone as well as social media applications to improve the communication with the Agencies which would definitely reduce the time limit in disposal of complaints. Besides, it has been informed that Hon’ble Ombudsman has already directed/empowered the Regional Directors to admit the children’s related complaints at their level and ensure disposal of the same within a fortnight.



Glimpses of Achievements / Initiatives



Mr. Ajaz Ali Khan, Honorable Ombudsman Sindh visited Regional Offices Karachi South and Karachi East he 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.



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 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.



Glimpses of Achievements / Initiatives

CONSULTATION MEETING REGARDING “ONLINE CHILD SEXUAL ABUSE” HELD IN COLLABORATION WITH WAFAQI MOHTASIB SECRETARIAT.



Mr. Ajaz Ali Khan, Hon’ble Provincial Ombudsman Sindh, chaired the consultation meeting regarding “Online child sexual abuse” held in collaboration with Wafaqi Mohtasib Secretariat on 12.4.2022, with an aim to increase awareness at provincial level. The meeting was attended by Sayeda Viqar-un-Nissa Hashmi, Advisor / Grievance Commissioner for Children & Transgender / Convener of Task Force on prevention and control of cyber-crime against children, Syed Anwar Haider, Senior Advisor / Focal Person of Wafaqi Mohtasib Regional Office Karachi and all the other stakeholders including representatives of Sindh Child Protection Authority, Home Department, Sindh Police, Information, Law, School Education & Literacy Department and Auqaf Department.

2. Sayeda Viqar-un-Nissa briefed the participants about the work done by the Task Force and highlighted that online child sexual exploitation is increasing day by day in Pakistan and it stands 3rd after India and

Philippines in sharing transmission and manufacturing of child exploitation content, therefore, Honourable Wafaqi Mohtasib took cognizance of the issue and constituted a Task Force to address the systematic issues by strategizing ways and means by crackdown on the ring working on cyber pornography in Pakistan and to prevent dissemination of the videos of children sexual abuse / torture. It has also been informed that the Task Force of Wafaqi Mohtasib constituted two Sub Committees i.e. one for ‘Legal Reforms’ and other for ‘Awareness – Raising’ and that Legal Reform Committee drafted a bill “Criminal Laws (Amendment) Act, 2021” which has already been tabled in the National Assembly whereas awareness Sub-Committee developed a National Plan of Action which includes public awareness, legal reforms, strengthening Law Enforcement through training, educational reforms and active role of media.

3. The Senior Advisor / Focal Person, Wafaqi Mohtasib Regional Office, Karachi stated that collective efforts to be made to eradicate menace of exploitation of Child Sexual Abuse and adopt the controlling mechanism as done by other countries. Furthermore, PTA, FIA and PEMRA have to play active role and do the filtration in effective manner.

4. After due deliberation, Hon’ble Provincial Ombudsman, Sindh has decided to constitute a working group to raise awareness at Provincial Ombudsman Secretariat, by including representation (not below the rank of BPS-19) from all the concerned departments.

5. Hon’ble Provincial Ombudsman Sindh also emphasized that a collaborative effort between legislatures, enforcement agencies and all other stake holder/government departments are required to prevent and control cyber-crime against children.

PUBLIC AWARENESS CAMPAIGN (MESSAGES ON CELL PHONES) OF PROVINCIAL OMBUDSMAN SINDH WITH THE SUPPORT OF PAKISTAN TELECOMMUNICATION AUTHORITY

S.No.	Operator	Messges Broadcast (in millions)
1	Mobilink	10
2	CMPak (Zong)	9.5
3	Telenor	9
4	Ufone	5
	Total	33.5



Glimpses of Achievements / Initiatives

CONSTITUTION OF WORKING GROUP FOR AWARENESS RAISING ON “ONLINE CHILD ABUSE”.

Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh in exercise of powers vested in him under Section 18 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) has been pleased to constitute a “Working Group” for Awareness Raising regarding “Online Child Abuse”, consisting of following Terms of Reference, in consonance with the decision taken in the Provincial Consultation Meeting held on 12.04.2022 on “Awareness Raising” under the auspices of Task Force on Prevention & Control of Cybercrime against children:

Departments	Nominated Officers
1. Ombudsman Sindh	Chairman
2. Advisor/Child Rights Commissioner	Vice Chairman
3. Syeda Viqar-un-Nisa Hashmi Advisor/Grievance Commissioner for Children and Transgender, Wafaqi Mohtasib Secretariat, Islamabad.	Member
4. Director (Operations), FIA	Member
5. Additional Secretary, Social Welfare Department.	Member
6. Dr. Fouzia Khan, Addl: Secretary, (A&T), Education & Literacy Department.	Member
7. Mr. Abdul Ghani Maher, Addl: Secretary, Auqaf Dept.	Member
8. Deputy Secretary (Police), Home Department.	
9. Ms. Shehla Qureshi, SSP, Human Rights Enquiry Cell, CPO Karachi.	Member
10. Mr. Muhammad Hassan Sahto, Sr. Superintendent of Prisons, Central Prison Karachi.	Member

11. Athar Ali Shah, Joint Director Labour Department. Member
12. Mr. Abdul Samad Samo, Deputy Secretary (Admn), Law Department. Member
13. Mr. Zulfiqar Ali Shah, Director, Information Department. Member
14. Dr. Fouzia Masoom, Director Operations, Sindh Child Protection Authority. Member
15. Mr. Nisar Nizamani, CEO Devcon (NGO). Member
16. Ms. Rehana Ghulam Ali, Consultant-H, Sectt: POS. Member/Secretary

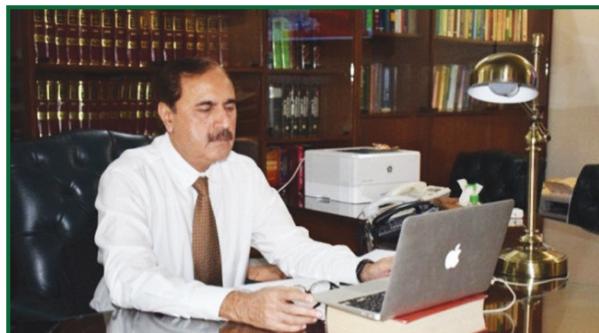
TERMS OF REFERENCE (TOR)

1. To have open discussion and engagement with online child protection issues by Child Commissioner Sindh by engaging all departments, media, academic practitioners and civil society organizations through Children Complaints Office of Secretariat Provincial Ombudsman Sindh/Regional Directors of Ombudsman Sindh.
2. To recommend strong legal framework that comply with international legal standards, policies and programs for a protective environment of children against cybercrime and its enforcement.
3. To include the subject cybercrime against children and the safe use of internet in the school syllabus and curriculum by Education Departments to prevent children from online child abuse.
4. To develop an interpersonal parenting package about online child abuse by School Education Department.
5. To develop and rollout participatory entertainment education meeting about online child abuse by Education Department through NGOs such as local story telling, indigenous art and music, theater and puppetry to educate the children about online abuse and highlight its negative impact on the lives of children.



Glimpses of Achievements / Initiatives

6. To develop effective material against online child abuse and place it on notice boards of schools, markets, places of worship and distribute to households by Information Department.
7. To make the Helpline (1121) on Child Abuse by Sindh Child Protection Authority (SCPA) more effective by linking it with other stakeholders such as Police, FIA and others.
8. To develop effective material for print and electronic media and display by Information Department.
9. To prepare community based media service about online child abuse through newsletter and pamphlets, newspapers, rallies and public meetings by Social Welfare Department through NGOs and Sindh Child Protection Authority.
10. To establish a well-coordinated online child protection case management and referral system to protect children from cybercrime by Sindh Child Protection Authority and Children Complaint office of Secretariat Provincial Ombudsman Sindh.
11. To develop a capacity building of staff of all stakeholders such as law enforcement officials, judiciary, community based organizations, etc. by educating them on cybercrime of children and its prevention through best practices.
12. To develop and strengthen the capacity of Faith Actors like Madarsa, head of Mosques and Dargahs, by Auqaf Department in order to harness the impact of religion to prevent online child abuse and provide safe environment for children.
13. To identify the technological approaches adopted by Law Enforcement Agencies to identify
14. To develop monitoring and reporting system by all the stakeholders to prevent online child abuse.



Mr. Ajaz Ali Khan, Hon'ble Ombudsman Sindh participated in the webinar on “UN Resolution on Ombudsman & Mediators”



Officers of POS attended two days online workshop on “The role of Integrated Computer Technologies in Public Grievance Redressal System” conducted by Federal Ombudsman Secretariat, Islamabad.



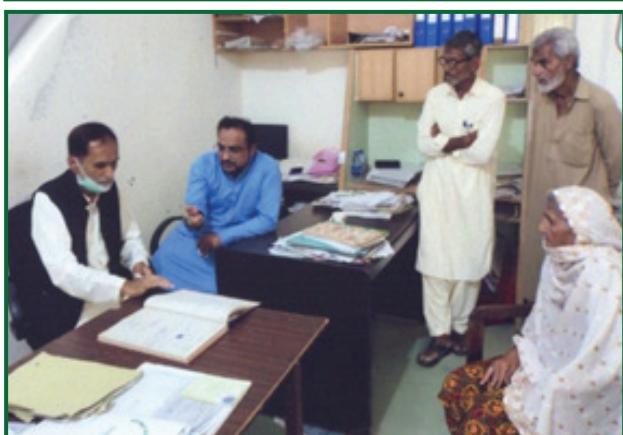
Honourable Ombudsman Sindh chaired the meeting to discuss the final report about study regarding assessment of malnutrition (stunting) in District Tharparkar being conducted by Research and Training Wing of Planning and Development Board, Sindh, with Regional subsidy from International Ombudsman Institute.



Glimpses of Seminars / Khuli Katacheries / Site visits conducted by the Regional Directors on the directives of Provincial Ombudsman Sindh.









SELECTED DECISIONS



Selected Decisions

DECISION

Complaint No.

POS/4781/2019/DG-II

Name and address of the complainant:

Mr. Shaukat Ali, House No. N-375,
Sector-48, Korangi 2½, Karachi.

Name of the Agency complained against:

Karachi Metropolitan Corporation (KMC)
District Municipal Corporation (DMC) Korangi

Name & Designation of Investigating Officer:

Dr. Zulfiqar Ali Shallwani
Director General-II

Subject:

INORDINATE DELAY IN PAYMENT OF ARREARS OF SALARIES, PENSION AND OTHER SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 19.10.2015.

THE COMPLAINT

Mr. Shaukat Ali, a resident of House No. N-375, Sector-48, Korangi-2½, Karachi against Karachi Metropolitan Corporation (KMC) on 18.11.2019, alleging inordinate delay in payment of arrears of salaries, pension and other service dues to the complainant, who had retired from government service on 19.10.2015 as a chowkidar in KMC.

2. At the outset the complaint was examined and found that the complainant had finally approached the Ombudsman Office after the act of complained against constituted mal-administration on the part of the Agency in performance of its duties. Therefore, remaining mindful about the domain of the office, the complaint was admitted under Section 10 of the Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (Amended up-to date).

PROCEEDINGS

2. The complaint was initially lodged in the Provincial Ombudsman Secretariat on 18.11.2019 and was assigned to Regional Director (East) Karachi. The concerned Director pursued the case by calling reports from Metropolitan Commissioner, KMC and Municipal Commissioner, DMC Korangi but without any response from the concerned agencies. Reminders were sent to both the agencies dated 20.02.2020 and 14.07.2020 respectively, which also remained un-responded. Thereafter, the case was transferred from Regional Director (East) Karachi to the Director General-II at Headquarters on 30 August, 2021. This office approached the complainant twice for getting an update of the case vide reminders dated 28.09.2021 and 12.01.2022, respectively but without any response again. Consequently, this office approached the complainant on his cell number to which he furnished an application dated 24.03.2022 by informing that he has received the arrears of his salaries and pension dues, therefore his complaint may be closed.

FINDINGS

3. Since the complainant has received the arrears of his salaries and pension dues by the department (KMC), therefore the case is liable to be closed.



DECISION

4. Consequent upon complainant's request as his grievance has been fully redressed, the case is closed and consigned to record accordingly.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 28th October, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/1901/2021/K-11
<i>Name and address of the complainant:</i>	Mr. Rashid Ali Solangi, R/o. Solangi Mohalla, P.O Darbelo, Tehsil Kandiaro District Naushahro Feroze.
<i>Name of the Agency complained against:</i>	Finance Department
<i>Name & Designation of Investigating Officer:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	ALLEGED UNJUST REFUSAL TO GRANT APPROVAL FOR REIMBURSEMENT OF RS.232,517/- ON ACCOUNT OF MEDICAL CHARGES.

THE COMPLAINT

Mr. Rashid Solangi filed a complaint on 06.04.2021 against Finance Department regarding alleged refusal for reimbursement of medical bills amounting to Rs.232,517/- incurred by his father-in law Muhammad Moosa Solangi who was a retired Driver of Education Works Department. He stated therein that after completing all codal formalities which includes verification of bills by PNS Shifa were forwarded to Section Officer (Medical), Finance Department but he returned those bills to Education Department on the pretext that the case was of OPD but factually the medical treatment and surgery of left femer was done by Col. Qaiser Ali Shah an Orthopedic Surgeon of PNS Shifa. After obtaining the clarification the concerned Section Officer of Finance Department intimated that his case was returned to Education Works Department mistakenly and if that bill is now sent back to them it will be sanctioned. But unfortunately his claim is not settled as yet. Being aggrieved, he solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended up-to date) and after receiving mandatory Affidavit on Form "A" and other required documents, the report was called from the Secretary Finance Department vide this office letter dated: 29.04.2021. In response, the Section Officer (Medical), Finance Department vide letter dated: 17.05.2021 informed that the medical claim amounting to Rs.232,517/- in respect of Muhammad Moosa Solangi has already been referred back to Administrative Department. The case would be processed on priority once the pre-requisites are completed by the Administrative Department. After getting those bills verified and vetted by Mr. Abid Hussain Shah, Surgeon Commodore Commandant, PNS Shifa, the Finance Department was once again asked to settle the claim of the complainant. In response, the Section Officer (Medical) vide his letter dated: 16.06.2021 stated that the bills have been referred back to Administrative Department which need to be resubmitted. In compliance, the Section Officer (MRI) of School Education Department vide his letter dated: 06.11.2021 confirmed that those bills have already been sent to Finance Department on 17.06.2021. Pursuant to that, after completion of all the requirements, the Secretary Finance Department vide this office letter dated: 21.09.2021



was requested to settle the claim of complainant followed by reminders dated: 28.10.2021, 06.12.2021, 03.01.2022. While the reply of Finance Department was still awaited this office has now received a letter of thanks from the complainant that his medical claim has been reimbursed vide A.G, Office letter No. PN-IV/M.R/2021-22/101 dated: 14.02.2022.

FINDINGS

3. With the persistent persuasion of this office two years pending medical claim of the complainant amounting to Rs.232,517/- has been settled which is also confirmed by him vide his letter dated: 06.06.2022. Hence, no further action is required now.

DECISION

4. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 24th June, 2022



Selected Decisions

DECISION

Complaint No.

POS / CH / 5061 / GTK-14 / 2021 Dated: 30-09.2021

Name and address of the complainant:

Mr. Barkat Ali Qazi & Others,
Government Boys Primary Model School Lohi,
Taluka Khangarh District Ghotki.

Name of the Agency complained against:

Education Works Department,
Ghotki

Name & Designation of Investigating Officer:

Syed Shafi Muhammad Shah,
Director Regional Office Ghotki.

Vetted By:

Mr. Mukhtiar Hussain Soomro,
Advisor (Implementation).

Subject:

COMPLAINT AGAINST INORDINATE DELAY AND USE OF SUB-STANDARD MATERIAL IN REPAIR / CONSTRUCTION WORK OF GOVERNMENT BOYS PRIMARY SCHOOL LOHI BY THE EDUCATION WORKS DEPARTMENT GHOTKI.

THE COMPLAINT

Complainant Mr. Barkat Ali Qazi, Head Master, Government Boys Primary Model School Lohi, Taluka Khangarh, District Ghotki lodged subject complaint on 30.09.2021 contending therein against Education Works Department Ghotki for use of substandard material in repair / maintenance work of this school although the contractor was allegedly given complete payment. The work on school yet to be completed despite lapse of more than one year. The complainant approached the relevant authorities for early completion of said work but failed to prevail upon. Hence prayed Honourable Provincial Ombudsman Sindh to intervene.

PROCEEDINGS

2. The complaint papers, on examination, transpired that inordinate delay in completing the repair works on the said school inspite of contract work payment to the contractor, which is pending even after lapse of one year, clearly constitute a case of mal-administration. The complaint, therefore, was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after necessary formalities. The Investigation Officer then called for report from the agency but the matter remained under hearings on different dates.

3. Finally, the Executive Engineer, Education Works Division Ghotki submitted his report on 14.01.2022 informing that the repair / construction work of the said Government Boys Primary School Lohi has been completed as per specifications and handed over to the Education & Literacy Department. In this connection he submitted copy of certificate of handing-taking over with a request to close the complaint as being redressed.

4. Consequent upon such report of Education Works Division Ghotki the complainant was asked to furnish his rejoinder. He appeared on 10.02.2022 and confirmed completion of repair work and also thanked this Institution of Provincial Ombudsman Sindh. Moreover requested for closure of complaint.



5. For further confirmation the Regional Director Ghotki visited the said school alongwith Assistant Engineer Education Works & Service Department and Taluka Education Officer Ghotki in the presence of complainant, Head Master and teaching staff. School was functional from KG to class five with total strength 257 pupils.

FINDINGS

6. The repair / maintenance work was pending for one year despite payment of contract work and such non-completion of work caused disturbance in the attendance of school children which was however, done away with by interference of this Institution. The complainant was provided relief within less than 4 (four) months. Now the school is functional with necessary staff.

DECISION

7. In view of above, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 20th April, 2022



Selected Decisions

DECISION

Complaint No.

POS/4098/2021/B-50

*Name and address
of the complainant:*

Ms. Iffat Ara Siddiqui D/o Shamsul Islam Siddiqui,
R/o Flat No.G.F-1, Building No.46, Sea View Township,
D.H.A. Karachi.

*Name of the Agency
complained against:*

University of Karachi.

*Name & Designation of
Investigating Officer:*

Syed Qamar Razi Naqvi
Consultant - B

Subject:

**COMPLAINT REGARDING NON-PAYMENT OF FAMILY PENSION
TO THE COMPLAINANT BEING UNMARRIED DAUGHTER OF
LATE RETIRED HEAD OF GEOGRAPHY, UNIVERSITY OF
KARACHI**

THE COMPLAINT

Ms. Iffat Ara Siddiqui, d/o Dr. Shamsul Islam Siddiqui (Late), in her complaint dated 26.10.2020 deposed that her father was former Head of the Department of Geography, University of Karachi. He was receiving his pension after retirement till his death in 1992. According to law, she was the only unmarried daughter was entitled to family pension but she was still deprived of her legitimate right. She, therefore, took recourse of this Institution for the redressal of her grievance.

PROCEEDINGS

2. After completion of codal formalities, the complaint was duly admitted on 13.08.2021 for investigation under section 10 of the Act, 1991 (amended up-to-date), after getting report from Registrar University of Karachi who conceded the averments of complaint. Subsequently, the case was fixed for hearing on 09.09.2021. The Deputy Registrar, University of Karachi informed that being an unmarried daughter, the complainant was entitled for family pension but nobody approached the University for the purpose, right from the death of Dr. Shamsul Islam Siddiqui. He, however, provided copy of requisite Form to be filled by the complainant along with necessary documents to proceed with the case further. Complainant was also advised to complete the codal formalities as early as possible.

3. After pursuance, the Chief Accountant and Deputy Registrar, University of Karachi vide their report dated 30.12.2021 informed that the Competent Authority has approved the family pension in favour of complainant and an amount of Rs.31,866/- with one month's arrear has been disbursed in the account of complainant. Complainant confirmed the payment but requested for payment of arrears as well for which the Chief Accountant of the University of Karachi was advised to resolve the issue of arrears as per law. Consequently, the Registrar, University of Karachi, vide Office Order dated 24.01.2022 reported that the Vice Chancellor has sanctioned 50% family pension in favour of complainant @ Rs.785/- per month w.e.f. 01.07.1997 as arrears and subsequently an amount of Rs.1,530,157/- (Rupees one million five hundred thirty thousand one hundred and fifty seven only) has been sent to complainant's bank account vide cheque No.35783661 dated 29.03.2022 as



informed by the Deputy Registrar vide report dated 31.03.2022. Complainant appeared personally and confirmed the said payment submitting her letter of thanks dated

FINDINGS

4. I am glad that on our intervention, the lady complainant has been able to get her legitimate right of family pension after about thirty years for which she was deprived of due to ignorance of law/rules and the action and arrangements of University of Karachi are also appreciable in this regard.

DECISION

5. In view of the above, the complaint stands disposed of as fully redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 26th April, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/476/KHE/15/Adv-Z
<i>Name and address of the complainant:</i>	Ms. Surrayya Noor Afshan, B-5, Nida Appartment, Gulshan-e-Iqbal Block-1, Karachi.
<i>Name of the Agency complained against:</i>	Sindh Building Control Authority (SBCA)
<i>Name & Designation of Investigating Officer:</i>	Mr. Zamir Ahmad Khan Advisor-Z
<i>Subject:</i>	INORDINATE DELAY IN HANDING OVER PHYSICAL POSSESSION OF FLAT NO.202 & 203 BLOCK-6 IN THE PROJECT OF M/S. SHAHKAR HEIGHTS.

THE COMPLAINT

Ms. Surrayya Noor Afshan filed complaint on 10.12.2015 against Sindh Building Control Authority regarding physical possession of her and her sister's Flat No.202 and 203, Block-6, Type 'B' in Project M/s. Shahkar Heights located at FL-1, Sector 4-A, Surjani Town, Karachi, which they got booked on 30.11.1994 and paid all installments of both flats on 31.07.1999. Despite clearance of all dues, physical possession of flats was not given to them. The complainant visited SBCA many times and talked on phone but all in vain. She, therefore, solicited our intervention for redressal of her grievance.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), after receiving mandatory Affidavit on Form 'A' and other relevant document, the matter was referred to the Agency for report. KBCA submitted a copy of Builders' reply vide letter dated 04.02.2016 stating therein that the cost of flats was Rs.260,000/- without extra charges and documentation charges, the complainant paid Rs.126,000/. The remaining dues were not cleared by the complainant despite issuance of several letters, therefore, the same flat was cancelled. Builder added further that the project was completed on 25.01.2009 and they did not have any vacant flat in their project, therefore, they were ready to refund the paid amount as per terms and conditions of application form duly signed by the allottees.

3. Report of the Builder was sent to the complainant for rejoinder vide this office letter dated 05.04.2016. The complainant submitted rejoinder dated 06.06.2016 stating that the Builder showed payment details of one flat No.202 while she has also given details of Flat No.203 of her sister. She added that she did not receive any letter from the Builder and she tried a lot to search them because no one was available at Site and after lot of efforts she finally found Builders' address and submitted application for possession of both flats. The complainant requested either Builder should provide physical possession or refund full amount of both flats.

4. In order to resolve the issue, hearings were fixed on 02.11.2016 and 17.11.2016, Deputy Director Complaints SBCA appeared on 17.11.2016 and submitted that the Builder



was ready to refund paid amount. The Builder also requested to advise the allottees to visit their office for refund process.

5. Finally the complainant submitted report dated 03.03.2022 that M/s. Shahkar Builder & Developers and SBCA have solved the dispute and builder has refunded their payment. She highly appreciated this Institute and requested to close the case.

CONCLUSION

6. In view of the above, the matter stands disposed of as 'redressed'.

Given under my hand and seal of office.

Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 14th June, 2022





Selected Decisions

DECISION

<i>Complaint No.</i>	POS/281/2011/DG-I
<i>Name and address of the complainant:</i>	Mr. Sohail Soomro, R/o. House No. K-15-B/12/1, Bawapat Syed Mahmood Shah Bukhari Road, Near Masjid Hafzan, P.O. Lea Market, Karachi
<i>Name of the Agency complained against:</i>	Karachi Development Authority (K.D.A)
<i>Name & Designation of Investigating Officer:</i>	Syed Farrukh Habib, Director General-I
<i>Subject:</i>	REQUEST FOR ALLOTMENT OF AN ALTERNATE PLOT IN LIEU OF PLOT NO. L-1 (ST-38/I), SECTOR 5-G, NORTH KARACHI.

THE COMPLAINT

Mr. Sohail Soomro, made a complaint dated 01 received in this Secretariat on 02.02.2011, stating therein that Karachi Development Authority, had allotted a plot bearing No. L-60, Sector 1-B/1, North Karachi, Karachi to his late father in the year 1975, but the possession of which was not handed over to him. Later, on the request of complainant the Agency had allotted an alternate plot No. L-01 (St-38/1), Sector 5-G, North Karachi, in lieu of above said plot in the year 1995. He added that despite repeated requests and constant approaches, the physical possession of even that plot was not handed over to him. He therefore, sought intervention of this Secretariat for redressal of his grievance.

PROCEEDINGS

2. The complaint was admitted for investigation on 03.02.2011, under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory affidavit on Form "A" and other relevant documents.

3. The matter was taken up with the Agency and in its initial report dated 19.10.2011, the Deputy District Officer-I (NKT), Land Management, KDA Wing, contested the allegation of the complainant and stated that there was no liability on the shoulders of KDA and it was the responsibility of complainant to safe guard his property. Later, the Assistant Executive Engineer, North Karachi Division-I, KDA Wing, vide letter dated 27.02.2012, reported that the relevant record file was also not available in their office. However, on 25.06.2012 the Assistant Executive Engineer, North Karachi Division-I, KDA Wing, admitted that such plot was vacant at site and requested Deputy District Officer, North Karachi Division, KDA Wing to issue possession order of the said plot. He reiterated this stance during hearing held on 10.10.2013.

4. In a subsequent hearing held on 17.04.2014, AEE, North Karachi, stated that since original allottee has died, the applicant may therefore be requested to process mutation / possession order in the name of legal heirs. The matter got further delayed for want of action on part of applicant. On 20.03.2017 Assistant Director, North Karachi Division, Land Management, stated that record of plot No. L-01 (St-38/1), Sector 5-G, North Karachi, was not available in record room. On such twist of facts the Registrar, POS wrote to the Director General, Karachi Development Authority to check the veracity of reports and whether the



file of plot has been removed from record deliberately. The Assistant Director, North Karachi, Land Department, KDA, vide letter dated 20.06.2017, asked the Executive Engineer, North Karachi Division, to furnish the report as to whom the physical possession of plot in question was handed over, and also provide factual site inspection report, along-with copies of relevant documents of the plot, so that the case may be placed before the reconstitution committee of missing record file.

5. Matter remained under correspondence during this period when the Assistant Director Land Management, KDA, vide letter dated 03.01.2020, again reported that the case for reconstitution of missing record file was now going to be placed before the Reconstitution Committee, in forth coming meeting.

6. Progress in the matter remained abysmally slow due to pandemic of Covid-19 restrictions and lethargic attitude on part of Agency. However, on 13.12.2021, the complainant informed through his letter stating therein that due to intervention of this Secretariat, his grievance with the Agency has been redressed, for which he extended his gratitude to this office.

DECISION

7. In view of the above, the complaint is disposed of as fully redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 24th June, 2022



Selected Decisions

DECISION

Complaint No. POS/2969/2022/R-07

Name and address of the complainant: Dr. Ahmed Iqbal & others

Name of the Agency complained against: Karachi Medical & Dental College (KM&DC).

Name & Designation of Investigating Officer: Mr. Masood Ishrat, Registrar.

Subject: **ALLEGED NON-PAYMENT OF MONTHLY STIPEND TO HOUSE JOB OFFICERS (BDS DOCTORS) OF BATCH 2021. REQUEST FOR INTERVENTION.**

THE COMPLAINT

Dr. Ahmed Iqbal, being authorized representative of BDS House Job Officers, Batch-2021, KM&DC filed a complaint on 01.06.2022 against management of KM&DC stating that he alongwith 94 other BDS doctors were engaged by KM&DC for paid House Job for a period of one year w.e.f. 01.02.2022. The stipend for the job was Rs.45,000/- per month duly notified by the Finance Department, Government of Sindh but no amount was mentioned in the offer letter issued to the BDS doctors by the KM&DC whereas in the offer letters of MBBS Doctors, the amount of stipend was mentioned. He added that concerned authorities of KM&DC were approached for release of dues from the date of joining but there was no response whereas other such institutions like Jinnah Sindh Medical University and Abbasi Shaheed Hospital of KMC were paying the stipend to their House Job Officers. He, therefore, requested to intervene.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Officae of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) for investigation and was referred to the Agency for report/comments.

3. In response, Dr. Syed Farman Ahmed, Senior Lecturer/Incharge Dental OPD, KM&DC appeared for hearing on 23.06.2022 and submitted report dated 21.06.2022 alongwith attendance list of the BDS House Job Officers. He stated that the MBBS House Job Officers were being engaged and paid by Abbasi Shaheed Hospital which receive complete grant from KMC whereas the KM&DC does not receive sufficient funds from KMC as such the BDS House Job Officers were being paid less than the MBBS House Job Officers and that is why no amount was mentioned in the offer letter of the BDS House Job Officers. It has also been reported that KM&DC would have no objection in payment of Rs.45,000/- instead of Rs.30,000/- if KMC released complete funds required by the KM&DC. He informed that for that purpose, a summary has been floated. He assured that the management of KM&DC would again float a fresh summary to the Metropolitan Commissioner, KMC for payment of stipends to the BDS house job officers at the rate of Rs.45,000/- per month in line with the practice in vogue in view of Finance Department's circular dated 02.04.2019 notifying therein enhancement of stipend for House Job Officers from Rs.30,000/- to Rs.45,000/-.

4. The complainant in his rejoinder dated nil (received on 05.07.2022) reiterated his earlier stance and added that the Agency had paid only one month's stipend @ Rs.30,000/-.



5. Last hearing in the matter was held on 18.10.2022 when Prof. Dr. Nargis Anjum, Principal, KM&DC, alongwith Prof. Dr. Ashraf Ayub, Head of Department of Dentistry and Mr. Parvez Ahmed Siddiqui, Director Finance, appeared and submitted report of the date indicating that stipend for four (04) months has so far been released to the BDS House Job Officers whereas the payment for remaining due stipend was in process. The Principal further informed that the concerned authorities of KMC have been approached for providing funds enabling the College to clear the amount of stipend of House Job Officers and salaries of staff.

6. She added that some of the students had also filed petitions in the High Court of Sindh bearing C.P. No.D-1859/221 and D-3525/2021 whereby the Hon'ble Court vide order dated 04.07.2022 directed the college management for payment of payable stipend to the house job officers as per law. Complying with such direction, the matter had also been referred to the Metropolitan Commissioner, KMC.

7. Besides, the Principal in her written statement disclosed that stipend to 250 MBBS House Job Officers was being paid @ Rs.45,000/- by the KMC directly whereas the stipend of 100 BDS House Job Officers @ Rs.30,000/- was being paid by the KM&DC. She assured that differential arrears of BDS House Job Officers would be paid on receipt of funds from KMC. The Principal also informed that the matter regarding award of status of KM&DC as Metropolitan University was also placed in the meeting of Sindh Cabinet held in last week and if the same is approved by the legislature, it might help the management to overcome all such financial crisis.

FINDINGS

8. I have examined the case and documents on record. According to policy of Government notified in the Gazette of Pakistan on 27.10.2016, all public and private institutions are under lawful obligation to provide a paid house job to their medical graduates and there shall be no house job/internship in parent institute without honorarium. Moreover, the Circular dated 02.04.2019 issued by the Finance Department, Government of Sindh, notifies the rate of honorarium/stipend to the House Job Officers and Postgraduate Trainees. Through the said circular, old rate of stipend of House Job Officers @ Rs.30,000/- was enhanced / revised @ Rs.45,000/- w.e.f. 01.02.2019. It is an admitted fact that all the relevant institutes have been awarding stipend to their House Job Officers at revised rates (i.e. Rs.45,000/-) whereas in the instant case, the KM&DC had been paying stipend to its BDS House Job Officers at the old rates for which KM&DC has no authority to depart from the policy of Government of Sindh merely on its own convenience which is otherwise in complete disregard of other sister institutions' treatment to its medical graduates where the Finance Department's circular dated 02.04.2019 was strictly being implemented without discrimination.

9. During the course of proceedings, the KM&DC has failed to justify the skipping to mention the amount of stipend in the offer letters issued to the BDS House Job Officers which itself is a suspicious act particularly when while examining the documents submitted by the respondent Agency it surfaced that the exact rate had not been mentioned even in the minutes of meeting of Selection Committee for dental house job at KM&DC held on 28.01.2022. It all appears to be a deliberate act confirming maladministration on the part of the Agency.



DECISION

10. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), I, hereby direct the Administrator, KMC, Karachi, to release funds, required by KM&DC, for payment of stipend to the BDS House Job Officers at revised rates as per Circular dated 02.04.2019 of Finance Department, Government of Sindh including arrears thereof and report compliance to me inside forty five (45) days hereof.

11. The Principal, KM&DC, is also directed to make payment of stipend @ Rs.45,000/- alongwith the differential arrears to the complainants and all other BDS House Job Officers and file progress report within forty five (45) days.

12. Copy of the Decision is also forwarded to the Chief Secretary, Sindh and Secretary to Government of Sindh, Local Government, Housing & Town Planning Department with directives to expedite the process of release of funds and taking measures to enable the management of KM&DC firstly to end the discriminatory treatment to BDS House Job Officers on priority basis and to get rid of financial constraints and file progress report inside sixty (60) days hereof.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 21st November, 2022



Selected Decisions

DECISION

Complaint No. POS/3443/KHE-201/20

Name and address of the complainant: Mst. Razia Qaisar wd/o Qaisr Jamil, H.No. 09, Punjab Town, Malir Halt, Karachi.

Name of the Agency complained against: Karachi Development Authority

Name & Designation of Investigating Officer: Mr. Zamir Ahmad Khan
Director, Regional Office, Karachi (East)

Subject: **ALLEGED DELAY IN PAYMENT OF PENSION AND OTHER SERVICE DUES IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT WHO EXPIRED ON 24.12.2017.**

THE COMPLAINT

Mst. Razia Qaisar in her complaint dated 08.09.2020 stated that her husband was working as Telephone Operator in KDA. He passed away on 24.12.2017. After death of her husband she approached concerned department for grant of service dues and completed all required formalities but payment has not been made to her despite repeated visits to the Agency's Accounts Office. She, therefore, solicited our intervention for resolution of her grievance.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Director, Finance and Accounts vide letter dated 07.06.2022 intimated that complainant's total dues have been worked out to the tune of Rs. 3,765,395/- out of which Rs. 2,865,395/- have been paid leaving balance of Rs. 900,000/- which will be paid to the complainant @ of Rs. 100,000/- on monthly basis as KDA is facing acute financial crises.

FINDINGS

3. As a result of Investigation process the Agency has paid Rs. 2,865,395/- to the complainant and Agency has assured to pay remaining amount of Rs. 900,000/- in installments @ Rs. 100,000/- per month.

DECISION

4. In view of the above, the complaint stands disposed of as redressed. However, Director General, KDA is directed to ensure timely payment of monthly installments on regular basis till settlement of complainant's outstanding dues, under intimation to this office.

Given under my hand and seal of office.

Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh
Karachi, dated; 1st August, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/5429/2020/F
<i>Name and address of the complainant:</i>	Mr. Abdullah S/o Ali Akbar Soomro, c/o Matawati Taj Muhammad Madina Masjid, Purana Truck Adda, Mauripur Road, Karachi
<i>Name of the Agency complained against:</i>	i) Sindh Building Control Authority (SBCA) ii) Revenue iii) M/s. Zong Mobile Co. (Pvt) Ltd.
<i>Name & Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F
<i>Subject:</i>	COMPLAINT REGARDING INSTALLATION OF TOWER OF ZONG MOBILE NETWORK IN NEIGHBORHOOD OF THE COMPLAINANT DUE TO WHICH HIS HOUSE WAS DAMAGED AND CAUSING UN-BEARABLE NOISE POLLUTION LEADING TO MENTAL DISEASE, ETC.

THE COMPLAINT

Mr. Abdullah Soomro in his complaint dated 04.10.2019 stated that he was resident of Shah Punjo District Dadu. He was living in a house along-with his family members. M/s. Zong Mobile Co. had installed mobile tower adjacent to his house, which was causing nuisance due to operation of power generator. As a result of vibration, cracks had developed in walls of his house. One of his daughters had become mental patient. Besides, some people of questionable character visit the Chowkidar who loudly use abusive language and when he advised them to behave properly, they started quarrel with him.

2. In view of the above, the complainant solicited intervention of this Institution for relief.

3. The complaint was initially processed by the Registrar, Provincial Ombudsman Sindh from 19.11.2019 to 07.12.2020. It was admitted on 24.12.2020 under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) and assigned to the Consultant-F. The complainant filed affidavit along-with copy of CNIC on 29.01.2021.

PROCEEDINGS

4. The complaint was taken up with the Director General, SBCA, Karachi, Regional Director, SBCA, Hyderabad, Administrator, Municipal Committee, Dadu and the intervenor Regional Head M/s. Zong (Pvt) Ltd., Auto Bhan Road, Hyderabad for their comments.

5. The Deputy Director (Tech)/Incharge, Sindh Environmental Protection Agency (SEPA), Regional Office, Hyderabad submitted his report vide letter dated 15.03.2021. It was disclosed that the site was visited on 08.03.2021. The complainant, though informed, did not come at the site. The enquiry was conducted, which revealed as under:

- i). M/s. Zong Mobile Tower was installed during the year 2014-15;
- ii). The Zong administration visit the site only when technical fault occurred;



- iii). The plot where tower was installed belonged to Syed Shamim Hyder Shah;
- iv). According to watchman, the complainant and his family was not residing there since 2014-15; and
- v). The generator was installed in 2019.

6. He added that enquiry was made from the neighbour Ghulam Ali s/o Abdul Razaq Memon who stated that he had no objection regarding installation of generator except noise problem. He added that poor housekeeping was found at the time of visit. The tower was located at the densely populated area, the tower management had installed heavy generator seemed to be higher than Sindh Environmental Quality Standards of SEP Act-2014. Due to high noise pollution, the residents of the locality were disturbed. The official record of SEPA transpired that no any approval/NOC was obtained by the Company from SEPA. The inspecting officer recommended to direct the Company to overcome upon noise parameters to conform with the Sindh Environmental Quality Standards (SEQS) and further directed to submit Environmental approval / NOC.

7. The Chief Municipal Officer, Municipal Committee Dadu informed that the site in question was situated within the limits of Municipal Committee Mehar.

8. The matter was as such taken up with the Chief Municipal Officer, Municipal Committee, Mehar who appeared on 20.09.2021. He submitted report dated 17.09.2021 stating that the complainant was residing in Karachi and in case he had any grievance he should have approached the competent forum under Section 133 Cr.P.C. He added that the tower was installed several years ago without any NOC/ permission from the Municipal Committee, Mehar.

9. The Assistant Director, SBCA, District Dadu in his report dated 26.04.2021 stated that he had visited the site. The tower was installed few years ago on natural ground level with boundary wall. It was within the domain of District administration to grant permission for installation of tower and not SBCA.

10. The intervenor Company through their counsel challenged the admission of the complaint being not maintainable under the law. He added that as per decision of the Hon'ble High Court in the Petition No. 2400/2009, the SBCA was only competent to entertain such complaints. Besides, the complainant was physically not residing at the site.

11. The copies of the reports received were provided to the complainant for rejoinder. He objected to the installation of the tower and further claimed that the plot on which the tower was installed belonged to him.

12. The Mukhtiarkar (Revenue) was, therefore, asked to furnish his comments. He reported vide letter dated 09.02.2022 that the tower was established at the site for public convenience and there was no damage to any house. Besides, the house of the complainant was away from the tower. He further reported that one Ali Nawaz Awan was contacted who stated that no damage caused to his house which was situated between complainant's house. The assertions made by the complainant were totally wrong.

13. The intervenor Company was repeatedly advised to file their comments on the reports received from different agencies but no response was received. The company also failed to produce any permission from competent authority for installation of the tower.



FINDINGS

14. The case has been examined in light of letter No.RO(LG)/Misc. / 4(92)/2008(P-I) dated 03.06.2015 issued by the Government of Sindh, Local Government, Public Health Engineering, Rural Development and Housing Town Planning Department in pursuance of the Judgment passed by the Honourable High Court of Sindh Karachi in C.P. No. 2400/2009. According to this letter a revised policy regarding installation of BTS Towers had been issued.

15. According to the revised policy:

- i) All cellular companies desirous to install BTS (Base Trans-receiver Station) in the city/rural areas of Sindh shall make application to this effect to the concerned Regional Director, SBCA or headquarters SBCA in case BTS was being installed at Karachi;
- ii) After receiving of application from Cellular Companies on fulfillment of all codal formalities, provisional NOC shall be issued by the Authority subject to condition of the NOC from Sindh Environmental Protection Agency (SEPA);
- iii) After receiving application, the Sindh Building Control Authority shall forward a set of application to SEPA. In the Board meeting, the Representative of SEPA shall submit the initial clearance report;
- iv) The application for NOC for the installation of BTS Tower shall be accompanied with the following documents /details:
 - a. Site Plan of the proposed site;
 - b. Site detail, whether to be installed on the roof top or within building premises or open plot for commercial use;
 - c. a copy of approved building plan in case the BTS (Tower Genset and Radio. Equipment) is to be installed on roof top of the building;
 - d. Structural Stability Certificate from a qualified Structural / Proof Engineer duly registered with Sindh Building Control Authority;
 - e. All Cellular Companies may obtain NOC from CAA/FAB (within a radius of 15 km from the Airports);
 - f. Affidavit from the concerned owner of the property or association, in case of public project;
 - g. Detailed design of the BTS highlighting placement of Tower Radio Cabin and Genset;
 - h. Ownership proof of the building owner, signing agreement with mobile operators;
 - i. CNIC Copy of the owner;
 - j. Affidavit signed by. Director of the Mobile Company stating that, in case of any loss to life or property, the concerned Cellular Company will be bound to pay Rupees Five Lacs to each victim and make good any damage to property;
 - k. Approval Committee for establishment of BTS (Tower, Genset and Radio equipment), may approve the cases within twenty five days after submission of all documents/codal formalities as well as the objections shall be pointed out within one week.

16. As per revised policy the Authority may allow installation of BTS Tower (Tower Radio Cabin and Genset) on following properties:-

- i) Roof, tops of the commercial, government / semi government properties / buildings etc.



- ii) Water Tanks
- iii) Disposal works
- iv) Nooks and corners of other properties, which cannot ordinarily be put to any productive use by Local Government Authorities.
- v) The BTS (Tower, Genset and Radio equipment) may be installed on the residential plots only when no building mentioned in para (i) above is available. The plots of Katchi Abadis may be utilized for BTS Towers.

17. The Committee for granting approval was constituted as under:

- | | |
|--|----------|
| i) Director General, Sindh Building Control Authority | Chairman |
| ii) Administrator of MC/DC/MC/TC (concerned) | Member |
| iii) PTA representative | Member |
| iv) Representative District Administration (concerned) | Member |
| v) Any other Co-opted Member with permission of Chair | |

18. The copy of the letter was sent to all concerned including cellular companies, for compliance. It was surprising to observe that the Assistant Director, SBCA, Dadu was unaware of the powers of SBCA as he in his report shifted responsibility upon District administration.

19. From the reports received indicated that the intervenor Company had not obtained any NOC from the Sindh Building Control Authority, Municipal Committee and the Sindh Environmental Protection Agency, which clearly indicated that the tower was installed in violation of the policy guidelines issued by the Government of Sindh Local Government Department vide No. RO(LG)/Misc/4(92)/2008(P-I) dated 3rd June, 2015. Besides, the company had not complied with the guidelines provided by the Government hence it was liable for action.

20. As regards claim of the complainant over the plot upon which the tower is installed, the complainant in fact had not made any such claim in his complaint. He subsequently claimed that the plot in question belonged to him. The complainant had not produced sufficient evidence to substantiate his claim. Besides, the Mukhtiarkar (Revenue) Mehar has also not endorsed the claim. The complainant should, therefore, approach the competent forum to establish his title.

DECISION

21. In view of the above, I, in exercise of powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) hereby direct the Director General, Sindh Building Control Authority Karachi, being the Chairman of the Committee, to proceed into the matter, as provided in the guidelines and report compliance in 60 days.

22. The Secretary to Government of Sindh, Local Government Department is advised to again disseminate the guidelines to all concerned including mobile companies for strict compliance.

Given under my hand and seal of office.

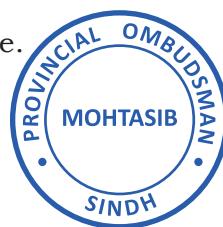
Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 4th March, 2022





Selected Decisions

DECISION

<i>Complaint No.</i>	POS/1182/TTA/10/2022
<i>Name and address of the complainant:</i>	Faqeer Abdul Jabbar Sagrio, R/o Village Yar Muhammad Sagrio, P.O Mirpur Bathoro Taluka Mirpur Bathoro, District Sajawal.
<i>Name of the Agency complained against:</i>	Health Department.
<i>Name & Designation of Investigating Officer:</i>	Mr. Riaz Ahmed Siddiqui, Regional Director, Thatta.
<i>Vetted By:</i>	Syed Qamar Razi Naqvi
<i>Subject:</i>	COMPLAINT AGAINST DOCTOR/STAFF OF TALUKA HOSPITAL MIRPUR BATHORO FOR THEIR ALLEGED FAILURE TO PROVIDE TREATMENT TO THE COMPLAINANT WHO REPEATEDLY VISITED THE HOSPITAL FOR TREATMENT OF HIS FRACTURED HAND. REQUEST FOR INTERVENTION.

THE COMPLAINT

Faqeer Abdul Jabbar Sagrio, filed a complaint dated 28.02.2022 against Health Department alleging therein that doctor/staff of Taluka Hospital, Mirpur Bathoro did not provide due treatment to him despite repeated visits to Hospital for treatment of his fractured hand. He, therefore, solicited our intervention to redress his grievance.

PROCEEDINGS

2. After admitting the case u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act-1991 (amended upto date), the matter was taken up with the District Health Officer Sujawal, who vide his report dated 09.05.2022 informed that a Committee consisting two senior doctors visited Taluka Hospital Mirpur Bathoro on 07.05.2022 to enquire about the facts and the OPD Register was checked. It revealed that the complainant visited the Medical Officer on duty Dr. Muhammad Raza due to RTA (Road Traffic Accident). However, no advice of X-ray or any complaint of fracture was available on record. The other ancillary staff also denied to treat any patient named Abdul Jabbar on that day. The complainant was also contacted on his cell number which was found closed. It was further informed that overall Hospital was functioning in proper way, all the duty staff was on duty alongwith Medical Superintendent THQ Mirpur Bathoro, and other essential medicines and other medical services were available including X-ray service.

3. A copy of Agency report was forwarded to the complainant for his rejoinder. He submitted the same on 26.05.2022 stating therein that he was not satisfied with the report of District Health Officer, Sujawal, and explicitly rebutted the report.

4. In order to sort out the issue case was fixed for hearing on 07.06.2022. Heard the parties in detail and it was revealed that due to non-availability of electricity in the evening time when complainant visited the Hospital, he was advised to come next day in morning. He visited next day, but unfortunately the staff was on strike as a result he caused difficulty and inconvenience in his treatment.



Both Dr. Ahmed Ali Palijo, DHO Sujawal and Dr. Muhammad Juman Abbasi, M.S Taluka Hospital Mirpur Bathoro, District Sujawal, vide their statements apologized being public servants, the inconvenience caused to the complainant, and assured to be vigilant in future. Complainant also expressed his satisfaction upon such arrangements and requested to now close his case.

FINDINGS

5. I have examined the case and found that though the complainant has shown his satisfaction upon the apology of concerned Medical Officers but mal-administration established on the part of Agency cannot be ignored.

DECISION

6. I, therefore, in exercise of powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), direct both the District Health Officer, Sujawal, and Medical Superintendent, Taluka Office Mirpur Bathoro to improve performance and service delivery in the Hospital and ensure timely/proper treatment to avoid inconvenience to the general public.

7. The complaint stands disposed of with the above directives.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 23rd August, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/5650/2021/N
<i>Name and address of the complainant:</i>	Mst. Tahira Faizan, House No.134, Awaisia Housing Society, Township, Lahore.
<i>Name of the Agency complained against:</i>	i. Inspector General of Police, Sindh, Karachi. ii. State Life Insurance Corporation of Pakistan (SLIC)
<i>Name & Designation of Investigating Officer:</i>	Mr. Nazir Ahmed Qidwai, Director, Regional Office, Karachi (Central)
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	COMPLAINT AGAINST ALLEGED NON-PAYMENT OF FINANCIAL PACKAGE FOR FAMILIES OF GOVERNMENT EMPLOYEES WHO EXPIRED DURING SERVICE (COMPLAINT OF MST. TAHIRA FAIZAN WD/O. FAIZAN SAFDAR).

THE COMPLAINT

Mst. Tahira Faizan filed a complaint dated 27.10.2021 wherein she stated that her husband, Faizan Safdar (PSP) was serving as AIG Crimes (BPS-19) in Government of Sindh. Her husband expired during service on 07.08.2018 and partial service dues have been paid to her but special package i.e. plot, house rent, group insurance and marriage grants etc have yet not been paid to her. Aggrieved by that, she solicited intervention of this institution.

PROCEEDINGS

2. At the very outset, the complaint was examined to ascertain that whether or not, it was a service matter since in such case, the complaint would not be entertained in terms of Section 9(2) of the Act 1991. However, having found that her husband Faizan Safdar (PSP) was serving as AIG Crimes (BPS-19) in Government of Sindh who expired during service on 07.08.2018 and partial service dues have been paid to her but special package i.e. plot, house rent, group insurance and marriage grants still outstanding. Therefore, while remaining mindful about the domain, the case was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the Inspector General of Police Sindh, Karachi for report vide letter dated 17.11.2021. In response, AIGP (Welfare) informed vide letter dated 30.11.2021 that the following payments have been made to the family of deceased SSP Faizan Safdar:

(i)	Burial Charges	Rs. 50,000/-
(ii)	Leave encashment	Rs.1,259,520/-
(iii)	Family Pension	Rs. 101,277/- (per month)
(iv)	Commutation	Rs.3,588,327/-
(v)	Benevolent Fund	Rs. 5,000/- (per month)
(vi)	Financial Assistance	Rs.2,400,000/-
(vii)	Marriage grant of	Rs. 50,000/- each child for two children.



4. There is no provision of plot/house to the family of the deceased officer. The case for payment of Group Insurance Rs.2.1 (M) is forwarded to the State Life Insurance Corporation (SLIC) vide letter dated 30.01.2020 but yet not cleared.

5. This office issued notice dated 22.02.2022 to the SLIC Karachi to expedite the payment of Group Insurance to the family of deceased Faizan Safdar. In response, Assistant Manager (Legal) SLIC Karachi informed vide letter dated 11.03.2022 that deceased was Federal Government Officer and SLIC can only pay the amount of Group Insurance to the employees of Sindh Government as per contract agreement with Finance Department dated 10.05.2021.

6. The case was fixed for hearing on 14.04.2022, attended by Zonal Head of SLIC Karachi who informed that as per contract agreement, SLIC is not responsible to pay Group Insurance amount to the family of deceased.

7. This office issued letters to Finance Department (F.D), Government of Sindh, Karachi vide letters dated 10.03.2022 and 18.04.2022 for advice with regard to payment of Group Insurance to PAS/PSP officers posted in Sindh Province who are paid salary by Government of Sindh and Group Insurance contribution is deducted from their salaries. In response, F.D. clarified the matter vide letter dated 19.04.2022 that officers of Federal Government posted in the Province are entitled for financial benefits and Group Insurance which is covered in "The Sindh Civil Servants Welfare Fund Ordinance 1979 and Rules 1980" and similarly issued directions to SLIC to release the amount of Group Insurance accordingly.

8. Deputy Manager, SLIC informed vide letter dated 09.05.2022 that the Group Insurance, amounting to Rs.2.1(M) is paid to the widow of deceased Faizan Safdar vide cross cheque dated 29.04.2022 and grievance redressed. She was asked to confirm the receipt of Group Insurance by the SLIC who confirmed the same on telephone.

FINDINGS

6. The investigation of the complaint established maladministration against the agency i.e. SLIC for inordinate delay in payment of Group Insurance to the deceased family since January 2020. Her grievance is redressed on the intervention of this institution. As regards the complainant's demand for plot/house since the same is not covered under the rules hence its not tenable.

DECISION

7. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the province for Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 24th June, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/695/2021/HYD/232
<i>Name and address of the complainant:</i>	Dr. Muhammad Zahoor Qureshi, R/o H.No: B/1151/8, Qazi Abdul Qayoom Road, Hyderabad.
<i>Name of the Agency complained against:</i>	i. Environmental Protection Agency (EPA), Hyderabad. ii. Municipal Commissioner, HMC Hyderabad
<i>Name & Designation of Investigating Officer:</i>	Mr. Abdul Wahab Memon, Consultant / Director, Regional Office, Hyderabad.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	COMPLAINT AGAINST ALLEGED IN-ACTION ON THE REPRESENTATIONS AGAINST ILLEGAL BUSINESS OF ACID AND NICKEL POLISH.

THE COMPLAINT

Dr. Muhammad Zahoor Qureshi filed a complaint dated 28.10.2021 wherein he alleged inaction on his representation against illegal business of acid & nickel polish by some private persons in residential compound of City Survey No: 1151/8 Qazi Abdul Qayoom Road, Hyderabad without any NOC/license of the relevant agency. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. The case was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice dated 03.12.2021 to the Municipal Commissioner, HMC Hyderabad and Deputy Director/Incharge Sindh Environmental Protection Agency (EPA) Regional Office, Hyderabad for hearing on 14.12.2021, which was attended by Assistant Director, EPA, Focal Person of HMC and the complainant. The representative of EPA furnished joint site inspection report conducted by Deputy Director (Tech)/R.I), the Assistant Director (Tech) & Environmental Inspector of 13.12.2021 which revealed that M/s Imran Yousuf Zai (Acid & Nickel Polish Factory) is home based unit, operating with huge quantity of chemicals i.e Sulphate, Boric Acid, Zinc Sulphate by mixing and forming alloy of chemical named nickel chrome. The used material is drained through sewerage system of the area which is in violation of section 11 of Sindh Environmental Protection Act-2014.

4. Later on, the Deputy Director, Sindh EPA Regional Office, Hyderabad vide letter dated 24.01.2022 furnished the undertaking submitted by Mr. Imran, owner of the company regarding shifting of business within one month.

5. After that, the case was fixed for hearing on 22.03.2022, attended by Deputy Director (Tech) EPA and complainant. The representative of Agency informed that the owner of nickel



polish factory has stopped his business activities in the residential area and grievance of the complainant is redressed and submitted report in this regard. The complainant confirmed the contention of the agency vide his written statement during the hearing that his grievance is redressed and offered thanks to this institution.

FINDINGS

6. On the intervention of this Institution, the grievance of the complainant stands redressed.

DECISION

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 17th October, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/CH/405/2020
<i>Name and address of the complainant:</i>	Mr. Aqib Ali R/o village Manjan, Taluka Mehar, District Dadu.
<i>Name of the Agency complained against:</i>	Executive Engineer, Education Works Division, Dadu.
<i>Name & Designation of Investigating Officer:</i>	Mr. Nadir Ali Jamali, Regional Director, Dadu.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N

Subject: **COMPLAINT AGAINST ALLEGED NON-REPAIR OF GBPS AT VILLAGE MANJAN, DAMAGED DURING HEAVY FLOODS IN 2010.**

THE COMPLAINT

Mr. Aqib Ali filed a complaint dated 19.01.2020 that school building of GBPS of village Manjan was heavily damaged during floods-2010. He stated that 150 students are enrolled in the school and their life is at risk. Aggrieved by that, he solicited intervention of this institution.

PROCEEDINGS

2. The complaint was admitted subject to submission of CNIC, mandatory Affidavit on Form "A" and other relevant documents as required u/s 10 of the establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up-to date).

3. This office issued notice to the Assistant Executive Engineer, Mehar and Taluka Education Officer (TEO), Mehar for report vide letter dated 19.10.2020. In response, Assistant Executive Engineer, Education Works informed vide letters dated 30.06.2021 and 12.08.2021 that the repair scheme was approved by DC Dadu under sponsorship of United Energy Pakistan. The repair work is completed and building handed over to the TEO Mehar and enclosed the photographs also.

4. The agency report was sent to the complainant for rejoinder vide letter dated 03.09.2021 and contacted on his cell phone number who confirmed that his grievance is redressed. After that, the Regional Director Ombudsman office Dadu visited the GBPS, village Manjan along-with Assistant Executive Engineer, Education Works Mehar on 02.12.2021 and confirmed that the school building was properly repaired with boundary wall, washroom and solar water pump.

FINDINGS

5. On the intervention of this institution, the agency expedited the repair work of the school damaged in 2010 floods.



DECISION

6. In view of the above and in exercise of powers vested in me under Section- 11 of Establishment of the Office of the Ombudsman for the province for Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 22nd February, 2022



Selected Decisions

DECISION

Complaint No. POS/791/2022/RM-14

Name and address of the complainant: Mr. Jawaaid Ali Wasan S/o Karim Bux, R/o House No. 109, Latif town, near Khalifa Rashidain Masjid, Mirpurkhas.

Name of the Agency complained against: Municipal Commissioner, Municipal Corporation, Mirpurkhas.

Name & Designation of Investigating Officer: Mr. Zulfiqar Ali Junejo, T.I. Regional Director, Mirpurkhas.

Vetted By: Mr. Muhammad Naseer Jamali Advisor-N

Subject: **COMPLAINT AGAINST ALLEGED INACTION OF THE AGENCY ON OVER-FLOW OF GUTTERS AND DESILTING OF MAIN DRAIN IN LATIF TOWN, MIRPURKHAS.**

THE COMPLAINT

Mr. Jawaaid Ali Wasan filed a complaint dated 07.02.2022 wherein he alleged that he approached the municipal corporation, Mirpurkhas regarding insanitation and over-flowing of sewerage water on road due to non-lifting of garbage / desilting of main drain. As a result, the residents of Lateef Town were facing many problems but to no avail. Aggrieved by that, he solicited intervention of this institution.

PROCEEDINGS

2. The complaint was admitted under section 10 of the Establishment of the office of Ombudsman Sindh for the Province of Sindh Act, 1991 (amended up-to date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the Municipal Commissioner, Municipal Corporation Mirpurkhas for report vide letter dated 24.02.2022 and called the parties for hearing on 10.03.2022. The agency's representative and the complainant Jawaaid Ali attended the hearing. The agency submitted report that the area was got cleaned / swept. The complainant admitted to some extent but informed that the main drain is yet not desilted. The representative of agency assured for desilting the main drain within two days.

4. Subsequently, the complainant and the Regional Director, Regional Office Mirpurkhas visited site on 16.03.2022 and witnessed that drains were desilted. The complainant expressed his satisfaction and filed written statement regarding redressal of his grievances.



FINDINGS

5. On the intervention of this institution, the agency took efforts and grievance of the complainant is redressed.

DECISION

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province for Sindh Act 1991 (amended upto dated), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 22nd April, 2022



Selected Decisions

DECISION

Complaint No. POS/RD/DDU/5173/2021/NWS-74

Name and address of the complainant: Mr. Jahanzaib Memon s/o Muhammad Yousuf
R/o H.No. B-114, Street No.07, Ghulam Hyder Shah
Colony, Nawabshah.

Name of the Agency complained against: Chief Municipal Officer (CMO), Municipal Committee (MC) Nawabshah.

Name & Designation of Investigating Officer: Mr. Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted By: Mr. Muhammad Naseer Jamali
Advisor-N

Subject: **COMPLAINT AGAINST ALLEGED NON-SHIFTING OF CATTLE PENS FROM RESIDENTIAL COLONY AND NON-CLEARING OF SEWERAGE LINES.**

THE COMPLAINT

Mr. Jahanzaib Memon filed a complaint dated 06.10.2021 wherein he alleged cattle pens in colony. The sewerage lines are mostly blocked due to non removal of garbage due to cattle pens. Children Park is located near the cattle pens but the ladies /children cannot visit the park due to smell and sanitation problem. He approached CMO, MC, Nawabshah but no action was taken by the agency. Aggrieved by that, he solicited intervention of this institution.

PROCEEDINGS

2. The complaint was admitted under section 10 of the Establishment of the office of Ombudsman Sindh for the Province of Sindh Act, 1991 (amended up-to date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the CMO, MC Nawabshah for report vide letter dated 28.10.2021. The complaint pertained to public interest, hence, the Investigation Officer, Shaheed Benazirabad visited the site on 02.12.2021 along-with Town Officer, Municipal Committee, Nawabshah and found no heaps of garbage and waste of cattle dairies in the colony as the same was cleared by the cattle pen owners.

4. The complainant appeared before Investigation Officer, Shaheed Benazirabad on 23.12.2021, filed written statement that after filing the complaint and site visit by Regional Director, Shaheed Benazirabad, the cattle pen owners removed the garbage on daily basis and clean the colony on regular basis. His grievance is redressed and requested to close further investigation on his complaint.

FINDINGS

5. The investigation of the complaint established mal-administration against the agency on failure to remove the garbage and maintain proper municipal services in the colony. His grievance is redressed on the intervention of this institution.



DECISION

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province for Sindh Act 1991 (amended upto dated), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 15th February, 2022



Selected Decisions

DECISION

<i>Complaint No.</i>	POS/RBH/09/2016
<i>Name and address of the complainant:</i>	Mr. Abdul Majeed alias Abdul Sattar, S/o. Muhammad Qasim Nizamani, P.O Kario Ganhwer, Taluka Shahed Fazil Rahu, District Badin.
<i>Name of the Agency complained against:</i>	Education Works Division, Badin.
<i>Name & Designation of Investigating Officer:</i>	Syed Shafi Muhammad Shah, Director, Regional Office, Badin.
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K
<i>Subject:</i>	COMPLAINT AGAINST INORDINATE DELAY IN COMPLETION OF CONSTRUCTION WORK OF THE BUILDING OF GOVERNMENT BOYS HIGHER SECONDARY SCHOOL, KARIO GANHWER DISTRICT BADIN BY EDUCATION WORKS DIVISION BADIN.

THE COMPLAINT

Mr. Abdul Majeed alias Abdul Sattar Nizamani, filed the above complaint on 01.02.2016. He alleged inordinate delay in completion of work of the School building of Government Boys Higher Secondary School Kario Ganhwer, Taluka Golarchi / Shaheed Fazil Rahu, District Badin by the Education Works Division, District Badin. He stated that the Government had sanctioned budget for construction of additional rooms in Government Boys High School Kario Ganhwer for its up-gradation from High School to Higher Secondary School level. The construction work was started but later on the contractor abandoned it in 2010 and disappeared. Resultantly, the education of a large number of students suffered. According to the complainant there were about 850 boys & girls students enrolled in the School. The School is also the examination center for matriculation examination. The complainant finally requested for intervention of this Institution for early completion of construction work of the School to avoid further loss of education to the children of the area.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), and after receiving mandatory Affidavit on Form "A" and other relevant documents, the Investigation Officer called for report from the agency.

3. The Executive Engineer, Education Works Division Badin in his initial report dated:17.02.2016 informed that the building of above School was approved during 2008-09. The work started on 19.03.2009 and completed upto plinth level. Since the start of work insufficient funds were released by the Finance Department and no funds were released during the financial year 2009-10. In the meantime schedule of the rates was revised in 2012. As the work could not be completed at the original tender cost the revised PC-I was submitted for approval of the competent authority. The remaining work would to be completed after approval of the same and release of funds.



4. Later on, after constant persuasion, the agency vide its report dated: 09.10.2018 conveyed that from 2009-10 to 2017-18 only Rs.2.820 million were released which were utilized and due to non-availability of required funds work was stopped at lintel level. The agency further informed that the Honourable Chief Justice, High Court of Sindh, Karachi had also taken *Suo Moto* notice regarding the delay in construction of the above building and ordered on 02.08.2018 for completion of the building within six (06) months. The agency reiterated that the work would be restarted as soon as funds were received from the quarters concerned.

5. After continued follow up by this Institution, the agency finally informed vide letter dated: 14.12.2021 that the above School building was completed and handed over to the Head Master concerned. In support thereof, a copy of the completion report and its handing over certificate was attached.

COMPLAINANT'S REJOINDER

6. The above mentioned agency report was sent to the complainant vide this office letter dated: 10.01.2022 for filing his rejoinder. After a number of notices the complainant appeared before the Investigating Officer on 21.04.2022 and filed his rejoinder. He stated that after intervention of this Institution the construction work of above School building was completed. His grievance has been redressed and complaint resolved. He expressed his great indebtedness to this Institution and requested for closure of the complaint.

FINDINGS

7. After continuous efforts by this Institution, the long delayed construction work of the School building was restarted and completed successfully which is also confirmed by the complainant. Therefore, no further action is required by this Institution.

DECISION

8. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 7th July, 2022



Selected Cases

DECISION

<i>Complaint No.</i>	POS/1824/2021/13/G
<i>Name and address of the complainant:</i>	Mr. Hussain Muhammad, Rehman Villas, Gali No.3, Muhammad Khan Road, Memon Society, Lyari Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board (KW&SB)
<i>Name & Designation of Investigating Officer:</i>	Brig. Muhammad Jamil (Retd) Consultant-G
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K
<i>Subject:</i>	ALLEGED NON-PAYMENT OF GRATUITY / COMMUTATION TO THE COMPLAINANT.

THE COMPLAINT

Mr. Hussain Muhammad, filed an online complaint received on 02.04.2021 against Karachi Water & Sewerage Board and alleged delay in payment of gratuity / commutation though he retired on 31.05.2020. He approached the Karachi Water & Sewerage Board for redressal of his grievance, but all in vain. Hence, this complaint.

PROCEEDINGS

2. At the very outset the complaint was examined thoroughly for determination of nature of complaint whether it is a service matter since in such case the jurisdiction of this office is ousted to examine the terms and conditions of the service in view of Section 9(2) of the Act, 1991. However, having found the complaint revolving around mal-administration, therefore, while remaining mindful about domain, the complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents, the matter was taken up with the Agency.

3. After continued follow up, the Superintendent, Books KW&SB vide letter dated: 02.09.2022 reported that the complainant had been paid all the dues.

4. Later on, the complainant appeared before the Investigation Officer on 27.09.2022 and submitted letter of thanks of the date that the agency has resolved his grievance and paid all outstanding dues amounting to Rs.4.637(M) on intervention of this office. He further requested to close the case.

FINDINGS

5. The agency did not pay any heed to the grievance of the complainant, until he agitated before this institution. Due to intervention of this office, the complainant's outstanding dues amounting to Rs.4.637(M) were paid by the agency.



DECISION

6. In view of the above, the complaint stands redressed and disposed of as redressed.
7. This also disposes of the complaint bearing Registration No. POS/1909/2021/G filed by Mr. Sikandar Hussain son of Hussain Muhammad (complainant in case No. POS/1824/2021/13/G) on the same issue & against the same Agency, on the above lines.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 4th November, 2022



Selected Cases

DECISION

<i>Complaint No.</i>	POS/5901/2021/KC
<i>Name and address of the complainant:</i>	Mr. Naeemuddin (Advocate), Flat No. A-401, 4th Floor, Waseem Heights, Phase-II, Plot No.BS-6, Block-13, F.B. Area, Karachi.
<i>Name of the Agency complained against:</i>	Health Department.
<i>Name & Designation of Investigating Officer:</i>	Mr. Nazir Ahmed Qidwai, Director, Regional Office, Karachi (Central).
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K
<i>Subject:</i>	ALLEGED NON-WORKING OF C.T. SCAN MACHINE, ADMINISTRATIVE FLAWS IN DR. RUTH K.M. PFAU, CIVIL HOSPITAL, KARACHI.

THE COMPLAINT

Mr. Naeemuddin (Advocate), filed a complaint on 09.11.2021 regarding non-working of C.T. Scan Machine, non-availability of kits used in test of Vitamin-D deficiency, administrative flaws, in-disciplinary / rude behavior of the officials in Dr. Ruth K.M. Pfau, Civil Hospital, Karachi. He approached the concerned authority in that regard but to no avail and, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991, (amended up to date), after condoning delay and after submission of mandatory Affidavit on Form "A" by the complainant, the matter was referred to the Agency. In this connection hearing was held on 18.01.2022 which was attended by Dr. M. Nasarullah Khan, AMS Technical, Dr. Suresh Kumar Pathologist, Dr. Dawarka, Zameer Hussain Shah, Dr. Jai Parkas AMS (on behalf of Medical Superintendent) and Mr. Naeemuddin Advocate complainant. The participants submitted para-wise comments dated: 18.01.2022 of Medical Superintendent, Dr. Ruth K.M. Pfau, Civil Hospital, Karachi on the complaint filed by the complainant Mr. Naeemuddin Advocate. Medical Superintendent in his comments inter alia stated that C.T. Scan Machine had been out of order since 14.12.2018 and the Health Department had been timely apprised, and in this regard meetings were also held with the Chief Secretary and Secretary Health in August, 2021. He added that consequently contract for up-grading the Machine and restart of services had already been signed with the Vendor and C.T. Scan services were expected to become operational in near future.

3. Medical Superintendent further added that 132 different diagnostic tests including Vitamin-D Test were being conducted in Civil Hospital, Karachi (CHK), the said hospital was the biggest Tertiary Health Care Hospital providing cover to patients visiting from all over Pakistan and treated by highly qualified Doctors, Information Counter always remained open, while well behaved / professional officials were posted at Slip Counters etc.



4. The complainant in his rejoinder dated: 31.01.2022 interalia stated that C.T. Scan Machine was out of order since 14.12.2018 but timely actions were not taken for rectification of the fault, common people could not get proper attention of Doctors / Staff, the management of Dr. Ruth K.M. Pfau should invite Doctors from other countries so that the students of MBBS could get benefits, the management of the organization should evaluate the issues raised by him (complainant) in his complaint.

5. Dr. Uzma Soomro, Senior Technical Officer, Health Department, Govt. of Sindh, Karachi vide her letter dated: 11.03.2022 furnished a copy of letter dated: 08.03.2022 of Medical Superintendent, Dr. Ruth K.M. Pfau, Civil Hospital, Karachi (CHK) alongwith its enclosures containing details of progress and steps taken for up-gradation of C.T. Scan Machine and purchase of New MRI Machine.

FINDINGS

6. I have examined the case and noted that:-

- i. There was no backup plan to repair or replace of C.T. Scan Machine on urgent basis to avoid serious problems to the huge number of patients visiting the Hospital every day.
- ii. This negligence / inattention / delay clearly shows negligence on the part of concerned authorities in discharging their duties and responsibilities which amounts to mal-administration.
- iii. Improvement in all Sections / Departments is required to provide better facilities to the patients visiting Dr. Ruth K.M. Pfau, Civil Hospital, Karachi which can be achieved through proper system of monitoring and coordination among all sections / departments.
- iv. Special attention is essentially required to improve behavior of staff with patients and their attendants.

DECISION

7. In view of the above, I, in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for Province of Sindh, Act, 1991 (amended upto date), ***direct the Medical Superintendent, Dr. Ruth K.M. Pfau, Civil Hospital, Karachi to constitute a committee which should carry out detailed study regarding problems prevailing in various sections / departments of Civil Hospital, Karachi and should give its recommendations for bringing overall improvement in the working / affairs of the said Hospital to Secretary Health Department for further necessary action.***

8. Compliance should be reported to me inside 90 days, hereof.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 4th August, 2022



Selected Cases

DECISION

Complaint No. POS / 5894 / RL-72 (LKA) 2022 Dated: 10.10.2022

Name and address of the complainant: Mr. Azhar Ali Gadhi
Head Master Government Boys Primary School,
Sachal Colony Larkana.

Name of the Agency complained against: Municipal Corporation
Larkana

Name & Designation of Investigating Officer: Mr. Ali Akbar Jagirani,
Director, Regional Office Larkana

Vetted By: Mr. Mukhtiar Hussain Soomro,
Advisor (Implementation).

Subject: **COMPLAINT AGAINST DELAY ON THE COMPLAINT REGARDING REMOVAL OF STAGNANT RAINY WATER FROM THE SCHOOL PREMISES AND ADJACENT PLOT TO SAVE THE GOVERNMENT PROPERTY AND LIVES OF CHILDREN.**

THE COMPLAINT

The complainant Mr. Azhar Ali Gadhi, Head Master, Government Boys Primary School, Sachal Colony, Larkana lodged complaint on 04.10.2022 against Municipal Commissioner, Larkana Municipal Corporation regarding removal / de-watering of stagnant rainy water from the school premises and the adjacent plot. Despite many requests he could not succeed. Being frustrated he prayed for intervention of this Institution in the interest of security of life of children and school property.

PROCEEDINGS

2. The complaint was admitted under Section 10 of The Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 after receiving mandatory documents. The Investigating Officer called report from the Agency i.e. Municipal Commissioner, reported on 15.11.2022 vide his letter no. GB/Estt:/LMC/1560 that the Incharge De-Watering Machine, Larkana Municipal Corporation reportedly informed that the complaint of Head Master of said school has been addressed by removing the stagnant rainy water from the premises of school and the adjacent plot and such receipt / acknowledgement of work done was obtained which was duly signed by Mr. Azhar Ali Gadhi, the Head Master, on 04.11.2022 and enclosed with that letter under reference.

3. The complainant himself also appeared before Investigating Officer on 14.11.2022 and confirmed the report of Municipal Commissioner in his submission and also expressed his gratitude to the Institution of Provincial Ombudsman Sindh for timely intervention. Further requested that he does not want to pursue the complaint any further.

FINDINGS

4. The rainy water issue was all around in the District of Larkana, but the initiative of the Head Master of the school and his persuasion with the Municipal Corporation and also the intervention of this Institution made it possible to expeditiously drain out stagnant water from the premises of the said school and facilitated attendance in the said school.



DECISION

5. In view of above facts the petition is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 12th December, 2022



Selected Cases

DECISION

<i>Complaint No.</i>	POS/CH/1589/2015/NFZ-01
<i>Name and address of the complainant:</i>	Mr. Gul Muhammad S/o Taj Muhammad Mangrio, R/o Village Jumo Mangrio, Post Office Siyalabad, Taluka Mehrabpur, District Naushahro Feroze
<i>Name of the Agency complained against:</i>	School Education Department
<i>Name & Designation of Investigating Officer:</i>	Mr. Ahmed Bakhsh Ghumro, Consultant / Incharge, Regional Office, Naushahro Feroze
<i>Vetted By:</i>	Mr. Zamir Ahmad Khan, Advisor-Z
<i>Subject:</i>	ALLEGED INACTION ON COMPLAINTS MADE AGAINST DELINQUENT TEACHER CAUSING LOSS TO EDUCATION OF CHILDREN OF COMPLAINANT'S VILLAGE

THE COMPLAINT

Mr. Gul Muhammad Mangrio, filed complaint on 12.06.2015 stating therein that a female feeder teacher was posted in their village primary school, Jumo Mangrio, who never performed duties and remained absent. Resultantly, students of the school were stuck in the same class for the last six years. He added that Supervisor of Education Department, Rehmatullah Bohio and Assistant District Education Officer, Mehrabpur were involved in corruption and getting monthly from absconding teacher. He approached and complained against both officers to concerned authorities and enquiry was conducted but nothing came out. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), the matter was taken up with District Education Officer (Primary) Naushahro Feroze for comments vide letter dated 01.07.2015 followed by reminders. On 28.03.2016 National Commission for Human Development (NCHD) submitted report that NCHD District Naushahro Feroze would not continue feeder teacher in Jumo Mangrio and would not execute any Agreement of feeder teacher from this area.

3. On 28.02.2017, complainant submitted application that on the intervention of this Institution, his grievance has been redressed and requested to close the complaint. On 28.12.2020 District Education Officer (Primary), Naushahro Feroze submitted report that the matter has been settled and the complaint may kindly be disposed of.

4. Agency's report was forwarded to complainant vide letter dated 05.01.2021. On 05.07.2021 application was received from the complainant that a lady teacher is permanently posted in his village school since 2017, whose biometric is being carried out at his village school. He requested that since grievance has been redressed, his case may be closed.



5. In order to know ground situation, the school was also visited by the RD/IO on 04.08.2022, who met area people and the complainant. They informed that primary school of their village is functional since October 2018.

6. However, during inspection, building was found in poor condition, apparently due to substandard work besides, water logging and seepage in the area. Electric motor was installed but not operational so also both lavatories. Though villagers expressed their satisfaction over performance of PST Yasir Ali Jalbani, yet appearance and educational standard of students was not upto the mark. School furniture was inadequate and broken including teacher's table. PST Yasir Ali Jalbani informed that he requested higher authorities many times for furniture but all in vain. He further informed that formation of SMC is under process, therefore, SMC funds are not yet allocated to the school.

DECISION

7. Although the complaint stands redressed and disposed of accordingly, however, District Education Officer (Primary), Naushahro Feroze is directed to take necessary action for improvement of school infrastructure and repair/replacement of furniture etc.

8. Copy of the decision is sent to Secretary Education for ensuring improvement in the short comings as per para 6 of the decision.

Given under my hand and seal of office



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 4th November, 2022



Selected Cases

DECISION

Complaint No. POS/004/R-Thar/2020

Name and address of the complainant: Mr. Anwar Ali s/o Shakaruddin Nohri, R/o Gogasar Ladhani, U.C. Siyar Jo Par, Taluka P.O. Dahli, District Tharparkar.

Name of the Agency complained against: School Education & Literacy Department.

Name & Designation of Investigating Officer: Mr. Jam Farhad Baig S. Dahar, Regional Director, Tharparkar @ Mithi.

Vetted By: Syed Qamar Razi Naqvi, Consultant-B.

Subject: **ALLEGED DELAY IN APPOINTMENT OF COMPLAINANT AGAINST DECEASED QUOTA.**

THE COMPLAINT

Mr. Anwar Ali in his complaint dated 01.03.2020 alleged the delay in his appointment against deceased quota as Chowkidar (BS-01) despite completion of codal formalities. He stated that his father who was working as Chowkidar in Government Boys Primary School Gogasar Ladhani, expired on 30.04.2018, during service. His case of appointment against deceased quota was forwarded by the higher authorities, duly approved, to the District Education Officer (Primary) Tharparkar, but some other person was appointed depriving him from his genuine right. He, therefore, took recourse of this Institution for redressal of his grievance.

PROCEEDINGS

2. The case was admitted after completion of requisite formalities and the matter was taken up with the District Education Officer (Primary), Tharparkar. After pursuance, the D.E.O. (Primary) forwarded report dated 05.09.2022 of Taluka Education Officer (Male) Primary that the grievance of the complainant was redressed as he was appointed as Chowkidar in the same School, had joined the duty as well. The complainant also confirmed the report of Agency by way of deposing his statement before the Regional Director on 06.09.2022 and paid gratitude to this Institution.

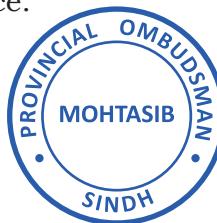
FINDINGS

3. The grievance of the complainant has been redressed after intervention of this Institution, no further action is called for.

DECISION

4. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of office.



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 27th October, 2022



Selected Cases

DECISION

<i>Complaint No.</i>	POS/4256/2020/48/KS
<i>Name and address of the complainant:</i>	Dr. Kishwar Sheharyar w/o. Sheharyar Ansari, R/o. D-4, First Floor, Defence View, Phase-II, Near Iqra University, Karachi
<i>Name of the Agency complained against:</i>	District Municipal Corporation (East) and Environment Protection Agency
<i>Name & Designation of Investigating Officer:</i>	Syed Maqsood Haider Director, Regional Office, Karachi (South)
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K
<i>Subject:</i>	COMPLAINT REGARDING ALLEGED ILLEGAL RUNNING OF “GALAXY FOOD” AT GROUND FLOOR OF THE FLAT OF THE COMPLAINANT WITHOUT ANY APPROVAL / PERMISSION FROM THE CONCERNED DEPARTMENT INCLUDING EPA AND WITHOUT ADOPTING THE MEASURES TO CONTROL THE SMOKE CAUSING PROBLEMS.

THE COMPLAINT

Dr. Kishwar Sheharyar, filed a complaint dated: 27.10.2020 regarding alleged illegal running of a Restaurant in the name of “Galaxy Food” at ground floor of her flat situated in Defence View Phase-II, Near Iqra University, Karachi without any approval / permission from the concerned departments including Environmental Protection Agency. She further alleged that respondents are running the said Restaurant without any precautionary and safety measures in residential area since November, 2019 and due to that there is apprehension of catching fire affecting the residents of the upper floors also. She added that due to cooking in the said Restaurant smoke spreads in her flat causing suffocation and it is not possible for her to reside in the flat at first floor. In this connection, she sent applications to concerned authorities, but no action was taken by them. Hence, she sought intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), and after receiving mandatory documents, the correspondence was initiated with the Secretary to Government of Sindh, Environmental Protection Agency Sindh, Karachi, the Administrator, KMC, Karachi and Deputy Commissioner, Karachi East vide letter dated: 16.11.2020 for report.

3. The Deputy Director (Technical-VI/East), Environmental Protection Agency (EPA), Government of Sindh, Karachi vide his letter dated: 08.02.2021 informed that his team visited the site on 18.01.2021 and reported that the building is G+2 story residential cum commercial plot and M/s. Galaxy Food deals with B.B.Q, Fast Food, Biryani, Tea etc, which emits smoke during cooking. It was further reported that height of the B.B.Q stack is very small that emits smoke towards the first floor of the building. He added that later on owners of “M/s. Galaxy Food Restaurant” namely Mr. Majeed Shah and Mr. Amanullah appeared for hearing on 22.01.2021 before the Director General, EPA and agreed to comply with the



Sindh Environmental Protection Act, 2014. They gave such undertaking in written on 27.01.2021.

4. The complainant in her rejoinder dated: 12.03.2021 contested the agency's report dated: 08.02.2021 and added that the owner of Restaurant has also installed the Board of Galaxy Food in-front of window of her flat which was also causing problems for her. She denied that her building "Defence View" Phase-II is residential cum commercial. She further requested for redressal of her grievance.

5. Later on, the Deputy Director (Technical-VI), EPA, Karachi vide his letter dated: 21.06.2021 informed that his Inspector visited the site on 06.05.2021 and reported in his letter dated: 17.05.2021 that the M/s. Galaxy Food Restaurant was closed.

6. A copy of the above said report was sent to the complainant vide letter dated: 28.06.2021 for her rejoinder. In response, she in her rejoinders dated: 10.07.2021 and 13.09.2021 reiterated her earlier version and stated that the Restaurant is closed since last Ramadan due to Corona. She alleged that the sign board of the restaurant has also not been removed.

7. Subsequently, the District Municipal Corporation (DMC) Karachi (East) was also taken up on board. After follow up, the Legal Advisor / Focal Person, DMC Karachi (East) vide his letter dated: 17.11.2021 informed that the team of DMC (East) removed the Sign Board installed at Restaurant Galaxy Food. In support thereof, he enclosed photographs.

8. Later on, a letter of thanks dated: 17.11.2021 was received from the complainant confirming removal of Sign Board of the restaurant. She added that her grievance has been resolved on intervention of this Institution and expressed her gratitude.

FINDINGS

9. The matter has been resolved as per Agency reports dated: 21.06.2021, 17.11.2021 and complainant's confirmation letter dated: 17.11.2021, hence, no further action is required.

DECISION

10. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 28th January, 2022



Selected Cases

DECISION

<i>Complaint No.</i>	POS/6328/ROJ-101(JBD)/21
<i>Name and address of the complainant:</i>	Mr. Shabbir Ahmed S/o Haji Manzzor Ahmed Soomro, R/o. Mohallah Pir Bukhari Road, Katti Bazar, Jacobabad, District Jacobabad.
<i>Name of the Agency complained against:</i>	Police Department.
<i>Name & Designation of Investigating Officer:</i>	Mr. Zahid Hussain Buriro Director, Regional Office, Jacobabad.
<i>Vetted By:</i>	Mr. Muhammad Zakir Advisor-J
<i>Subject:</i>	COMPLAINT AGAINST S.H.O POLICE STATION CITY, JACOBABABD FOR NOT ARRESTING ACCUSED PERSONS AND RECOVERY OF MOTORCYCLE OF THE COMPLAINANT.

THE COMPLAINT

Mr. Shabbir Ahmed Soomro filed this complaint dated 25.11.2021, against S.H.O Police Station City, Jacobabad alleged delay in arrest of accused persons who had stolen motor-cycle from his residence on 26.05.2021 but so far no arrest has been made. He therefore prayed for our intervention in the matter and issue directive to the police officials to arrest the accused persons and recover his motorcycle.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act-1991 (Amended up to date). After receiving mandatory Affidavit on Form "A", and other required documents, the matter was referred to the Agency for comments. In response, Senior Superintendent of Police Jacobabad vide his letter No.CC/60/2022 dated 21.01.2022 informed that the case was assigned to SDPO City, Jacobabad who submitted his report in which he informed that the complainant was called in his office for enquiry into the matter and the statement was recorded in support of his application. SDPO City further reported that he has issued direction to SHO PS City to make sincere efforts for recovery of stolen motorcycle.

3. On complainant request matter was again taken-up with the Senior Superintendent of Police, Jacobabad who reported vide his letter dated 16.13.2022 that the motorcycle had been recovered and handed over to the complainant. On 17.03.2022 complainant appeared before the Investigating Officer and filed a statement wherein he acknowledged that his grievances had been redressed by the agency due to intervention of Ombudsman Institution. He stated that he no longer wanted to pursue the matter and expressed his gratitude to this institution.

FINDINGS

4. I have examined the case, perused the record which clearly indicated that:



- (a) The complaint of Mr. Shabbir Ahmed, was genuine, as the Agency was delaying in arrest of accused persons and recovery of the stolen motorcycle.
- (b) After intervention of this Secretariat agency has recovered motorcycle of the complainant and handed over to him which was confirmed by Mr. Shabbir Ahmed (Complainant).

DECISION

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 28th September, 2022



Selected Cases

DECISION

Complaint No. POS/2295/ROK-76/(KHP)/2020

Name and address of the complainant: Mr. Kamaluddin Kandhro, Rtd, Mukhtiarkar, R/o Village Kotlo, Taluka Kotdiji, District Khairpur

Name of the Agency complained against: Revenue Department / District Accounts Office Sukkur.

Name & Designation of Investigating Officer: Haji Ghulam Kasim Baloch, Director, Regional Office, Khairpur.

Vetted By: Mr. Muhammad Zakir Advisor-J

Subject: **ALLEGED DELAY IN RELEASE OF OUTSTANDING SERVICE DUES.**

THE COMPLAINT

Mr. Kamaluddin Kandhro retired Mukhtiarkar, filed this complaint on 07.07.2020, regarding alleged delay in payment of service dues to him. He retired from service on 13.03.2018 and after completing requisite formalities the required papers were submitted to District Accounts Office Sukkur on 04.03.2020. Thereafter he has been approaching the concerned Revenue authorities for signing the pension papers but they did not oblige, ultimately he sought our intervention in the matter.

PROCEEDINGS

2. At the very outset the complaint was examined to ascertain that whether it was a service matter or not, as in such case the jurisdiction of this Office is ousted under Section 9(2) of the Act, 1991. However, it was satisfactorily established that it was a matter which constituted maladministration on the part of agency, in performance of its duties in respect of settlement of retirement dues of the complainant. Therefore, remaining mindful about the domain of the Ombudsman, the complaint was admitted u/s 10 of the Act 1991. Codal formalities completed in terms of mandatory Affidavit on Form-A, and other relevant documents.

3. The matter was referred to the agencies concerned i.e. Commissioner Sukkur Division & District Accounts Officer, Sukkur for comments. During the pendency of the matter, on 27-10-2020 the complainant appeared and filed his statement wherein he stated that his grievance had been redressed by the agency and he would like to close his case. He thanked the institution and acknowledged the prompt and effective action of Ombudsman Institution.

FINDINGS

4. I have examined the case, perused the record which clearly indicated that:



- (a) The complaint of Mr. Kamaluddin Kandhro was genuine, as the Department was delaying outstanding pension benefits without any cogent reason.
- (b) After intervention of this Secretariat, agency released outstanding service dues of the complainant i) Commutation Rs. 1,682,997/- ii) Pension w.e.f. 16.04.2018 to 30.09.2020 Rs.1,336,247/-

DECISION

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

Given under my hand and seal of office.



Sd/-
(AJAZ ALI KHAN)
PAS
Ombudsman, Sindh
Karachi, dated; 27th October, 2022



Selected Cases

DECISION

Complaint No.

POS/ROS/SKK-73/2016

Name and address of the complainant:

Mr. Himath Ali, Govt. Contractor,
R/o. Bhittai Colony, Ahmed Nagar,
New Pind, Sukkur.

Name of the Agency complained against:

Municipal Commissioner,
Municipal Corporation, Sukkur

Name & Designation of Investigating Officer:

Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted By:

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject:

ALLEGED NON-PAYMENT OF OUTSTANDING DUES AMOUNTING TO RS.800,000/- TOWARDS WORK DONE BY THE COMPLAINANT.

THE COMPLAINT

Mr. Himath Ali, Govt. Contractor, filed a complaint on 02.06.2016 regarding alleged non-payment of outstanding dues amounting to Rs.800,000/- towards work done by him for Municipal Corporation, Sukkur. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The complaint was admitted u/s. 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), after receiving mandatory Affidavit on Form "A" and other relevant documents, the matter was taken up with the agency. After protracted correspondence, including reports from the agency and rejoinders thereto by the complainant, finally on 19.11.2021 Accounts Officer Municipal Corporation, Sukkur submitted his report dated: 18.11.2021 that outstanding payment has been made to the complainant.

3. A copy of said report was sent to the complainant for his rejoinder vide this office letters dated: 22.11.2021, 11.01.2022 and 18.02.2022 but no response was received from him. Finally when he was contacted on his mobile No. 0300-3119544 he confirmed the receipt of his dues.

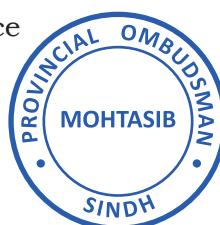
FINDINGS

4. This case was regarding non-payment of outstanding dues towards work done by the complainant. The agency has submitted his report that all outstanding dues have been paid to the complainant. The complainant has also confirmed on his given cell number.

DECISION

5. In view of above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office



Sd/-

(AJAZ ALI KHAN)

PAS

Ombudsman, Sindh

Karachi, dated; 4th November, 2022



SUCCESS STORIES



Success Story

The Complaint:

Syed A. Baqar HI (M), Rear Admiral (Rtd)/Chief Executive, INFAQ foundation filed a complaint on 25.09.2021 before the Ombudsman Sindh against Revenue Department, Government of Sindh, alleging inter-alia delay in issuance of lease deed of amenity plot No.52/6, admeasuring 72.847 acres, Korangi Township, Karachi, by the Sub-Registrar, Landhi, Karachi in the year 2015, despite completion of required formalities payment of stamp duty as well as other charges. The complaint was admitted on 28.09.2021 and notice was issued to the agency concerned.

Action:

In compliance the Sub-Registrar, Landhi Town, Karachi vide letter dated 11.03.2022 reported that the Lease Deed vide serial Nos. 2394 and 2395 dated 27.10.2015 in respect of amenity plot No.52/6, Korangi Township, Karachi has been registered at No.219 and 220 (Original & Duplicate respectively) dated 03.03.2022 and after completion of all the required formalities forwarded to the concerned department of the Board of Revenue Sindh, camp office, Karachi for digital scanning.

Result:

The Complainant Syed A. Baqar confirmed position vide letter dated 18.03.2022 and expressed his gratitude for prompt action in seven years old pending matter due to lack of coordination between the government functionaries.



Mr. Ajaz Ali Khan,
Ombudsman Sindh,
handed over registered
lease documents of land
pending for last seven
years for registration with
Sub-Registrar, Landhi, to
Mr. Nazim Haji,
Vice Chairman,
M/s. Infaq Foundation



Success Story

The Complaint:

Mrs. Rabia Fareed filed a complaint dated 16.03.2019 before the Ombudsman Sindh against National Institute of Cardiovascular Disease (NICVD) alleging non-payment of financial assistance amount as per revised rate and appointment of her son on deceased quota. The complaint was admitted and notices were issued to the Agency concerned.

Action:

In compliance, the Agency vide letters dated 16.11.2021 and 21.04.2022 reported that son of the deceased husband of complainant is hired w.e.f. 08.11.2021 and original pay order dated 16.04.2022 amounting to Rs.2(M) on account of remaining dues regarding Financial Assistance was handed over to the complainant.

Result:

The complainant through her letter dated 26.04.2022 confirmed the receipt of payment and appointment of her son as helper in BPS-01 and also expressed her gratitude for playing positive role by the Ombudsman Institution in resolving her problems.



*Syed Maqsood Haider, Regional Director (South),
Provincial Ombudsman Sindh, Karachi, handed over
pay order amounting to Rs.2(M) to complainant
Mst. Rabia Fareed d/o M. Fareed Noor, issued by
NICVD, on account of Financial Assistance.*



Success Story

The Complaint:

Ms. Safia Bano wd/o Muhammad Javed Siyal filed a complaint on 14.07.2020 regarding delay in payment of service of her deceased husband (Ex-Constable of Excise Department) died on 19.06.2006 during service and appointment of her son against deceased quota. The complaint was admitted and notice was issued to Agency concerned.

Action:

The complainant struggled with the Excise & Taxation Department for more than 15 years for pensionary benefits and 12 years for job against deceased quota but finally with the intervention of Ombudsman Institution (from July 2022) she got the pensionary benefits amounting to Rs.12,13,684/- on account of Financial Assistance, Family Pension Arrears, G.P. Fund, Leave Encashment, Group Insurance, Benevolent Fund and has been receiving monthly pension. Her son was also appointed as Constable in Excise & Taxation Department, Sindh against deceased quota.

Result:

The Complainant (Safia Bano), confirmed receipt of pensionary benefits of her deceased husband and her son confirmed his appointment against deceased quota and extended thanks to this Institution for his appointment on intervention of this Institution.



Mr. Daniyal Abbas showing copy of his appointment order against deceased quota.



Success Stories

The Complaints:

The Hon'able Ombudsman Sindh took Sou-Moto action under Section 9 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), regarding *“Non-availability of electricity, lack of furniture and availability of only one sweeper in Government Girls Higher Secondary School, Block-06, Gulshan-e-Iqbal, where six schools are functioning in different shifts.”*

Action:

This office issued notice to the District Education Officer, Elementary, Secondary and Higher Secondary, District East, Karachi vide letter dated 30.08.2021, who in response vide letter dated 13.01.2022 reported that one Sweeper was hired privately and broken furniture was also got repaired through SMC funds just after release of funds by the RSU. Regarding electricity work, the concerned Engineering Wing of Education Department was contacted and they repaired the electrical wiring, etc. Now the classes are functional.

Results:

On the intervention of this office the Agency has provided required facilities to the School which has now become fully functional in all respects.





Success Stories

The Complaints:

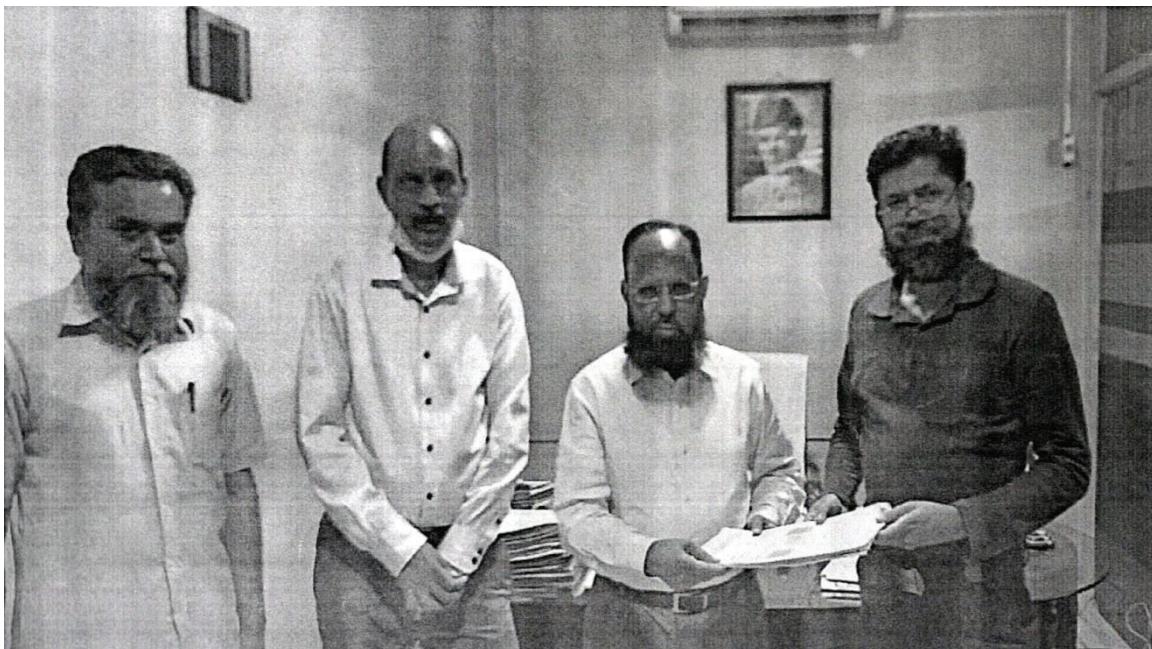
Syed Muhammad Adnan Ali made a complaint dated 13.07.2021 alleging therein that despite making all payments to the builder he failed to get lease documents of his apartment. He approached to SBCA but no avail. Aggrieved by that, he solicited intervention of this Institution.

Action:

Complaint was admitted and notice was issued on 04.10.2021. The Investigating Officer fixed the case for hearing on 07.03.2022 when representative of Agency and complainant were present. The Agency's representative brought original sub-lease documents which were handed over to the complainant under proper acknowledgment. Later on, the complainant vide letter dated 09.03.2022 extended gratitude to the Ombudsman Institute which resolved his problem swiftly.

Results:

Finally, the complainant acknowledged that his grievance has been resolved on the intervention of this institution.





Success Story

The Complaint:

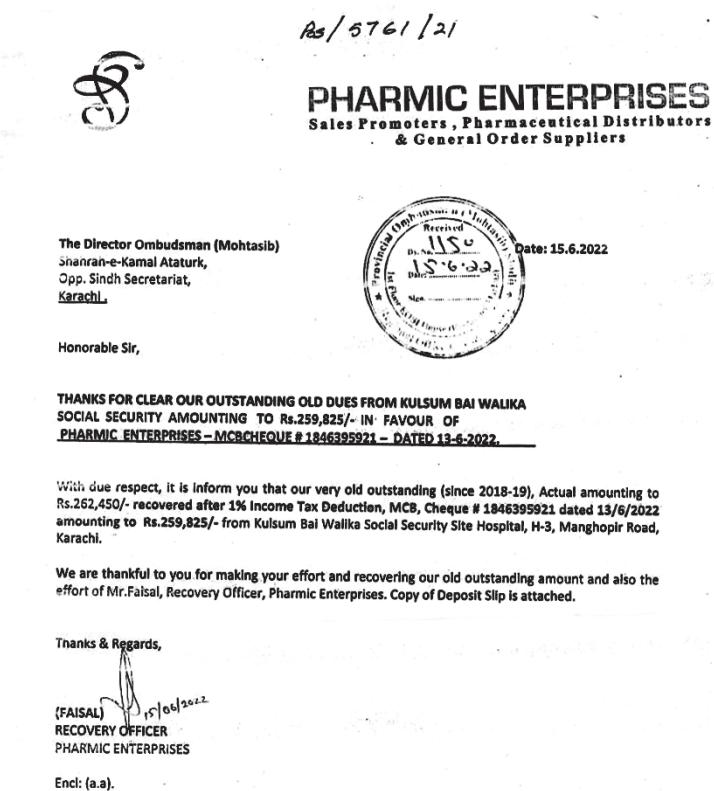
Mr. Faisal, Recovery Officer M/s Pharmic Enterprises filed a complaint on 28.10.2021 against Sindh Employees Social Security Institution regarding delay in payment of Rs.2,62,450/- for supply of Medicines to Kalsum Bai Valika Social Security Hospital Karachi in the year 2018-19. The complaint was admitted and notice was issued to the agency.

Action:

The matter persuaded with the agency time to time.

Result:

The complainant on 15.06.2022 informed that the old outstanding dues (since 2018-19) amounting to Rs.2,59,825/- out of Rs.2,62,450/- after 1% income Tax deduction have been received through a cheque dated 13.06.2022. He extended gratitude to this office for providing support and assistance in recovery of old outstanding amount.





Success Story

The Complaint:

Syed Shoukat Ali and Bashir Ahmed both retired employees of Fishermen Cooperative Society, Govt. of Sindh filed a complaint dated 19.05.2022 alleging that their gratuity and other service dues are stopped, they did not receive any response from the Agency despite several applications and they requested this institution for intervention.

Action:

2. The Agency concerned was taken on board by Regional Director, Karachi East and after exchange of protracted correspondence, Manager, Fishermen Cooperative Society vide letter dated 03.1.2022 reported that they have disbursed full and final payment of service dues i.e. gratuity as per details given below:

i. Bashir Ahmed s/o Abdullah:

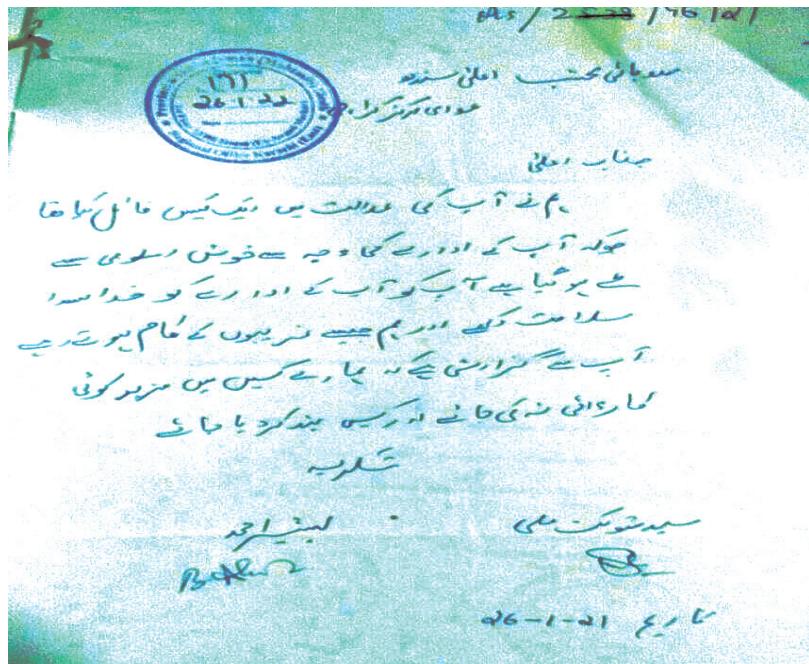
Disbursed an amount of Rs.1,292,832/- through cheque No.49532067 drawn on National Bank of Pakistan, Fish Harbour Branch, Karachi.

ii. Syed Shoukat Ali s/o Syed Hamid Ali:

Disbursed an amount of Rs.1,033,045/- through cheque No.49532665 on National Bank of Pakistan, Fish Harbour Branch, Karachi.

Result:

3. Both the complainants got amount of Rs.2,325,877/- in respect of their service dues with the intervention of this institution and they extended gratitude for help.





Success Story

The Complaint:

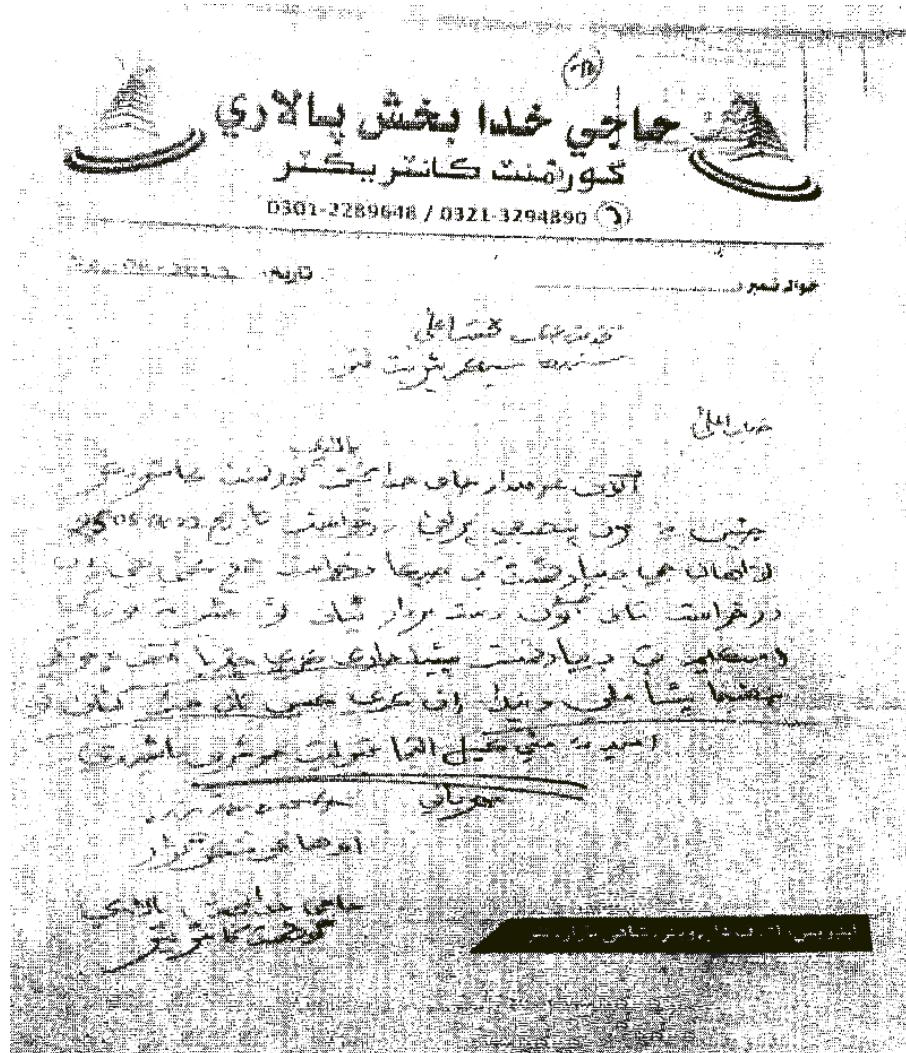
Haji Khuda Bux Palari filed a complaint on 01.06.2022 against Works & Services Department, regarding inordinate delay in payment of outstanding / remaining amount of Rs.15,77,000/- towards work done by him. The complaint was admitted and notice was issued.

Action:

The complainant during the course of hearing held on 21.06.2022 informed that due to intervention of Provincial Ombudsman Sindh Institution agency cleared his outstanding amount of Rs.15,77,000/-.

Result:

The complainant also confirmed redressal of his grievance by receiving his outstanding amount Rs.15,77,000/- and extended thanks to this Institution.





Success Story

The Complaint:

Mr. Faqeer Abdul Jabbar Sagrio filed a complaint on 28.02.2022 before the Ombudsman Sindh against Doctor / Staff of Taluka Hospital, Mirpur Bathoro, Health Department for not providing him due treatment of his fractured hand despite repeated visits. The complaint was admitted, report was called by Regional Director Thatta from the agency concerned and a hearing was also fixed on 07.06.2022.

Action:

Dr. Ahmed Ali Palijo, District Health Officer (DHO), Sujawal, Dr. Muhammad Juman Abbasi, Medical Superintendent (MS), Taluka Hospital Mirpur Bathoro and the complainant appeared. The D.H.O. and M.S. informed that the complainant visited the hospital in the evening and at that time due to non-availability of electricity he was advised to come next day in morning but unfortunately on the next day staff was on strike resulting difficulty and inconvenience to the complainant. However, both the officers through their statement apologized being public servants on inconvenience caused to the complainant and assured to be vigilant in future. The complainant expressed his satisfaction upon arrangement for his treatment and apology on the part of agency.

Result:

The Honourable Ombudsman Sindh, through a decision directed both the District Health Officer, Sujawal and Medical Superintendent, Taluka Hospital, Mirpur Bathoro to improve performance and service delivery in the Hospital(s) and ensure timely / proper treatment to avoid inconvenience to the general public.

Statement

Dr. Ahmed Ali Palijo s/o Muhammad Umar Palijo presently working as District Health Officer Dist. Sujawal do hereby state as appeared in person regarding complainant of Faqeer Abdul Jabbar against Doctor/Staff of Taluka Hospital Mirpur Bathoro for their alleged failure to provide treatment to the complainant regarding his fractured Hand. I as District Health Officer Sujawal Hand. Dr. Anwer Ahmed Meemon ADHO BPS-19 & Dr. Muhammad Jaffer Almami Taluka Health Officer BPS-19.
We as public servants do apologize for the non-satisfaction of the complainant as he was attending the THO Mirpur Bathoro during evening Q.P.D. He was advised to X-Ray so there was no electricity in the evening so was advised to come next day morning & he came in the morning the staff was on Para Medic strike; This actually caused the inconvenience to the pt.


Dr. Ahmed Ali Palijo
11:30 AM 07/06/2022
District Health Officer
Dist: Sujawal
0333-2166244



Success Story

The Complaint:

Dr. Muhammad Zahoor Qureshi filed a complaint on 28.10.2021 before the Ombudsman Sindh against illegal business of acid and nickel polish by some private persons in residential compound of City Survey No.115/8, Qazi Abdul Qayoom Road, Hyderabad without any NOC/ License of the relevant agency. The complaint was admitted in Regional Office, POS Hyderabad and notice was issued to the agency concerned.

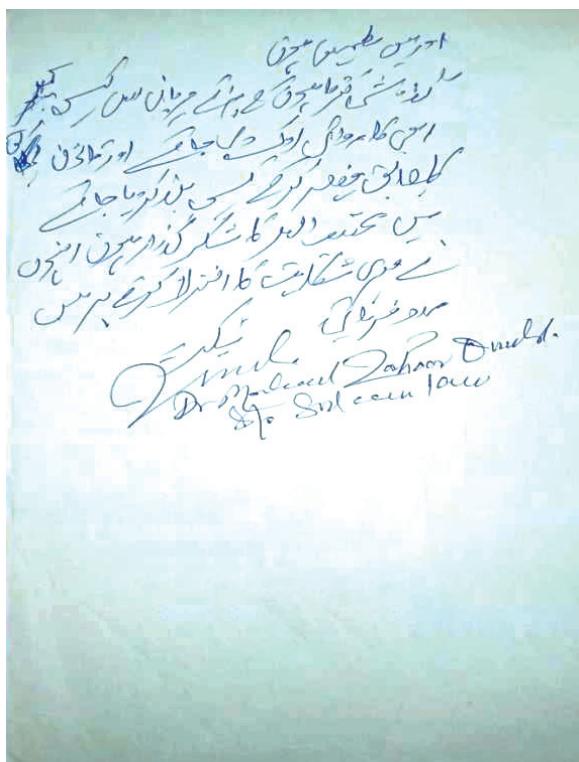
Action:

In compliance, the Agency submitted report dated 13.12.2021 stating therein that M/s. Imran Yousuf Zai (Acid and Nickel Polish Factory) is home based unit, operating with huge quantity of chemicals i.e. Suphate, Boric Acid, Zinc Sulphate by mixing and forming alloy of chemical named nickels chrome. The used material is drained through sewerage system of the area which is in violation of section 11 of Sindh Environment Protection Act 2014.

On continuous persuasion, Deputy Director (Tech), EPA vide letter dated 24.01.2022 furnished undertaking submitted by Mr. Imran, owner of the company, regarding shifting of business within one month.

Result:

Later on in a hearing agency reported that Imran has stopped his business activities. The complainant also confirmed redressal of his grievance and thanked this Institution that grievance of the complainant was resolved and area residents were saved from environmental hazard of Nickel Polish Factory.





Success Story

The Complaint:

Mr. Akhtiar Ali Khokhar M/s.Haq Sach Sons Printers filed a complaint on 26.01.2019 before the Ombudsman Sindh, regarding delay in payment of bills of printed material raised against Chandka Medical College Hospital (CMCH) Larkana. The complaint was filed and notice was issued.

Action:

In compliance, the Assistant Accounts Officer, Chandka Medical College Hospital, Larkana vide letter dated 13.04.2021 informed that the liabilities of the complainant were fully discharged after deduction of taxes as per rules against the amount of Rs.614,738/- leaving the net amount of Rs.485,710/- after deduction of Rs.133,027/- which included income tax and sales tax.

Result:

The complainant appeared before Regional Director, Provincial Ombudsman Sindh, Larkana on 14.09.2021 and confirmed the receipt of his outstanding from CMCH, authority larkana.

جناب ریجمنل دائیریکت ہمو بائی محسن
ریجمنل آئینیں لار گانو.

کیس نمبر: 2019/POS/284/RL-10 (LKA)

فریاد ہے: اختیار علی کوکر صنایع
پرنسپ مملکتی ہے اب لار گانو
مخالفہ ہے: مہدی یکل سینیٹن پارک کامبیلر
عالیج اسیوال لار گانو.

جناب اعلیٰ: آئو عمر صبایار اختیار علی کوکر
پت گل محمد کعکس کعکس اعماں ۱۴ یا ساں تی چھان ۱۰
تے مانا نفعاں جیا ادا ری چوتھاں اکھنے تک کار
کھیان جو نو قمان جی ادا ری کی گوشش سان
مفتیج مسئلے و حل تی ویواہیں مدد گھرہ
جا جیا مامون کی ۸۰۴۷۳۰۶ توقیت رقم ۸ کار خار
ست سو ایک شیو رو بیوہ منورہ خصیبہ ادا ری کا مدنی
اکھنے میعامون و میکل کیا اکھنے اکھنے اکھنے
کر ری جمعہ نمبر ۳۱۶۷۶۲۸ تاریخ ۰۳ رقم ۱۳۷۹ میں
صیغہ ۲ ہیں۔ ہنی وقت مدد گھرہ ۱۵ کار کا کام منہنی کا
کر گھر ری صیل نہ ۲ ہیں تھنہ ری مان ہے کیسی نہ
دست بردار ٹیکان نو مدنی جیا کار ری ایکی کیسی نہ
انہا فاعیانہ کھنڈ کیا تھنہ ری۔ مومہتی یا کار ری
بیکار صیل کر ری خلائقی تھنہ کھنڈ کا کھنڈ کھنڈ
کام پھٹکی نالیں جیل و اپنی قی قی ویکی مونی کو مونی
لہاڑ میں عیوہ کیا

ہٹا کر یہ کاری آکوئی ہو
شنان

14/9/2019

تاریخ ۱۴۹
21

عمر مندار اختیار علی کوکر
شنا غتیہ عارد نعمتی
پت گل محمد کوکر
4320345878461



Success Story

The Complaint:

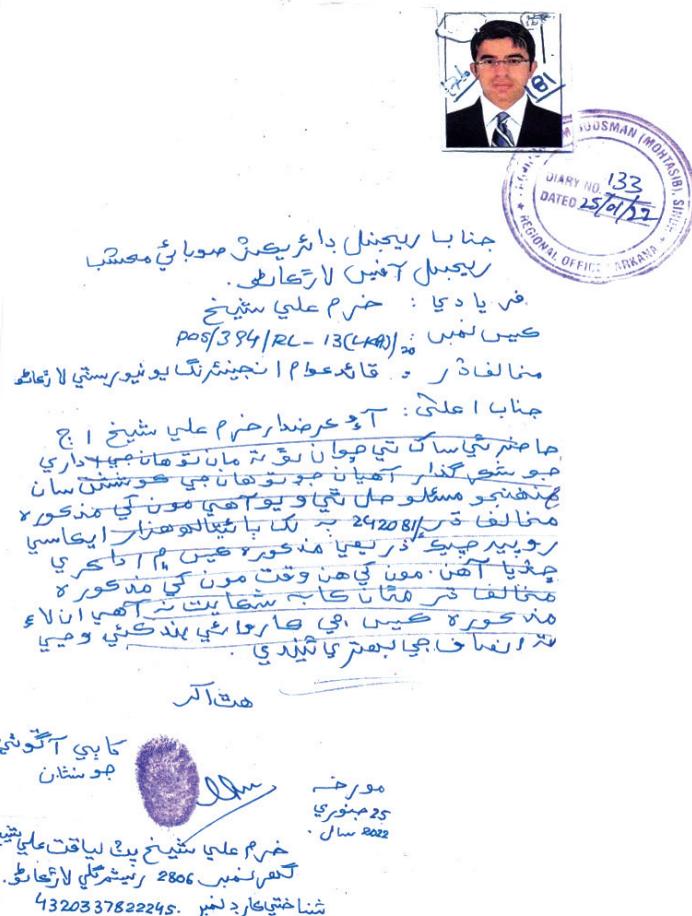
Mr. Khurram Ali Shaikh filed a complaint before the Provincial Ombudsman Sindh against authorities of Quaid-e-Awam University of Engineering Science & Technology, Larkana for delay in payment of dues of construction work award issued on 04.01.2018 for construction work of two rooms. The scope of work was subsequently enhanced to four rooms. The complaint was admitted in January 2020 and notice was issued.

Action:

In compliance, the authorities of Quaid-e-Awam University of Engineering Science & Technology, Larkana cleared the liabilities amounting to Rs.994,899/- to the complainant against work done.

Result:

The complainant appeared before Regional Director, Provincial Ombudsman Sindh, Larkana and confirmed the receipt of his outstanding from the agency.





Success Story

The Complaint:

Mr. Khadim Hussain Mirani s/o Mureed Hussain Mirani, filed a complaint on 21.06.2021 before the Ombudsman Sindh against Secretary, Market Committee, Karachi for inordinate delay in allotment and possession of plot for shop in New Sabzi Mandi, Karachi despite full payment in 2008.

Action:

2. In compliance of notice issued by Advisor-N, the Secretary, Market Committee Karachi, reported received on 24.09.2021 while admitting the grievance of the complainant regretted to allot him plot as allotment of plots was stopped since 2008. However, he was asked through a letter to submit list of plots allotted since 2008. In response, he provided two separate lists of allotments (i) 76 plots mostly on court orders and 2nd list of 15 plots which were allotted by the agency itself or by orders of higher authorities. The Secretary was called to attend hearings to clarify the allotment of 15 plots as in 2nd list but he did not attend hearing, however, he was enforced through Police to appear on 18.02.2022. He appeared and verbally apologized. Thereafter issued allotment order of the plot to the complainant vide letter dated 09.03.2022 and physical possession of the plot vide letter dated 19.05.2022. The complainant also filed a written statement confirming possession of plot to him and offered gratitude to this institution.

Result:

3. The complainant got his plot after 14 years with the help of Ombudsman Sindh institution.

بیان
جسے نالہ خادم حسین میرانی ولد مرید حسین میرانی
ہی بیان دیکی دے دیاں ہوں جو بیکو مسئلہ نہیں
سبزی میڈی پر دیاں ہو مسئلہ ہیں اُسکو حل کی دیں ولے
کیمی۔ قبھرہ ہونے کی ملکی ولی اُسکی۔
Provincial OMBUDSMAN (MOHASIB)
کمیٹی اعلیٰ کی ہی افسوس بولوار اسٹریٹ
ہیں ہوئے ہو پڑا لہٰ سکہ حل کر دیو۔
24/05/2022
خاں حسین میرانی
ولد مرید حسین میرانی



Success Story

The Complaint:

Mst. Naseem Akhtar, sister of late Gulistan Khan, ex-Chowkidar of Jinnah Post Graduate Centre, Karachi, filed a complaint received through Wafaqi Mohtasib on 05.01.2022, regarding alleged delay in payment of arrears of her family pension w.e.f. 14.06.2018 to 31.07.2021. Being aggrieved, she solicited intervention of this Institution to resolve her problem.

Action:

2. The matter was taken up with the Accountant General Sindh by Mr. Ghulam Abid Shaikh, Advisor and after protracted correspondence, the Accounts Officer, Office of the Accountant General Sindh, vide letter dated 29.03.2022 informed that an amount of Rs.339,641/- has been punched into the system for crediting into complainant's account in pension roll for the month of April, 2022.

Result:

3. The lady complainant also confirmed having received arrears of her family pension amounting to Rs.339,641/- and expressed gratitude for help.



OFFICE OF THE
ACCOUNTANT GENERAL SINDH
Pakistan Audit & Accounts Complex, Main University Road
Gulshan-e-Iqbal, Block-11, Karachi

No. PN/SPC-10108679 1856

Phone: 021-99244755
Fax: 021-99244756
Web: www.agssindh.gov.pk
Email: info@agssindh.gov.pk

Date: 29.03.2022

The Assistant Registrar
For Advisor-K
Secretariat Provincial Ombudsman (Mohtasib) Sindh
Shahra-e-Kamal Ataturk
Opp: Sindh Secretariat
Karachi.

22.79
31/3/22

**SUBJECT: ALLEGED DELAY IN PAYMENT OF ARREARS OF FAMILY
PENSION OF THE COMPLAINANT FOR THE PERIOD FROM
14.06.2018 TO 31.07.2021 (I.E; FROM THE DATE OF DEATH OF
BROTHER TO DATE OF GRANT OF PENSION TO HER)
(COMPLAINT FILED BY MST NASEEM AKHTAR SISTER OF
GULISTAN)**

Please refer to your office letter No. POS/150/2022/K-01/6571 dated 14.03.2022 on the subject cited above.

After clarification from the bank branch concerned and receipt of chalan from the Finance Department, an amount of Rs. 339,641/- has been punched into the system for credit into her account during pension roll for the month of April-2022. This disposes of pending claim on account of pension arrears.

(ACCOUNTS OFFICER)
29/3/2022



Success Story

The Complaint:

Mr. Hussain Muhammad filed a complaint on 02.04.2021 before Provincial Ombudsman Sindh against Karachi Water & Sewerage Board regarding delay in payment of gratuity / commutation though he retired on 31.05.2020. The complaint was admitted and notice was issued.

Action:

In compliance, the Superintendent Book (KW&SB) vide letter dated 02.09.2022 informed that the complainant has been paid all the dues.

Result:

The complainant appeared before Consultant-G, Provincial Ombudsman Sindh Karachi on 27.09.2022, submitted letter of thanks and informed that on intervention of this Institution, Agency has resolved his grievance and paid all outstanding dues amounting to Rs.4.637 (M).

To
The Provincial ombudsman
consultant &
Sindh karachi

sub:- Letter of thanks

Q. 219

P. O. S
CONSULTANT - G
Inward No. 298
Date: 27-09-2022

It is respectfully submitted that a complaint
No: Pos/1824/2021/6 registered to the Provincial
ombudsman on dated March 2021 regarding "non
issuance of retirements benefits" has been solved now
I am very thankful to provincial ombudsman
consultant & Govt. of Sindh Karachi, who has taken
another of my complaint & nice to me in whole
Journey.
Total dues amount received & last balance
amount received Rs.500000/- on 02-09-2022 &
close the case.

Dated 27-09-2022

Regards

H. Ahmad
Hussain Muhammad Ahmad

Retired Asstt. Ex: Engineer
Jangzaal Town KWSSB



Success Story

The Complaint:

Miss. Samina Anwar filed a complaint dated 28.06.2021 against Controller of Examination, University of Sindh Jamshoro for issuance of Pass Certificate and Marks sheet of B.Sc as she had appeared from Govt. Girls College Mirpurkhas in practical examination of B.Sc Part-I, but she was marked as absent. The complaint was admitted in Regional Office, Mirpurkhas and notice was issued to the agency concerned.

Action:

After a long drawn correspondence and continuous persuasion, the Controller of Examination, University of Sindh vide letter dated 07.10.2021 reported that after verification, the complaint of Miss Saima Anwar has been resolved and forwarded her certificate for its delivery to complainant.

Result:

The Complainant attended office of Regional Director, POS, Mirpurkhas on 18.10.2021, and received her Pass Certificate and Marks sheet of B.Sc-II.





Success Story

The Complaint:

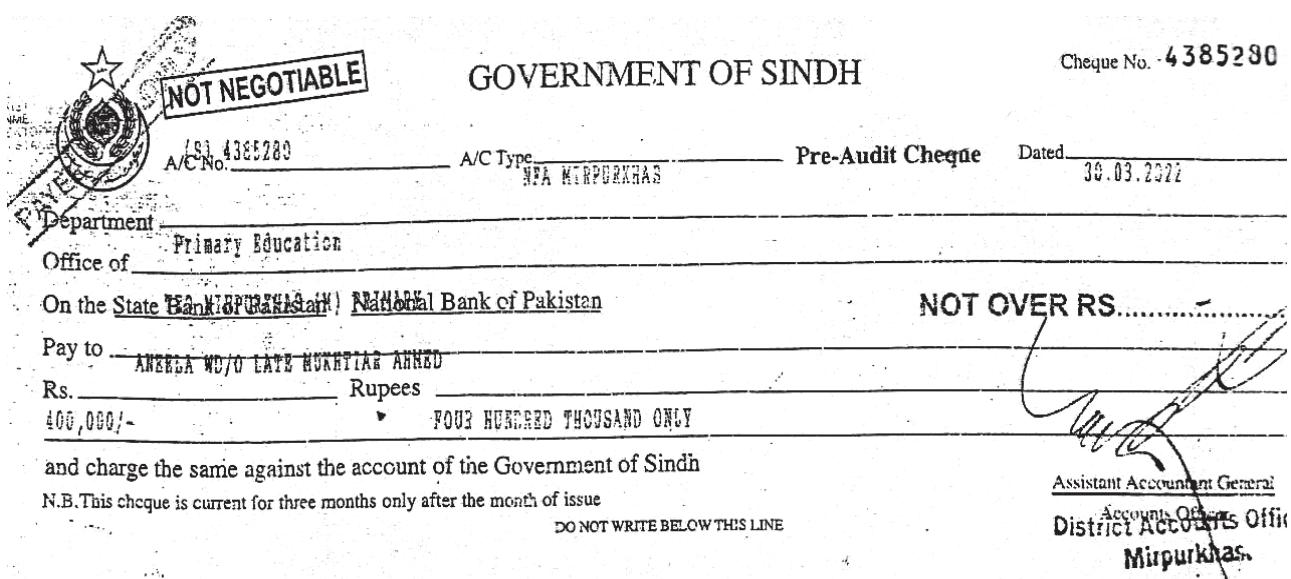
Mst. Aneela wd/o of Late Mukhtiark Ahmed Abro filed a complaint on 28.11.2019 regarding inordinate delay in payment of dues towards financial assistance in respect of her deceased husband who expired during service on 05.05.2016. The complaint was admitted and notice was issued to the agency concerned.

Action:

In compliance, the Section Officer (Judicial-III), School Education & Literacy Department, Government of Sindh vide letter dated 28.03.2022 reported that the payment of financial assistance amounting to Rs.400,000/- in respect of her deceased husband has been paid to the complainant.

Result:

The complainant appeared on 19.04.2022 before the Regional Director, POS, Jacobabad, confirmed receipt of payment of financial assistance amounting to Rs.400,000/- through cheque No.4385280 and thanked this Institution for the prompt and effective action for ensuring release of outstanding dues of her deceased husband.





Success Story

The Complaint:

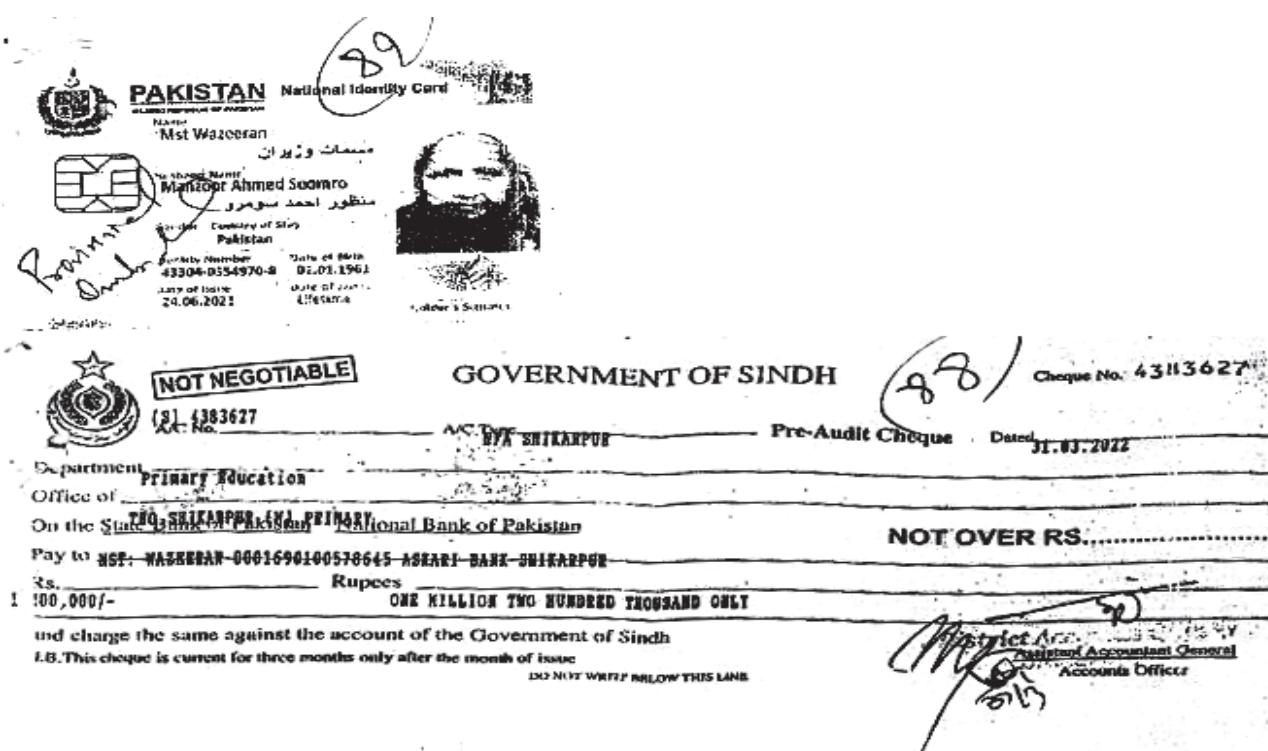
Mst. Wazeeran filed a complaint dated 07.11.2019 before the Ombudsman Sindh against School Education Department, regarding delay in grant of Financial Assistance in respect of her deceased husband namely Manzoor Ahmed Soomro, Ex-PST. The complaint was admitted and notices were issued to the agency concerned.

Action:

In compliance, the Section Officer (Jud-III), School Education & Literacy Department, Government of Sindh vide letter dated 28.03.2022 informed that the Financial Assistance in respect of Mst. Wazeeran wd/o Late Manzoor Ahmed Soomro has been resolved and grant of Rs.12,00,000/- was approved in her favour and amount was paid through cheuque No.4383627 dated 31.03.2022.

Result:

The complainant confirmed the payment of Rs.12,00,000 on the intervention of Ombudsman Institution and extended her thanks to this Institution for role played in resolving her grievance.





Success Story

The Complaint:

Mr. Haji Baloch filed a complaint dated 12.03.2021 against Administrator, M.C. Mirpurkhas alleging inordinate delay in issuance of Allotment Order in respect of Plot No.09, 80 yards, in Baloch Para, Katchiabadi, Mirpurkhas for which the entitlement slip was issued by the Agency in 1988 and cost of plot was deposited in 1994. The complaint was admitted in Regional Office, Mirpurkhas and notice was issued to the agency concerned.

Action:

In compliance, the Chief Municipal Officer, Mirpurkhas (CMO) appeared on 21.04.2021 and informed that the case of allotment is already under process for approval of AC/Administrator, MC Mirpurkhas.

On continuous persuasion, the CMO Mirpurkhas vide letter dated 08.09.2021 had informed that allotment order of the plot has been issued to the complainant.

Result:

The Complainant appeared before Regional Director, POS, Mirpurkhas on 13.09.2021, submitted written statement by confirming delivery of Allotment Order and offered thanks to this Institution for redressal of his grievances.





PUBLIC ACKNOWLEDGEMENTS



Public Acknowledgements

THE EMINENT ARCHITECTS *Architectural & Civil Construction Firm*

Dated: 22-11-2022

Respectable Muhammad Naseer Jamali Sahib,
(Advisor N),
Secretariat Provincial Ombudsman (Mohtasib) Sindh

SUBJECT: LETTER OF THANKS - CASE POS/5410/2020/C-18/N.

**NAME OF PROJECT: REPAIR / RENOVATION WORKS FOR AIGP, WELFARE
BRANCH / OFFICE & WELFARE RECEPTION DESK,
2ND FLOOR, BLOCK-D, CPO, KARACHI.**

Respectable Sir,

I am to state that the subject case was under investigation in Provincial Ombudsman Secretariat since 14-12-2020 and heard on many dates. Before registering the case in the office of the provincial ombudsman and because of / on several hearings, we lost the hope of justice but after great efforts taken by office of the respectble provincial ombudsman; Respectable Muhammad Naseer Jamali Sahib, (Advisor N) and Mr. Mansoor Ahmed, (Additional Private Secretary) for (Advisor N), the matter has been resolved successfully in the form of payment / cheque # 4673271-dated: 15-11-2022 of Rs; 4,073,029/- Sir, on different hearings the dealing / patience from your great honor and Mr. Mansoor Ahmed was commendable.

Sir, no matter the receipt of our rightful payment took nearly 04 years and case took nearly 02 years to be resolved but finally justice was provided and we hope that in future such practice of early justice will be continued with the general public by the respectble department and respectble officials / officers of the department.


Fahad Hussain Khawaja
Sr. Architect / Consultant
M/s. The Eminent Architects
www.theeminentarchitects.com
theeminentarchitects@gmail.com


THE EMINENT
ARCHITECTS
TO BUILT.
DESIGN
CHANGE
& SUSTAIN

*Mailing Address Karachi: B-12, Al-Johar Apartments, Plot # 299, Al-Fareed Street, Garden West Karachi
Hyderabad Address: Block-02, B-03, Gulistan-e-Fatima Housing Society, Near Eye Hospital Road, Hyderabad, Sindh
Website: <http://theeminentarchitects.com> ; Email: theeminentarchitects@gmail.com , Contact: 0332-2600921*



Date: 03-03-2022

To,
Regional Director (Karachi East)
Provincial Ombudsman (Mohtasib) Sindh SECRETARIAT
KARACHI.

FILE REF:-NO.POS/476/KHE(a)15-2017

**SUBJECT: INORDINATE DELAY IN HANDING OVER PHYSICAL POSSESSION OF
FLAT NO. 202, BLOCK 6/A TYPE "B" & 203 IN THE NAME OF
MRS. SURRIYA NOOR AFSHAN & HER SISTER RUKHSANA BEGUM IN
THE PROJECT OF M/S. SHAHKAR HEIGHTS DESPITE PAYMENTS OF
ALL INSTALLMENTS.**

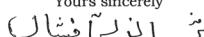
Dear Sir,

with reference & Subject above that of M/s. Shahkar Builder & Developers & SBCA Mr. Farhan Qaiser deputy director solved the dispute & Builder's refunded our payments .

It is therefore requested to you kindly close our case in your end.

Your kind interest in this regards is highly appreciated.

Yours sincerely



MRS SURRIYA NOOR AFSHAN
A-1, NIDA APARTMENT
PLOT # SB-5, BLOCK # 1
GULSHAN-E-IQBAL
KARACHI.



Public Acknowledgements



LIAQUAT NATIONAL HOSPITAL
INSTITUTE FOR POSTGRADUATE MEDICAL STUDIES
AND HEALTH SCIENCES

B3/366/LNHE-17

Dated: December 5th, 2022

Mr. Zamir Ahmed Khan
Regional Director,
Provincial Ombudsman (Mohtasib)
Sindh Secretariat,
E.O.B.I House - Ex-Awami Markaz,
Shahra-e-Faisal,
Karachi.

SUBJECT: APPRECIATION LETTER

Dear Mr. Zamir Ahmed Khan,

I am writing to you this letter with great satisfaction on the performance of your esteemed office. We had problems in recovery of dues from M/s. Lyari Development Authority and approached your office for help in this regard.

The help we sought was provided by esteemed office accordingly that resulted in recovery of outstanding dues from the said Debtor.

The management of Liaquat National Hospital really appreciates efforts you put in as head of the Mohtasib Team and we also appreciate efforts made by your team members especially efforts put in by Mr. Abdul Karim Mahtam (Assistant Registrar) for the guidance and the time spent with us helping and supporting during the process of recovery successfully.

We once again thank you for your kind support and cooperation in this regards.

Thanking you,

Yours truly,
For Liaquat National Hospital

Dr. M. Haroon Memon
General Manager
Billing & Recovery

NATIONAL STADIUM ROAD, KARACHI-74800, PAKISTAN. Tel.: 92-21-34939612,
UAN: 111-456-456, Email: admin@lnh.edu.pk Website: www.lnh.edu.pk



Pakistan Pharmaceutical Products (Pvt) Limited

CABLE : 'ELRUBAYAH'
TELEX : 27363 DAWA PK
FAX : (92-21) 2636851
(92-21) 4546616

OFFICE : 5TH FLOOR, NELSON CHAMBERS,
I.I. CHUNDRIKAR ROAD, KARACHI.
FACTORY : D122, SIND INDUSTRIAL TRADING ESTATES

PHONES : { OFFICE : (92-21) 2537905
FACTORY : 2570078
2570037

M. D. SECRETARIAT

To,
Mr. Zamir Ahmed Khan,
Addition Chief Secretary (R),
and Advisor Ombudsman (Mohtasib), Sindh,
Karachi.



Dated: October 10, 2022

Reference: Complaint no.206/2019, unjust delay in Handing over Physical
Possession of Plot no C-119 (04 Acres), SITE Area, Noolabad after
Proper De-Marcation.
Subject:..... Appreciation on the DECISION, dated 15/9/2022,
on our complaint no 206/2019,

Dear Sir,

The hearing on our appeal lasted almost 04 years. The agency used every tactic to delay the decision announced on September 15, 2022, even meanwhile the Regional Director Mr. Ahmed Jamal Ejazai passed away. (May Allah grant the deceased a place in Paradise..... Amin).

After that Mr Zamir Ahmed Khan, Director, Region Office took over the chair of deceased and investigated the case with a great zeal, intelligence and patience even reached such conclusion that we could get the Justice.

We wish to congratulate the Establishment of OMBUDSMAN for the Province of SINDH by whose presence justice is being delivered to the people at no cost.

Thanking you,
Yours faithfully,

Akhlaque Sohail
Attorney of Muhammed Yahya



Public Acknowledgements

To

Mr Riaz Ahmed Siddiqui Sahib
Regional Director
Provincial Ombudsman
Regional Office, Thatta.



Subject: **ALLEGED INORDINATE DELAY IN PAYMENT OF DUES TOWARDS G.P.FUND TO THE COMPLAINANT (MST FRAHAT JAHAN) WHO RETIRED FROM THE SERVICE ON 30-09-2013**

Excellency,

Let me loose flood of thanks for your efforts and interest which resulted in resolution of my long-standing problem of non-payment of G.P.Fund amount.

It merits mentioning here that after retirement from Government service in the year 2013, I moved my parent Department for payment of my G.P.Fund which I contributed during the service period.

Those who were at helm of affairs in Education Department ranging from Taluka Education Officer to Director School Education (Primary) did not heed my request.

Finding no way out I knocked the doors of Provincial Ombudsman for redressal of my problem.

Incessant pressure on officers/officials in hierarchy forced them to dispose off the case accordingly and by the Grace of Allah Almighty and due to legal action against those who were responsible, I received my dues/arrears claimable in lieu of G.P.Fund some days back. *amounting to Rs. 43,000/-*

Please accept my sincere appreciation for your endeavors and personal interest in my matter.

Proportionately it is requested that my complaint registered vide your Office No. **POS/3834/TTA/17/2019** made against officials of Education Department may kindly be disposed off as my matter has been resolved.

Dated: 22/09/2022

With Humble
Wishes

Farhat Jahan
Ex-PST

To

**The Regional Director
Provincial Ombudsman (Mohtasib)
Friends Cooperative Housing Society
Sukkur.**



Pos/1160/SKUR-15/2022
SUBJECT: ALLEGED DELAY IN PAYMENT OF OUTSTANDING SERVICE DUES
OF RS.19,00,000/- TO THE COMPLAINANT WHO RETIRED FROM
SERVICE ON 19.03.2020 ON ATTAINING THE AGE OF
SUPERANNUATION ETC, REQUEST FOR INTERVENTION (CASE OF
DR. AFTAB AHMED SOOMRO).

Respected Sir,

It is to inform your good self that regarding delay in payment of outstanding Pension arrears of about Rs.19,00,000/- has been received to the undersigned.

At present the matter has been resolved.

Thanks

Dated: 16-05-2022

Prof. Dr. Aftab Ahmed Soomro
S/o Mushtaque Ahmed Soomro
Retired Professor (BS-21)
H.No.2142, Soomra House
Karbala Maidan Rohri
District, Sukkur.



Public Acknowledgements

To, *POS/5010/RL-146(LKA)19/ROJ-70/2021 (131)*
THE LEARNED REGIONAL DIRECTOR,
PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH,
REGIONAL OFFICE,
JACOBABAD.

SUBJECT: APPLICATION FROM ONE LADY COMPLAINANT NAMELY MST. ANEELA
WD/O MUKHTIAR AHMED A BRO R/O ARAIN MOHALLAH, NEAR SCARP
OFFICE, COLLEGE ROAD, SHIKARPUR REGARDING DELAY IN MAKING
PAYMENT TOWARDS FINANCIAL ASSISTANCE TO THE WIDOW
COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO PASSED
AWAY DURING SERVICE ON 05-05-2016, HENCE SHE PRAYED FOR
INTERVENTION BY THIS INSTITUTION

R/Sir, I the lady complainant namely Mst: Aneela Wd/o
Mukhtiar Ahmed Abro had filed subject mentioned complaint
bearing case No: POS/5010/RL-146(LKA)/2019/ROJ-70(JBD)/2021
which is pending in your good office against School Education
Department. It is further stated that my required grievance as
mentioned by me in my complaint dated: 28-11-2019 has now
been redressed away by the concerned alleged agency due to
intervention and sincerer efforts taken by Mr. Zahid Hussain
Burro Sahab Regional Director, Provincial Ombudsman
(Mohtasib) Sindh, Regional Office, Jacobabad and for which I am
very thankful to Mr. Zahid Hussain Burro Sahab as my required
problem in-question was solved and resolved away. Further I also
thankful to the institution of Provincial Ombudsman (Mohtasib)
Sindh with the efforts of this institution my Old matter is
resolved on urgent basis.

Further now I do not want any further probe against
the education authorities, as justice has now been provided to me
due to sincerer efforts taken by Mr. Zahid Hussain Burro Sahab
and request to close my instant case in the interest of justice.
The P.S. copy of Order of Secretary Education & Literacy
Department Government of Sindh, Karachi vide his office letter
No: SO(FA)Mirpurkhas-34/2021-22 Karachi dated: 15-02-2022,
P.S. copy of Cheque bearing No: 4385280 dated: 30-03-2022,
P.S. copy of my C.N.I.C and Passport Size Photograph are
enclosed herewith.

Yours Most Obediently

(MST: ANEELA A BRO)
Wd/o Mukhtiar Ahmed Abro
R/o Arain Mohallah Near
SCARP Office, College Road,
Shikarpur.

To, *980*
The Regional Director,
Provincial Ombudsman (Mohtasib),
Ghotki.

Subject; - **LETTER OF THANKS REGARDING PROMPT REDRESSAL OF GRIEVANCES.**

Respected Sir, *POS/3454/GTK-38/2022*

I have the honour to submit that I was made complaint
against Minority Affairs Department Sukkur regarding grant of scholarship
of reserved for student of minorities. After intervention of your esteemed
institution my grievances regarding grant of scholarship have been
redressed and I have received a correct cheque an amounting Rs.20,000
thousands.

I am very thankful of your institution for intervention in my
case, which provides help in prompt redressal of my grievances, so I am a
heartily appreciate steps taken by your institution and fully satisfied with
the performance of your esteemed institution.

Yours Obediently

Sandesh.
Sandesh Kumar S/o Vijay Kumar,
R/O Village Jarwar,
Taluka Mirpur Mathelo, District Ghotki
Mobile#03053727673



Public Acknowledgements

The Regional Director,
Provincial Ombudsman (Mohtasib) Sindh,
Regional Office, Jacobabad.

POS/RL-128(LRK)/ROT-69(TBD)/2021



APPLICATION FROM ONE COMPLAINANT NAMELY MST.WAZEERAN WD/O LATE
MANZOOR AHMED SOOMRO, R/O SOOMRA MOHALLA HOUSE NO.2796/256, HAJI LATIF
SHAH ROAD, SHIKARPUR MOBILE NO.0333-724222 FILED HER PRESENT COMPLAINT
* REGARDING GRANT OF FINANCIAL ASSISTANCE IN RESPECT OF DECEASED HUSBAND OF
THE COMPLAINANT NAMELY MANZOOR AHMED SOOMRO, EX-P.S.T. GOVERNMENT BOYS
PRIMARY SCHOOL LAKHI DAR DISTRICT SHIKARPUR.

Kindly refer to your office dated 29-03-2022 on the above noted subject.

It is stated that with the pursuance of your kind office, I have received an amount of Rs.1,200,000/- on account of Financial Assistance in respect of my deceased Husband Late Manzoor Ahmed Soomro, Ex-PST, Primary School, Lakhidhar District Shikarpur through cheque No.4383627 dated 31-03-2022 (Photo copy of cheque enclosed).

Therefore, I hereby withdraw my application/complaint dated 04-11-2019 filed in your office for grant of Financial Assistance.

I once again appreciate the efforts of your office.



Encls: As above.

MST.WAZEERAN WD/O
LATE MANZOOR AHMED SOOMRO,
EX-PST, PRIMARY SCHOOL LAKHI DAR,
SHIKARPUR.



Date: 03-03-2022

To,
Regional Director (Karachi East)
Provincial Ombudsman (Mohtasib) Sindh SECRETARIAT
KARACHI.

FILE REF:-NO.POS/476/KHE(a)15-2017

SUBJECT:-INORDINATE DELAY IN HANDING OVER PHYSICAL POSSESSION OF
FLAT NO. 202,BLOCK 6/A TYPE "B" & 203 IN THE NAME OF
MRS.SURRIYA NOOR AFSHAN & HER SISTER RUKHSANA BEGUM IN
THE PROJECT OF M/S.SHAHKAR HEIGHTS DESPITE PAYMENTS OF
ALL INSTALLMENTS.

Dear Sir,

with reference & Subject above that of M/s. Shahkar Builder & Developers & SBCA Mr.Farhan Qaiser deputy director solved the dispute &Builder's refunded our payments .

It is therefore requested to you kindly close our case in your end.

Your kind interest in this regards is highly appreciated.

Yours sincerely

میڈیا نیشنلز
Mrs. SURRIYA NOOR AFSHAN

A-1 NITTA APARTMENT



Public Acknowledgements

LETTER OF THANKS

To,

MR. ZAHID HUSSAIN BURIRO SAHAB,
THE LEARNED REGIONAL DIRECTOR,
PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH,
REGIONAL OFFICE,
JACOBABAD. POS/6845/ROJ-03(JBD)/2022



SUBJECT: COMPLAINT REGARDING DELAY IN PAYMENT OF DUES TOWARDS L.P.R. TO THE COMPLAINANT WHO RETIRED AS ASI ABOUT A YEAR BACK, ETC.

I the complainant namely Mr. Akhtar Ali S/o Ghulam Badir Buriro do hereby stated that my present case is pending in your good office bearing case No: POS/6845/ROJ-03(JBD)/2022 against District Accounts Officer, Jacobabad regarding the above mentioned purpose. It is further stated that my required grievance as mentioned by me in my complaint dated: 08-12-2021 has now been redressed away by the District Accounts Officer, Jacobabad by issuing my service dues of L.P.R. amounting to Rs: 4,12,800/= due to intervention and sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad.

Further now I do not want any further probe against the concerned authorities, as justice has now been provided to me due to sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab and request to close my instant case in the interest of justice. Photostat copy of Bank Account Statement as well as P.S. copy of my CNIC are also attached herewith.

File with *One*

Yours Most Obediently

A. Ali
(AKHTAR ALI BURIRO)

Dated: 16/03/2022
Postal Address:
R/o Village Miranpur Buriro, Taluka Garhi Khairo, District Jacobabad Cell No: 0333-7330653.

(Syed Maqsood Haider)
Regional Director South
Provincial Ombudsman (Mohtasib)
Sindh, Karachi.



SUBJECT: UNJUST CANCELLATION OF PLOT NO. F/4, S.I.T.E. AREA HYDERABAD.
POS/2507/2017/KS/1028

S.I.T.E Ref: 3129 dated 12/05/2022

Respected Sir,
With reference to the letter 3129 dated 12/05/2022 from SITE (Guarantee) Limited.
We have agreed upon and accepted the offer for the replacement plot No. H/220 SITE Hyderabad Phase II, measuring 0.50 acre.

We have already signed the mutation agreement with SITE Hyderabad.

Therefore, it is requested to kindly close the case.

Sir, we are very grateful for your diligent efforts in resolving this issue.

Once again, thank you so much for your help!!!

Best Regards

Shahid Yamin Khan

NIC: 42301 5762325-9

Dated : August 24, 2022,

Copy to:

1. The Director Administration, Site Ltd., Karachi.
2. P.S. to Managing Director, SITE Ltd., Karachi.
3. The Estate Engineer, Site. Hyderabad.



Public Acknowledgements

LETTER OF THANKS

Dated: 10-03-2022

To: MR. ZAHID HUSSAIN BURIRO SAHAB,
THE LEARNED REGIONAL DIRECTOR,
PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH,
REGIONAL OFFICE,
JACOBABAD.

SUBJECT: COMPLAINT REGARDING ALLEGED DELAY IN PAYMENT OF SERVICE DUE TO THE COMPLAINANTS REQUEST FOR INTERVENTION.

R/Sir,
We refer to your good office letter No: POS/7033/ROJ-06(JBD)/2022 dated: 03-03-2022.

We the complainant's namely Rtd: Prof: Liaquat Ali Khawaja, Rtd: Prof: Muhammad Shareef Soomro and Rtd: Prof: Hafeezullah Sundrani do hereby stated that our present case is pending in your good office bearing case No: POS/7033/ROJ-06(JBD)/2022 against District Accounts Office, Jacobabad regarding the subject mentioned purpose. It is further stated that our required grievance as mentioned by us in our ONLINE complaint dated: 20-12-2021 have now been redressed away by the concerned alleged agency due to intervention Hon'able Provincial Ombudsman (Mohtasib) Sindh Mr. Ajaz Ali Khan and sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad

Further now we does not want any further probe against the District Accounts Office, Jacobabad, as justice have now been provided to us due to sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab and further request to close our instant case in the interest of justice.

With best regards,



1. (Rtd: Prof: Liaquat Ali Khawaja)



2. (Rtd: Prof: Hafeezullah Sundrani)



3. (Rtd: Prof: Muhammad Shareef Soomro)

Postal Address:
R/o House No: 1, Sufi Sachal Road, Wagha Street, Near Jamia Masjid, Pir Bukhari, Jacobabad Town. Cell No: 0333-7356324.

Pos/2033/2022/N



To

The Honorable
Provisional Ombudsman (Mohtasib) Sindh
Karachi.

Subject:

VOTE OF THANKS FOR REDRESSAL OF MY GRIEVANCE, RMC CLAIM RS. 1,315,553 INCURRED ON TREATMENT OF MY WIFE.

R/Sir,

With esteem respect from bottom of my heart, I am very glad to write very special thanks and really appreciated to you and your team for helping me to get the redressal of my grievance which I submitted at your Honorable office.

Due to your Office, I got justice on time which very remarkable and I satisfied with your Team, Advisor (N) who handled / investigate my case very professionally to get Sanction Order of medical Reimbursement and get the Cheque from AG Sindh office in favor of RMC claim Rs, 1,315,553/-.

So, therefore I requested to you, Sir please close my case of RMC claim which is done and once again I would like to say special thanks to you and your Team who works professionally to get the Justice, and I do a lot of pray for you All by heart.

"MAY ALLAH BLESS YOU ALL"

Thanking you,

Yours Sincerely


(ASHFAQ ALI CHANNA)
0333 3602554



Public Acknowledgements

**REGIONAL DIRECTOR (SOUTH),
PROVINCIAL OMBUDSMAN,
SINDH, KARACHI** *Pos/4763/2021/S1/KS*
**DELAYING TACTICS/WITHHELDING/KEPT IN DORMANT
MEDICAL REIMBURSEMENT CLAIM OF APPLICANT
BY SINDH FINANCE DEPARTMENT**

Kindly, this refers your notice dated 14.3.22 in connection with above noted matter.

The Applicant/Complainant is much grateful for the kind action taken by you in relation to the complaint/application made earlier by Applicant. In this regard, Applicant most respectfully submits reply thereto as under:

1. The Applicant do hereby confirms contents of Reply dated 8.3.22 by Sindh Finance Department through their SO(Medical) and also confirms contents of copies of Departmental office orders dated 11.2.22 and 16.2.22 as attached with their reply. After a long delay on issuing these office orders and the earlier Sanction order dated 31.1.22 by the FD, they admitted their liabilities and bona fide of claim and merits of case of Applicant.
2. That on issuing of required Advice/Sanction order and subsequent procedural orders and relevant formalities by Departments concerned, matter as such stood resolved. Since the issue has been sorted out, as such it may kindly be disposed off in these terms.

Requested accordingly.

DATED: 30.3.22
MEER MUHAMMAD BALOCH
APPLICANT/COMPLAINANT

Mr. Syed Qamar Razi Naqvi,
Hon'ble Ombudsman,
Karachi.

8.4.2022
By Hand

Subject:- REF.NO.POS/4098/2021/B-50.

Hon'ble Sir,

I am grateful to you with the dept. of my heart for all your kind consideration, help and above all understanding of my right which was long denied to me.

Hon'ble Sir, I pray for your long life with good health. Seeing you brought the memory of my father and you took my case not as a judge but as a father. Only with your help and persuasion I got all my pension dues from 1995.

Let me once again write this that I was lucky and my prayers were answered and my case came up for hearing to you. If I move around I hardly come across persons like you helpful and considerate.

THANK YOU "HON'BLE SIR"
THANK YOU "HON'BLE SIR"
THANK YOU "HON'BLE SIR"

In the end I would also like to thank Mr. Amir also for his support and efforts.

Regards,

Iffat Ara Siddiqui
Iffat Ara Siddiqui,
Flat No. G.F.1, Block 46,
Seaview Township,
Defence Housing Authority,
Karachi.
Mobile: 0300-9240482



Public Acknowledgements



Karachi
August 17, 2022

POS/5001/2021/R-

Ref: INFF/KP/PO/2022/384

Honorable Mr. Ajaz A. Khan
Provincial Ombudsman (Mohtasib) Sindh
Secretariat of Provincial Ombudsman
Shahrah-e-Kamal Attaturk
Opp: Sindh Secretariat
KARACHI

SUBJECT: RECEIPT OF REGISTERED/SCANNED LEASE DEED OF AMENITY
PLOT NO. 526, KORANGI TOWNSHIP

Reference: INFAQ Application No. INFF/KP-10/2021/429 dated 25/09/2021

Dear Sir/Madam,

On behalf of the Governing Board of INFAQ Foundation and myself, I would like to extend our sincere gratitude to you and your office in helping the Foundation in resolving a long outstanding issue of obtaining the registered/scanned Lease Deed of our amenity plot.

We also take this opportunity to thankfully acknowledge that our application under reference stands disposed off as the matter has been resolved.

We once again thank you and sincerely appreciate your kind personal indulgence in the case as well as the support extended by your good office throughout the process, for which, the Foundation was facing unnecessary hurdles resulting in inordinate delay.

With warm regards.

Sincerely,

Nazim F. Haas
ENGR. NAZIM F. HAAS, ST.
Vice Chairman

Set up under license from Securities & Exchange Commission of Pakistan vide section 43 of the Companies Ordinance, 1984.
The Foundation is a duly approved Non-Profit Organization u/s 2 (3G) of the Income Tax Ordinance 2001 and also certified by
the Pakistan Centre for Philanthropy.
Office: AL-6, Lane-14, Off. Khayaban-e-Badar, Phase VII, Defence Housing Authority, Karachi-75500, Pakistan.
Phone: (92-21) 35241808-09, 35241541-42. Fax: (92-21) 358555684
E-mail: infaq@infaq.org.pk Web: www.infaq.org.pk

11th August, 2022

The Provincial Ombudsman
Karachi, Sindh.



Ref: POS/NA/4451/2021

Honorable Sir,

I would like to thank your esteemed office for helping me out with Faran Society. I would particularly like to thank Mr. Masood Ihsrat for his kind co-operation. It would not have been possible without the support of your office. This has restored my faith in the system.

Long live Pakistan.

Warmest & Sincere Regards

Tanveer Tariq



Public Acknowledgements

To,

The Advisor-K,
Ombudsman Sindh,
Sindh Secretariat, Karachi.

Subject: LETTER OF THANKS.

REFERENCE: OMBUDSMAN SINDH CASE NO. POS/1901/2021/K-11

Dear Sir,

1. I am pleased to inform you that with the co-operation of your goodness medical re-inbursement Bill amounting to Rs. 232,715/- has been approved by Secretary Finance Govt of Sindh and cheque is also issued through approval of Auditor General Sindh accordingly, vide their file No: PN-IV/M.R/2021-32/101 dttd
14-02-2022.

2. I am really very thankful to you in this regard and oblige.

Thanking you in anticipation.

Dated: 06-06-2022.



To

The Provincial ombudsman
consultant &
Sindh Karachi

sub:- Letter of thanks

POS/1824/2021/13/G

It is respectfully submitted that a complaint No: Pos/1824/2021/G registered to the Provincial ombudsman on dated March 2021 regarding "non issuance of retirements benefits" has been solved now.

I am very thankful to provincial ombudsman consultant & Govt. of Sindh Karachi, who has taken another of my complaint ^{your} nice to me in whole Journey.

Total dues amount received & last balance amount received Rs50000/- on 02-09-2022 & close the case.

Dated 27-09-2022

Regards

H. Ahmad
Hussain Muhammad Ahmad

Retired Asstt: Ex: Engineer
Jawsheal Tariq KNSB



Public Acknowledgements

The Regional Director,
Provincial Ombudsman Sindh,
Regional Office Larkana.
Subject: - To resolve issue of salaries arrears bill.

Honourable Sir,

I am too much thankful to your cooperation to resolve my issue of salaries cooperation to resolve my issue of salaries arrears bill, amount in Rs. 29000/- . Respected Sir, with your efforts my salaries arrears bill is passed from Treasury office Kambar Shahdadkot. I am very much cordially thankful to you for your cooperation and I am also thankful to Provincial Ombudsman Department. I withdraw from my application. Thanks.

Dated: 12-10-2022

Yours truly
Deep
(Ghulam Rasool Khanjo)
PST
GPSS-DISTLABRO
DISTRICT Kambar Shahdadkot
Mobile: 0300 8081640

خدمت جناب صوبائی محاسب اعلیٰ سندھ (Z)

السلام علیکم!
جواب عالی!

بعد از سلام عرض ہے کہ آپ کے آفس میں میرا ایک کیس نمبر 2019/POS/KHE/2019 پر معاونت ہے جس میں مادر پلان اخراجی سایکل پلان کے حوالے شکایت کی تھی لہذا اس کیس کے حوالے سے بیان دے رہی ہوں کہ آپ کی کاوش سے مادر پلان اخراجی نے میرا مسئلہ کر دیا ہے اور مجھے اس سے کوئی شکایت نہیں ہے۔
لہذا میری آپ سے مودبائی گزارش ہے کہ اس کیس کو تم کر دیا جائے۔ (آپ جواب کی مہربانی ہو گی)

شکریہ

درخواست گزار

میر غلام رضوی
عائشہ خویز وہ مجنوہ علی
شناختی کارڈ نمبر 0-0107759-42201
فون نمبر 0313-0271707
تاریخ: 16-12-2022



Public Acknowledgements



Public Acknowledgements

بیان
14/NWS/675/2020/PO5
13.04.2022
عین بنام لاشد ملکت آج ریجنل ڈائٹریکٹ مکتب آفس
ریجنل آفس شہید بنیظیر آباد ک روکر و ماضر یوکر بیان
دینا یوں کہ مسٹر مکتب آفس میں درخواست دیتی
کے یمارے علاقے میں پانی کی والٹر سپلائی لائن لوث پھوٹ
ماشماری ہے۔ اس لئے نئی والٹر سپلائی لائن لٹھانے کے لیے مرضی لیا گا

مزید بیان دینا یوں کے معتبر ادارے کے مداخلت کرنے کے بعد ریجنل ڈائریکٹر کے وزٹے کے بعد ہمارے محلے میں والٹ سیلائل کی لائٹ لگا دی گئی ہے۔
جس کے لیے ہم معتبر ادارے کے شکر نزاریں ہیں۔
ہمارا مسئلہ حل یوگیا ہے۔ اس لیے ہمارا کلیں بنڈلیا جائے

Parsh
الله
لهم

Date - 1 - 8 - 2022



جذور اجتماعی ریاست ایالتی معاصر
معماری اسلامی اعلیٰ اینجا
گردیده ترکیم آثار

عمران خطہ نامہ

جواب ہفتہ ملک

نے پہلے
کی
دوسرے کے پس

جبل طارق (جبل طارق) 7/10-2 ميل. R-252 ميل



Public Acknowledgements

مختصر جواب صوبائی مختسب سندھ،

کراچی۔

جناب عالی!

گوارش عرض خدمت ہے میری درخواست بسلسلہ میڈیا میکل Re-Imbursement کی ہونے کی ادائیگی جو کہ 21-07-2017 سے التوانی گھر تمام ہر کوششوں کے باوجود میری میڈیا میکل Re-Imbursement کی ادائیگی نہیں کی جاسکی۔

اس میں اپنے جائز حق کے لیے آپ جناب سے انصاف کے لیے آپ سے فوری 2021 میں رجوع کیا اور آپ اپنے کھلکھلے نے میری شکایت پر ہر دانہ توجہ فرماتے ہوئے مختصر عرصے میں تمام ترجیحات کاروائی کرتے ہوئے میری شکایت درست قرار دے کر مورخہ 04-03-2022 کو میرے حق میں میڈیا میکل Re-Imbursement کی ادائیگی کے لیے فیصلہ صادر فرمایا۔

آپ کی خصائص کا دش کے نتیجے میں بھی انصاف میں گیا اور میری میڈیا میکل بل کی ادائیگی کر دی گئی۔ جس کے لیے میں آپکے ادارے اور خاص کر گیا دائزر کا اور ان کے انصاف کا از جم مکمل ہو ہوں جن کی احکام کا دش کے نتیجے انصاف کی اعلیٰ روایت قائم کی گئی اور مجھ میں بیمار بیماری ملاریا میں کی داد دی کرنے میں اپنا بھرپور اور مؤثر کردار ادا کیا۔ اور یہ ثابت کیا کیا ہے ادارے اور خاص افران پھر کے ادارے کے لیے دشی کا میاہر ہے۔

شکریہ

خالص

محدث
(احسان احمد)

سابق پرنسپل (B-17)

بیورو آف پلائی ایڈپرنسندھ

کراچی

Pos/4292/6

بخدمت جواب مختسب سندھ

سندھ کراچی



جناب اعلیٰ!

گوارش ہے کہ میرا کراچی والر بند سیوریج

بوروڈ پر ریکارڈ 2 ہے 05/1875680 والر بورڈ

بڑا واجبات قائم، جو سارے کے سارے واجبات اپنے کے لئے تو سے مل گئی ہیں۔

اس میں اپنے آپ کی بڑی بڑی ہم بانی اور
میں آپ کا بہت شکر کیا ہوں

لہذا آپ سے انتقام ہے کہ میرا لیس/4292/Pos بند

کم ریکارڈ ناچوں کراچی والر بند

شکریہ

31-3-2022



صلام چیل
ریکارڈ لائی گارڈ
جمشید ناچوں کراچی والر بند
سیوریج بورڈ کراچی



Public Acknowledgements

رخصة رقم ٢٩٠٩/٢٠٢٢
٨٥٨/٦٣٧٨/٢٠٢١/٨-٧١
جناح متحف العودة

لڈزش اسٹر 2 یونڈ میں نے 18-02-22 کی IBA کے تحت پروپریٹر اور میٹنگ میں صلح کی میٹنگ سے آپکے ادارے کی پہلی سلسلہ میں نام نہ رکھ کی وہ میں اسے آپکے ادارے کی پہلی سلسلہ دینہ اساتھ دی تھی جو الحنفی فری طریقہ معرفت سنتے تھیں اور متفقہ ادارے DEO آفس پہلی بار بارکر سے جواب طلب لیا گیا ہے کہ میتھے میں میرا کام میوگیا اور صلح پر اثری اسکول شیخ کا اور اللہ کے خلف سے مل جائے گا اور اب میڈیلیں بند کر دیا جائے۔

آپکے ادارے نے کس سرسری 71/63748/2021/B اسٹر کو تھنے کار در ایجنسی میں بے حد مکمل ریون آپکے ادارے کا کام ہنسنے کے اس مکمل دست میں میرے درود راست پر کار در ایجنسی و فناخ۔ جذکر اللہ خدا۔

A circular library stamp with a double-line border. Inside, the number "5833" is stamped in the center. Below it, the date "29/9/22" is stamped. The stamp is slightly faded.

والله
شنبه
ولیح ساری
CNIC No: 44301-6872998-3
Mob: 03343736256

بعد هت چناب (یا چنل) د الريکھر مويابي
هويابي اعلیٰ چنل چور ميرس

باب اعلیٰ :- عرضہ اداری مددگاری
مکالمہ زری یا بیوہ محمد علی یا اتو
عرضہ نئی یا کریاتی مددگاری مددگاری مددگاری
لوکل گورنمنٹ کارپی مکاری ہے
جیکو سرروالیں دوڑاں کھانا کھا دیں ایکو ہے
اپنی جا کجھو ابھار ایکیں دھنیا اپنی
لای ایکانی یکت گیس کیو ہیو اپنی
کیسیں دوڑاں ہو نکی مضموم مددگاری
ماں تو نہیں دفعہ 10897 روپیہ ملی ویا کھن
اپنی لای ایکان جیو اپنیاں نہیں کھانیں ایکان
مددگاری مددگاری مددگاری مددگاری مددگاری
عرضہ نئی کریاتی نہ کیسیں دنر کیزی
نہ مددگاری نہیں

مسعماں ہماصرزادی بیوہ
محسیں علی پانچ و بیل گوت
ضیر مہمن چانچ نعلق
کوتار ہی مللو ضیرور



Public Acknowledgements

POS/1835/SCAC-07/2022

خدمت چناب ہائیکسپ اعلیٰ سکر

جواب اعلیٰ:-

عمرن ھئي آھي یتھان
تلعف یتو یتھان سرفراز کلو ڈھنڈ جي
ھندک لیدھي ھيلیت ورکر آھي ان . هنھن
(ھيل یگھاران ٽقربياً ١٤ مهينا توھان
جھي ڪوشش سان مون کي ھن تاريب
٦-٦-٢٢ ٽي سمو یون یگھاران ملي ور
آھن . سائين جن کي عرفن ٽي ڪريار
ٽ منھن چو گدیس نفب ٨/٨٣٥/SKK-062020
بند گيو و جھي ٽ سائين جن جھي سکر
گذار (هندس) . سائين جن جھي و ڈي
مھربانی .

عزم دار - مسمات
0303 3737920

Safeena



لآخرهـت حـنـاب مـكـتـبـهـ اـعـلـىـ سـنـهـ مـسـلـمـ

حنا - اعلیٰ

۳۰۰۰ عرصه از مسمات سپهان بیواه سرخوم غیر روزانه
۳۰۰۰ بلوچ کالویی گورنیت (برآشتری) مسجد اسحاق کلکه مون اوهان جنی خوش
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جنپنی جو نهمن ۲۰۱۴/۰۵/۱۵ Pos/Ros/004-۱۵ تاریخی ۲۰۱۴/۰۵/۱۲-۱۵

جناب اعلیٰ اجھیعنی بابت مزید عرضن ہی آکھی نہ ایمودکشیں جیسا کہ اسند
مسمنجی پیک کی فوتو کو تائیکت لونگری، جو آرڈر ڈالو اسکی ہے تو
برائی مہربانی مسمنجی ڈنل درخواست جیسا مدن لونگان کی اپلائی
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میراث عیران

26-4-2022



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محقق اعلیٰ ریکھن لائر کاٹر

جناب اعلیٰ

۱۷۔ عرضدار راشد حسین ولد

الاہی بخش جمالي گھمبلیں

نمبر ۳۴۸/PL-۴ (LRK) ۲۰۲۲ دسیس

چانسلر خیرپور (SALU) جی

خلاف گئی ہئی۔

جیتن تے مان پیپر یہ حاضر ہیں

ان جی یا موجود موکلی غیر حاضر

جاتائی فیل خیرپور ہو۔

تاریخ ۹. ۹. ۲۰۲۲ء تی موکلی ریلت

اصل کلیئر گھری مارکس شیت یہ پاس

سرتیفیکیت ملی ویا آئعن۔

عنہ ت ماب سائیں ماحست اعلیٰ

جو نہایت شکر گناہ آہیان جنھن

موکلی انتھاف ذیار گاہنہبوجو ہستلو

جل کرايو

0333-2571744



صوت مم جناب ریکھل ڈاٹریکٹر
صوبائی مکٹس سندھ ریکھل ہئی
بدیں

جناب اعلیٰ:- جی عرض نہ آئوئے نای عبدالمجید عرف
عبدالستار نظامی عرض نہ کریا تو مون سائیں جن
جی ۲۰۲۲ء میر اسحاق جی بلڈنگ لائے شکایت درج کرئی
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اساز جی اسحاق جی بلڈنگ بکھل مکمل تی وئی
آپوئی ھاٹی اسائیں کی اخون سائیں کاہ شکایت
نہ آئھی ادا لائے اسین سائیں جن جا تھا شکایت
گزاری تو ریاست آٹھوونا یہ حکیمیہ رہمنہ اسین
وڈیک سائیں جن کی احکام گزاری شکایت
سائیں جن جا دیا گو رہندا اسین۔

عرضدار:- عبدالمجید عرف عبدالستار
نظامی کریو گھنور پٹھوری
C.N.I.C No. 4102-9930994-3
Mob # 03443441259

L.T.I of Complaint



Public Acknowledgements

بخدمت ہناب ریجنل ڈائریکٹر محتسب اعلیٰ
سندھ بھی خوب سرف

جناب اعلیٰ: POS/RBH/18/2019

سائیئ ہنی کی گذاری اکھی نے
آئین نالی علی اکبر ولد محمد عاصی سوک

آن ریو ہی نہ موڑ پنهنی والدھی
خوچو کوڑا نی پڑتی تیرت لای 3 سال آگے کمبلی
کئی ہی یہ ہایا پنهنچو جنپی کوٹا نت
لو کری ہو اکری سری ہو آکھی یہ آئین دیوچی
کری، رہیو گھیا یہ سائیئ ہنی ہو انتا ہے منھی
ہنار آکھیا خوب محتسب اعلیٰ سندھ میں ریجنل ٹاؤن
ڈائریکٹر طرف اک لکڑہ بعد پنهنچو سٹولم
ئیو ہکھی، ادھری سائیئ ہنی کی مہن دھ کریا
ہے ہای پنهنچو کمبلیں فائیل بند ہوڑھ منہائیں،
ہے سائیئ ہنی ہو یہہ سکھر ہنار رہندی.
واحدہ حداد

LTP
AKA

علی اکبر ولد محمد عاصی سوک

Date: 10-05-2022

بخدمت ہناب ریجنل ڈائریکٹر

محتسب اعلیٰ سندھ فیروز

POS/RO-NF-03/19/NFZ-02

جناب اعلیٰ: آئین رہار عالمندی وہ لفاب چارچینو
گھوٹے لہر لپس پوسٹ آئی لوار پور لقطعے نے فلم.

معظم فیروز
بھٹی سے سائیئ ہوئی ڈائیکٹر محتسب اعلینہ فیروز
یہ ہاوی بھائیت میلان جھاسٹ کیوں سی
پنهنچو پڑھی، یہ جائی ہی جسیں کھوئے تھے کیوں
جاتی ہیکو محتسب اعلینہ فیروز، یہ کوئی شو شو
نیہیں تھے اکلیا کھوئے تھے فیروز فیروز ہے
کھوئی دنف آکھی، جھوٹ جھوٹ کوئی کاہیوں
پشکر میاں نہ، ساری محتسب اعلیٰ جو ہماہیت
شکر ہنار آکھیاں جو پنهنچو سٹولی ملکیتی
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پنهنچو کیس بند کیوں دیکھی، یہ صافی موظف
وڈیکھی، یہ صافی مشکایت نہ آکھی.

علی نبی

صہدار علام نبی ولادواری ہنار

mobile: 03023214774.



Public Acknowledgements

بخت مطابق پختل جائی گھر
محبے اپنی اونٹھو فروز

POS/3434/15/NFZ-108

بخارا احمد سخنار احمد علی محمد پھوپ
میٹ کالوف دلیج نیٹ نسلے کنپارو ملخ لفڑھو فروز
میٹ سر سائی مون مکتبہ سلسلہ یہ اجھی
جیاں میت نہال فوٹھو سکھتم تھت اپا یمن کرڑا
دھوامیٹ کوئی دیئی، میت گھٹھے سہو گنڈا
پیہ مونکھے بلکمزیو تھے مکتب اداری جھوٹھی
سال تاریخ 21 جون 1960ء میں جو شکالا جو کھوئ
سایوھی سائی مان مکتب اداری جو چنائی
میٹ کنار آپھاں، جھوٹھی پھنپھی والدی
چھپھی میں جیلیوں سائی بھتی کناراں نک
حریان سے مصنبو مسلو ملٹی ولیو مکھنیو گیس
بننکو وی.

لوقت آپر جون ڈیلوں کے ایجڑ پتھے طویل

صوندار
سخنار احمد علی
علی محمد پھوپ
Call 03003782683

بخت مطابق پختل جائی گھر
محبے اپنی اونٹھو فروز

POS/4784/21/NFZ-25

بخارا احمد سخنار احمد علی محمد پھوپ
گھنٹے دیڑھ پوست اپنی دیڑھ قشی جاگر لعل
موڑھو ملخ لفڑھو فروز
میٹ سر سائی مون جائی گھٹھو فروز مکتبہ
کی دستہ کئی اکاڈمی اپنی اونٹھو فروز حلاں گھری
بلکی قیطی چاہتے دھوامیٹ کھیھی، جائی گھر مکتبہ
معاملات لیں مونکھے لیجھوئی ہے بیوں کھل ملکوں
جیتھکت اکاڈمی اونٹھو فروز کری تینوں آپنی
مان بخال کاٹھوئی مکتبہ اداری جو چنائی
میٹ کنار آپھاں، جو مصنبو جماں مسلو ملٹی
چھپھی سائی جوئی کناراں نوکریاں نہ مکھنیو گیس
بننکو وی. هنسان گنڈیوں کے اشتیمنے جمع کیا
لوق.

رضیا محر

صوندار احمد پھوپ
پھائی ملائم الگوارتاک
دیڑھ

03003623015



Public Acknowledgements



تاریخ: ٢٠-٠٦-٢٠٢٤ حوالہ نمبر:

میرجع علی گلستانی
سندھ سینکڑیت نتو
جواب اعلیٰ

اگوٽ عرفا در حاب خدا یخوت در حاشیت کالائریک
جیسیں نہ ہوں نیچنی ہر یوں در حواست ماریخ 25.05.2022
لہاچان ہی حیا در حاشیت ہی ہر یوں در حواست بعج کئی ہیں ان
در حواست تاک اگوٽ دست بردار ٹکان تو ہیجئن نہ موت کی
اسکالیم ہی دی پار حاشیت پیئما بیاری گری ہڈیا ہجھن عیوقی
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امید نہ میں کیل الیا متوسلیت بوسو فرما پیشی

حاجی خداوندیش بالاری
گویشیت که نمی‌توان

At Lake, 17⁰³₂₂ 1913

سید احمد و لد حاجی متلو راحمہن
خانہ سنبھار و دین محلہ سنبھار
روڈ علی بازار جمعیت ہار
کراچی: 43/02 - 8850405-7



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صوبائی مختصہ سندھ
ریجنل آفیس جی سیکٹر آباد
جناب علیٰ

POS/1591/RGI-3 (IBD) 2022

ڈو مرصدار مصیح حنڑنالی شوکت علی خاں
موصوم خاکہ مخصوص خاکہ اسکول
وزیر اباد تعلق ہکی ضلع شعاع بر جو صفائی کی ڈیاں لو
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ڈلخت عابہ مددات رصل کوئے اکھی
ڈلخت اوناں کچھ گزارش اعیانہ منصبوں کیں بند
گھر جی عایت کھدا
اگر اوناں جی اداری جو سکر گزار اکھیاں جنہن
منصبی کن کیسے جم مدد کے گھم شوکت علی

شوکت علی والد موصوم خلود
کوئنچیت پوئم ہائے اسکول
وزیر اباد.



بيان

POS/5543/2021/NWS-5

مان نالی گلزار علی قوی اج ریجنل ڈائریکٹر مختصہ اعلیٰ آفیس ریجنل آفیس شہید بیت نظیر آباد
بنیو، زیری و حاضر تی بیان تو ڈیان تھے مون مختصہ آفیس پر درخواستن ڈیون ہیون نہ واتر سپلائے
ستی سانگھرہ کاری موری ہے تو یہ موری جی صفائی جی حالت تامن خراب آہی ہے کیتن یہی
سازگھر جی محلن نظامی محل خاص خیلی پاڑی ہائونسنگ سوسائٹی ہے گٹر اتیل آهن ہے
کچھ جی چاپر لگل آهن۔

جیشن تھے مختصہ آفیس جی اداری جی مداخلت کر کیا ہے ریجنل ڈائریکٹر مختصہ
جی ووت کر کیا ہے تلاش جی صفائی کئی وئی ہے تلاش کی صاف پاٹی سان پرایو ویو تلاش ہے
شاخ کان اینڈ پائی کی گندو گندہ ذریعن کی ہتایو ویو ہے ریجنل ڈائریکٹر پاران سی غیر فعال
ٹیل آر او پلاٹ کی فعال کرایو ویو آہی ہے متنی چاٹا یل محلن جی بہ صفائی لاءِ مختصہ اداری
جی مداخلت کانپوہ سینیٹری انسپیکٹر صفائی کئی ہے صفائی لاءِ ایندا رہندا آهن، ہائی منصب
متنی ڈکر ٹکیل درخواستن ہے چاٹا یل مسٹل احل تی چکا آهن جنہن لاءِ مختصہ اداری جو تمار
تور ائٹو آہیان جنہن سانگھر جی عوام جون بنیادی ضرورت کی حل کرایو ان لاءِ مان و دیک متنی
کیسیں ہے پوئواری کر کن تو چاہیا ان لاءِ منہنچا میتیان کیس فائل کیا وجن تھے شکر گنار
رہندا۔

عرضدار

گلزار علی قوی



Public Acknowledgements

بيان

PO/4603/2021/NWS-69

مان عرضدار قادر بخش ولد خیر محمد اچ ریجنل ڈائیکٹر صوبائی محاسب اعلیٰ شہید
بینظیر آباد جی روپرو بیان تو ڈیان ته مان روپنیو عملدارن خلاف منہنجی زمین جی ماب نہ کرڑ
خلاف شکایت کئی ہئی.

جناب اعلیٰ عرض آہی ته مون جنہن مختیار کار خلاف شکایت کئی ہئی اهو تندو آدم
تعلتی مان بدلي تی ویو ہو ۽ سائینجن جی اداری ۾ شکایت کرڑ تی نئین آیل مختیار کار
تندو آدم ۽ سروی میرپور خاص وارن منہنجی زمین جی ماب کری ڈنی آہی ۽ مختیار کار
تندو آدم جی ڈنل رپورت بتاریخ 24-06-2022 سان مان مطمئن آہیاں ۽ مون کی ہائی روپنیو
عملدارن خلاف ڪا به شکایت نہ آہی ۽ سندن خلاف جیڪا غلط فهمی ہئی اها به دور تی وئی
آهي.

جناب اعلیٰ منہنجو ماب ارو مسئلو حل کرڻ تی سائینجن جی اداری جو نهایت شکرگزار
آهیاں ۽ عرض تو ڪريان ته منہنجو هي ڪيس بند ڪيو وچي ته عين نوازش ٿيندي. مهرياني

عرضدار



قادر بخش ولد خیر محمد مگسي

وينل نئین آبادي، تندو آدم

جیڪ مٿے ڇنا ٿئي ریجنل ڈائیکٹر صوبائي

صوبائي محاسب اعلیٰ ہنرپور

جنایت اعلیٰ۔

ڪميسنر مندارنائي عبد الوادد ولد تاج ماڪم
خاصائي ڪنڊرائِ سپرٽينڊنٽ، ميونسل ڪاميٽي ہنرپور
صوبائي چن ٿئي عرض ٿو ڪريات ته آدم اهانه مي
ڪرڻ ٿئو ڏک ۾ ميونسل ڪاميٽي ہنرپور مي هلاڻ
ڀڪنڊي چينشت جا بنيفڪس ۽ 12 مهينت جي
ليوانڪيشينڪ سيلري ڊنلي ڊيڪ 12 ڪيس ٺپن
2019/PO/4603/105 اهانه وٽ ڪيس ڪيو هئون ۾

اهانه جي گوئش سان ڇون ڪي ميونسل ڪاميٽي
طرخانه ڌو ڻل ڄٽم / 423, 428, 1728, 423/ Rs. آڪريت مسرو

تک اونتئي ۾ هزار چار سو ٢٢٠ روپيوهه ملي ويا
ڪھئي. اوهانه جا ۽ اوهانه جي استخاء وارس جا
تک ٩٢ آھئي ۽ هار ٢٢٠ روپيوهه ملي ويا
هي خلاف ڪا ٻر ڪھائيت نه ٿئي. هار ٢٢٠ روپيوهه
منہنجو ڪيس بند ڪرڻ ٿرماندرا ٽ اوهانه
هي مهريان ٿئي ٿئي.

عرضدار
عبدالواحد ولد تاج ماڪم صوبائي

تاریخ 05-05-2021

ریگر ڈائیکٹر سپرٽينڊنٽ
ميونسل ڪاميٽي ہنرپور



PRESS COVERAGE



Press Coverage



November 9, 2022

Moot urges parents to educate daughters

LARKANA: Speakers at a seminar on girls' education said that a people who educated their girls would have educated mothers, who would in turn be instrumental in creating an entire nation of educated citizens.

They were speaking at the seminar titled "Importance and issues of girl's education" held in I.B. Khuhro High School under the aegis of Sindh Education Foundation on Monday evening.

Ali Akbar Jagirani, regional ombudsman of Larkana who presided over the programme, said that the programme about importance of girl's education had been launched to create awareness among people and it was being monitored by his office.

He said that a female was no less important in any way than her male counterpart in society, hence, education for both was necessary because a civilised society required equal role of both sections of the population to achieve development and prosperity.

Prof Mukhtar Ahmed Samo, writer and founder of Knowledge Centre, said that women could prove their mettle in all spheres of life if educated and trained properly, otherwise, the society would be deprived of their talent and potential.

He said that society, home and government had to be streamlined to ensure quality girls' education. It was not only out of the home that girls faced challenges and harassment but even in many households their male

members opposed their girls' education, he said, adding that the government must provide ample facilities for the provision of education to girls if it was serious to meet targets of female education.

Prof Abdul Waheed Chandio, director of Private Schools Management, said that it was a misconception to believe that education was aimed at achievement of government service. "We have to make people understand that education is not meant for creating servants but producing well educated and trained citizens who could play a positive role in society," he said.

The main purpose of education was reformation of society and girls' education ensured well educated and trained females who could contribute effectively to the progress and wellbeing of society, he said.

Ahmed Ali Soomro, assistant commissioner, said that women and men were like two hands. "If the simple function of clapping cannot be done with one hand then how can societies achieve development by completely ignoring female section of population," he said, urging parents to send their girls to schools.

Mushtaque Soomro, regional director of Sindh Education Foundation Larkana, said that SEF had been endeavouring hard to

make available educational facilities in backward areas and focusing on promotion of girls' education.

The speakers discussed in detail the issues of general inequality in education, out of school children, dropout challenges, dearth of secondary schools for girls, distance to schools, lack of amenities, lack of availability of female teachers and poverty.

Dr Rehana, Ms Anam Shaikh, principal of ZABTech Larkana, Izhar Khokhar, Mohammad Saleh Khuhro and Junaid Dehar also spoke at the programme.

Students also delivered speeches and staged tableaus which highlighted issues being faced by girls in acquisition of education.

A science exhibition was also held on the sidelines of the seminar in which models depicting different concepts of science were put on display.

A PRIVATE charitable foundation, which is a not-for-profit organisation, had acquired an amity plot from Karachi Development Authority (KDA) located in Korangi in 1986 for establishing a township for the benefit of the deprived segments of society. As the project gradually expanded, we, the governing board of the non-profit organisation, decided to obtain lease document of the land. After clearing all dues and fulfilling legal requirements, we applied for the lease deed in 2015.

Despite complying with all the legal requirements, we had to run from pillar to post for seven years to obtain the lease document from the relevant office. The delay in issuing the lease document by the sub-registrar concerned amounted to maladministration. After exhausting all lawful means, we had no recourse except to seek help from the Sindh ombudsman. I am happy to acknowledge that due to the sustained support provided by the ombudsman and his secretariat, we finally received the scanned lease document from the relevant department recently.

THURSDAY SEPTEMBER 8, 2022

Sindh ombudsman

The provincial ombudsman is an independent institution, established through a statute in 1992, to "diagnose, investigate, redress and rectify any injustice done to a person through maladministration by any agency/department of the Sindh government". The ombudsman provides its services free of cost.

Based on the performance of the provincial ombudsman and our own experience, we suggest that people may make use of ombudsman's services to get their longstanding issues related to provincial agencies and departments resolved. On the other hand, officials at the helm of affairs of government departments must review their performance and rectify the faults so that the people do not suffer long delays to get their rightful issues resolved. Ultimately, it is their responsibility to fix the problems without intervention by other institutions.

*Nazim F. Haji
Karachi*



KARACHI Monday, August 1, 2022

KWSB told to provide water to affected F. B Area residents

By Our Staff Reporter

KARACHI: The Sindh ombudsman has taken serious notice of the failure of the Karachi Water and Sewerage Board to comply with its earlier directives regarding supply of water to dozens of houses in Federal B Area Block 9.

The office of the provincial ombudsman

sent a notice to KWSB officials Hanif Baloch and Usman Khaskheli stating that their staff concerned did not take any effective measure for proper supply of water in the said area.

"This indicates mismanagement on the part of KWSB," it said, directing the officials to take immediate action against the staffers and ensure sufficient supply of water in the area.

The directives came on the plea of

affected residents of Federal B Area's Block 9. They complained that around 48 houses — from R-23 to R-60 — were not getting water since long.

Talking to Dawn, one of the affected residents, Aftab Alam, alleged that their share of water was allegedly diverted by KWSB staff to nearby residential and commercial buildings.

He said that an unauthorised water stor-

age tank was constructed at a public park in Federal B Area's Block 7, close to the houses of affected residents, and water meant for them was diverted and stored in the illegal facility.

Mr Alam demanded that the anti-water theft team of the local government department visit the said park and take action against the illegal water storage facility forthwith.



THURSDAY, MAY 19, 2022

Clean streets, Ombudsman tells HMC

KARACHI: Sindh Ombudsman, Ajaz Ali Khan on the complaint of Taqdees Khan, a resident of Latifabad, Hyderabad, has directed the Hyderabad Municipal Corporation (HMC) municipal commissioner to maintain proper sanitation and clean the streets on regular basis. The complainant had filed a complaint stating that the residents of Block-B, Unit No.10, Latifabad, Hyderabad, have been facing worst sanitation conditions due to open drains and dumping of garbage on roadsides by the sweepers. The complaint was admitted and investigation was assigned to the regional director, who issued notices to the municipal commissioner and also visited the area in the presence of the complainant. OUR CORRESPONDENT

OUR CORRESPONDENT

KARACHI

Sindh Ombudsman, Ajaz Ali Khan directed the Secretary to Government of Sindh Finance Department to probe into the matter of fraudulent intentional transfer of one employee's claim to another and initiate disciplinary action against the delinquent officers of District Accounts office, Naushahro Feroze.

Consequent upon the inquiry conducted by Deputy Inspector General, Finance Department, Government of Sindh, it is transpired that Accountant of the District Accounts Office, Naushahro Feroze was found responsible in making wrong transaction of amount in favour of Oriental Teacher Sarfaraz Ahmed, instead of Physical Training Instructor Israr Ali Lashari, through

payroll, which was later on recovered and paid to the actual payee.

Keeping in view the directives of the Hon'ble Ombudsman, the Secretary to Government of Sindh, Finance Department, has imposed a penalty of withholding three annual increments upon Accountant Ali Akbar Chandio, for being responsible for making a wrong transaction.



FRIDAY, APRIL 8, 2022

Disciplinary action ordered



Press Coverage

The Nation

27th APRIL 2022

Ombudsman satisfied over sanitation

NAWABSHAH (Staff Reporter): Provincial Ombudsman Aijaz Ali Khan has expressed his satisfaction over the improvement in sanitation and removal of garbage from Ghulam Hyder Shah Colony area. A complaint in this regard was submitted by a citizen, in the year 2021 stating that residents of Ghulam Hyder Shah Colony were facing problems due to heaps of garbage, animal waste and sewage line issues. Complaint stated that residents were not in a position to visit the sole park of the colony for entertainment due to prevailing bad smell.



DAWN WEDNESDAY NOVEMBER 30, 2022

Ombudsman orders Rs45,000 stipend to BDS house officers

KARACHI: Sindh Ombudsman Ajaz Ali Khan on Tuesday directed the principal of Karachi Medical and Dental College (KMDC) to pay Rs45,000 monthly stipends to each Bachelor of Dental Surgery (BDS) house officers.

He also asked the Karachi administrator to release the funds required by the KMDC for payment of such stipend including arrears.

Besides, the ombudsman directed the Sindh chief secretary and secretary of the local government and house town planning department to expedite the process of release of funds and to take measures to end the discriminatory treatment with BDS house officers on a priority basis and to get rid of financial constraints faced by the college.

These directives were issued on a complaint filed

by Dr Ahmed Iqbal and 94 other dentists, who argued that provincial finance department had notified payment of Rs45,000 per month to officers doing house job, but such an amount was not mentioned in their offer letters, whereas the same has been mentioned in the offer letters of MBBS doctors.

The complaint was taken up with the KMDC principal and it had been reported that MBBS house officers were being engaged and paid by the Abbasi Shaheed Hospital, which received a complete grant from the Karachi Metropolitan Corporation (KMC) whereas the KMDC did not receive sufficient funds from KMC and thus BDS house officers were being paid less.—Staff Reporter

Pakistan OBSERVER

16th NOVEMBER 2022

Ombudsman helps widow get job

STAFF REPORTER

Sindh Ombudsman, Ajaz Ali Khan expressed his satisfaction over the implementation of his office intervention and appointment of Mrs. Madiha, the widow of Faizan Ali, against deceased quota after four years of death of her husband.

The above named widow filed a complaint in April, 2021 alleging that the

authorities concerned have refused to process the request for her appointment against deceased quota in place of her husband who was Draftsman in the office of Executive Engineer, Buildings Division, GOR Colony, Hyderabad. Her husband died during service in July, 2018, as provided under the law, said release from Sindh Ombudsman office here on Tuesday. Mrs. Madiha appealed

the Ombudsman to intervene and get her justice. The matter was taken up with the authorities concerned and in response, the Executive Engineer, Buildings Division, Hyderabad, reported that the complainant was required to furnish No Objection from other legal heirs of the deceased employee and that matter was pending in the court for issuance of Succession Certificate.

After continuous follow up, it has been reported by the Works and Services Department, Government of Sindh that the case of the complainant for appointment as Telephone Operator has been approved by the Chief Secretary Sindh and sent to District Recruitment Committee for verification and approval as required under the rules. The complainant confirmed her appointment.



Press Coverage

یکم برلنی۔ کراچی۔ جمعہ، 18 نومبر، 2022ء

ریجنل ڈائریکٹر مختسب کی ڈسٹرکٹ اکاؤنٹس ہنس میں محلی پکجہری کلکی پکجہری میں عوامی شکایات کے حل کے لیے موقع پر ہی احکامات جاری کیے گئے جیسا تابد (اندازہ ایکٹبر 1915) ڈسٹرکٹ کے تمام اخراج میں محلی پکجہری میں منعقد کرنے کی بادت کی جائے اپنے نئے کام کا ہمہ کام جانبھر کیے جائے وہ کوئی ملازمین میں سے سائل اور رکھیات کے ادائیگی میں خلائق انسان کے فرض میں سرکاری مکمل کے طبق اخراجات اپنی خلائق انسان کے فرض میں محلی پکجہری میں منعقد کرنے کی وجہ پر ایک ڈسٹرکٹ ریجنل ڈائریکٹر اپنے اعلیٰ ادارے میں ڈسٹرکٹ اکاؤنٹس ہنس میں عوامی شکایات کے حل کے لیے موقع پر ہی احکامات جاری کیں۔ اعلیٰ ادارے میں محلی پکجہری میں منعقد کرنے کی وجہ پر ایک ڈسٹرکٹ ریجنل ڈائریکٹر اکاؤنٹس ہنس میں عوامی شکایات کے حل کے لیے موقع پر ہی احکامات جاری کیے گئے۔

لکھ کر مجتہد اعلیٰ سنبھال کا خواہ افغان ملکہ کے لئے

محتسب اعلیٰ سندھ کے رو بروڈی
انچھے اوسحاؤں اور ایم ایل س تعلقہ است

روزنامہ خبریں کراچی (2) 19 مئی 2022ء

میپسل کمشن ہیدر آباد کو صفائی کے نظام کو بہتر بنانے کے احکامات

عقلی تحریری کے ابتدی ناقص نظام اور مذکور کیسا تحریر کچھ جتنے پر درخواست کی گئی تھی کہیجی (اعلاف رپورٹ) میں مذکور مخفی قطب سندھ العمالات کی درخواست کی۔ ریکال اور یکم صوبائی والیں اپنے نام نہیں لے سکتے۔ اسی وجہ پر یونیٹ نمبر ۱۰ کے مخفی سندھ نے خلاف کام شبل یونیٹ شہزادہ اور پانچ تقدیس شاہکار کی خلافت پر مذکور مخفی شہزادہ اور دوسرے اور یکم صوبائی شہزادہ اور پانچ شاہکار پر بیش کے ساتھ مخفی کلام کو تحریر اور لگوں کی مخفیلی کو تحریر بانے والاد کا فعلی ورود کی۔ مخفیل کام نے وضاحت دیں کہ احکام جاری کریں۔ مذکور مخفیل کام نے کرتے ہوئے تیار کرکتے بندھ کے احکامات پر ایک مخفیت میں یونیٹ نمبر ۱۰، بالا ملٹیفیٹ ایڈ، غلامدار کرتے ہوئے خان کرب پانڈی کے ساتھ مخفی کرتے ہوئے اور مذکور مخفی شہزادہ اور ایک نامی مخفی نظام اور مخفی کام کے ساتھ کچھ جتنے کے لئے اور مذکور کی طرف جمع کیا گی کہاں اسکو کام کا ملک کے ساتھ کچھ جتنے کے لئے اور کیا گی اس کا ملک اس کا ملک اس کا ملک۔

ووجود مناسب علاج کی سہولیات فراہم کرنے میں کام رہے۔ ذی اچچ اسچاول اور ایم ایس تعلق پتال میر پور بھورو نے بتایا کہ شکایت لکنڈہ سڑک مادوٹکی وجہ سے اپتال آیا لیکن بیکل کی عدم دستیابی کی وجہ سے اسے اگلے ورزا نے کا مشورہ دیا مگر اگلے روز ملکہ برتال رخا جس کی وجہ سے انہیں دشواری ہوئی۔



عام طور تي پچياويندر سوال

چلدرین ڪمپلیننس آفيس

سنڌ سرڪار جي ڪنهن باداري يا ڪاريوريشن سان چيڪڻهن توهان کي ڪاشڪايت آهي ته اداره محتمسب سنڌ کان مدد وٺو اوهان جي ڏهن ۾ محتمسب سنڌ جي اداري متعلق پيدا ٿيندر ۾ سوالن جا جواب اسان هيٺ ڏئي رهيا آهيون ته جيئن توهان کي طریقه ڪارٽي عمل ڪرڻ ۾ آسانی ٿئي

س: بارن جي شڪايت جي آفيس (CCO) ۾ شڪايت درج ڪرايٽ جي فيس (fee) ۾ کيٽي آهي؟

ج: شڪايت درج ڪرايٽ جي ڪاٻا فيس ناهي ۽ ان جون سڀئي خدمتون بنا معاوضي انجام ڏنيون وينديون آهن.

س: چامون کي پچيٺ شڪايت ڪنڊ ڪو ڪيل مقر ڪرڻ جي ضرورت هوندي؟

ج: جي زان جي ڪاٻا ضرورت ناهي.

س: هي آفيس حڪومت جي انتظامي امور ۾ ڪهڻي طرح فائديمند ثابت ٿيندي؟
قانون جي عملداري، بالاعواضا ۽ با ڪنهن ديرجي انتظامي اضاف جي فراهمي حڪومت جي حقيري مقاڻ ۽ تحفظ ۽ اختياران جي جائز استعمال کي ڀيني ٻنائڻ ۾ آفيس پوري ڪوشش ڪندي.

س: هن آفيس ۾ ڪهڻي قسر جون شڪايتون درج ن ٿيندين؟

ج: (i) جيڪي پهريان درج تي چڪيون آهن ۽ جن تي ڪارروائي ٿي چڪي آهي.

ج: (ii) جنهن تي ڪنهن عدالت جي طفان ڪو ۾ فيصلو ٻڌايو ويو هجي يا جيڪو عدالت ۾ ھلنڌ هجي.

ج: (iii) ڪنهن سڀي محتمسب جي حدن يا اختياران ۾ اينديون هجن.

س: شڪايت جي چنڊ چاڻ ۽ ان جي ازالي جي ڪارروائي ۾ ڪيسرو وقت گهرييل هوندو آهي؟

ج: هي آفيس ڪنهن مسئلي کي 2 کان 3 مهين جي عرصي ۾ حل ڪرڻ جي ڪوشش ڪندي آهي، ان عرصي ۾ گهٽ وڌائي شڪايت جي نوعيت سان ڳانديايل آهي.

س: چاصوبي جي انتظامي مشينري (يانجو) ۽ باختيار ادارا محتمسب جي فيصلو ۾ چاپ ٻاند هوندا؟

ج: بلڪل، هوممحتب جي فيصلو جا ٻاند هوندا.

س: چا محتمسب جو تعاون حاصل ڪنڊ ٻو ڪنهن قانوني عدالت سان رجوع ڪرڻ جا ھنڌانه هوندا؟

ج: پهرين گالهه اها ته جيڪڻهن اوهان جو ڪيس عدالت ۾ هلي رهيو آهي ته هن آفيس ۾ اوهان جي شڪايت قبول نه ڪئي ويندي، جيڪڻهن اوهان هن آفيس جو تعاون حاصل ڪري ورتو آهي ۽ اوهان ان مان مطمئن نه آهي ته اوهان هن آفيس کان شڪايت واپس وٺڻ کان بعد ڪنهن به عدالت سان رجوع ڪري سگهونا.

س: چا صرف ڪراچي هوممحتب سڀڪريٽ ٿي جي صدر آفيس ۾ ٿي شڪايت داخل ڪرايٽ سگهونا تو؟

ج: اوهان ضروري ناهي، اوهان اسان جي ڪنهن به علاقئي جي آفيس ۾ شڪايت داخل ڪرايٽ سگهونا.

س: بارن جي شڪايت جي آفيس (CCO) جو صوائي محتمسب سنڌ (POS) ۾ قيام جو مقصود چا آهي؟

ج: (CCO) بارن جون شڪايتون وصول ڪرڻ لا، صوائي محتمسب جي طفان ٻونيسيف جي تعاون سان آفيس قائم ڪئي وئي آهي، ان جو مقصود خاص طور تي صوبي ۾ بارن جي حقن مسئلن ۽ انهن سان ٿيندر ڙيادتني جي روڪثار ڪرڻ آهي.

س: بارن جون شڪايتون وصول ڪرڻ جي آفيس ڏار قائم ڪرڻ جي ضرورت پيش ۾ آهي؟

ج: پاڪستان بارن جي حقن جي بات اقامار متعدد جي قرارداد جواقاري آهي جنهن جي مطابق پاڪستان قانوني طورت پايند آهي ته بارن جي حقن جي متعلق شڪايتون بتنه ۽ ان جي ازالي جو نظم تشڪيل ڏئي ۽ بارن جي حقن جو تحفظ کي پهريٺائي.

س: بارن جي شڪايت جي آفيس (CCO) ۾ ڪهڻي قسر جي شڪايت قابل قبول هوندي آهي؟

ج: سنڌ جي سڪوريٽ سرڪاري آفيس، ادارن، جنهن هر پوليس، جيل، تعليمي ادارا، پيئر خانا، ريماند هومن ۽ اسپالون وغيره شامل آهن جتي بارن سان ٿيندر ڙيادتني جي متعلق شڪايتون درج ڪرايٽ سگهون ٿيون.

س: بارن جي شڪايت جي آفيس (CCO) بارن جي لا، ڪهڻي طرح فائديمند آهي؟

ج: (CCO) بارن جي تحفظ جو ماحول قائم ڪرڻ جي لا، هڪ اهر ڪردار ادا ڪندي ۽ حقن جي بات شڪايتن جي ازالي لا، تحقيقات، وڪالت ۽ بارن جي متعلق پين ادارن جنهن هر غير سرڪاري ادارن (NGOs) سان رايطي جي ذريعي هڪ پليٽ فارم مهيا ڪندي.

س: ڪيرپارن جي شڪايت جي آفيس (CCO) ۾ شڪايت درج ڪرايٽ سگهي تو؟

ج: ڪو ۾ بارن جي نمائشي طور تي ڪو ۾ بالع فر ڏانهي طور تي تحريري درخواست شڪايت جمع ڪرايٽ سگهي ٿو ۽ فون ذريعي ۽ اي ميل وغيره به موڪلي سگههي تو.

س: پارن جي شڪايت جي آفيس (CCO) من کي بطور شڪايت ڪنڊ ڪهڻي ڳالهه جي ڀيني دهاني ڪرايندو؟

ج: ان ۾ بنا دير انصاف تائين مفت رسائي، تسللي بخش ٻڌائي ۽ تسيحا خير ڪارروائي شامل آهي، جيڪا هر 18 سالن جي عمر تائين) جي لا، بنا فرق، مذهب، ذات يا ٿئي ڦي جي مدد فراهم ڪئي ويندي.

س: چان معاملي ۾ صوائي محتمسب باختيار آهي؟

ج: جي ها، صوبي سنڌ جي ايڪت مجرم 1991 جي تحت قائم تيل محتمسب سنڌ کي ان معاملي ۾ بنائي قانون جي تحت ڪارروائي جو اختيار حاصل آهي.

س: چان سنڌي زيان ۾ شڪايت درج ڪرايٽ سگهونا تو؟

ج: بلڪل، اوهان سنڌي، اردو يا انگريزي ۾ شڪايت درج ڪرايٽ سگهونا.



عام طور تي پچياوينڈر سوال

محتسب جي اداري مي شکایت پیش کرڻ جو طریقو

سوال: حکومت جي انتظامي شاخن کي هن آفيس مان ڪھڻي هر حاصل ٿي سگهي ٿي؟

جواب: قانون جي برتری، تڪترو ۽ سستو انصاف، حکومت جي جائز حقن جو تحفظ وغیره

سوال: ڪپڻين شکایت ٿي ٿيان نه ڏئو ڀندو؟

جواب: (1) داخل ٿيل اهي شکایت ۾ جن تي ڪورٽ نیصلو ٻڌائي چڪي هجي يا ان وٽ اڪلائي

(2) اهي شکایت ۾ جن تي ڪورٽ نیصلو ٻڌائي چڪي هجي يا ان وٽ اڪلائي هيت هجن

(3) اهي شکایت ۾ جيڪي پڻين محتسبين جي داڻري ٻڌائيون هجن.

(4) بڪار ٿيل شکایت ۾

سوال: بڪار ٿيل شکایت ۾ ماڻ ڙاما آهي؟

جواب: الزاميل بـاـنـظـامـيـنـ کـانـ تـيـ مـهـيـنـاـ پـوـءـ داخلـ ڪـيلـ شـکـایـتـ ـونـ بـيـڪـارـ سـلـجـنـ ٿـيـنـ

سوال: چاـيـڪـارـ ـتـيلـ درـخـواـستـ جـيـ ـگـنجـاـشـ آـهـ؟

جواب: هـاـ اـهـوـ مـحـتـسـبـ جـيـ اـخـتـيـارـ ـپـرـ آـهـيـ تـيـ هوـ ـڪـجهـهـ مـخـصـصـ حـالـتـنـ تـحـتـ اـهـتـيـوـنـ درـخـواـستـ ـپـڏـنـ جـوـگـيـنـ قـارـئـيـ

سوال: جـاـجـ ـءـ تـارـڪـ ـپـرـ ـڪـيـرـوـوـتـ لـگـيـ سـگـهـيـ ـتـوـ؟

جواب: گـهـٽـوـڪـريـ بـنـ ـيـانـ مـهـيـنـ ـپـرـ شـکـایـتـ ـحلـ تـيـ ـوـيـنـيـ آـهـيـ ـپـرـ ـڪـلـمـنـ ـڪـلـمـنـ ـڪـيـسـ جـيـ نـوـعـيـتـ ـتـيـ ـبـدـارـمـدارـ آـهـيـ.

سوال: چـاـمـحـتـسـبـ جـيـ نـيـصـلـيـ تـيـ عـلـ صـوـائـيـ اـنـظـامـيـاـ لـاـزـمـيـ آـهـ؟

جواب: هـاـ اـهـوـ لـازـمـيـ آـهـيـ

سوال: جـيـڪـلـمـنـ مـحـتـسـبـ جـيـ فـيـصـلـيـ سـانـ سـهـمـتـ نـهـجـانـ ـتـوـ؟

جواب: جـيـڪـلـمـنـ تـوهـانـ سـمـجـوـتـاـ تـهـ فـيـصـلـاـنـصـافـ ـپـرـ ـوـ نـآـهـيـ تـهـ تـوهـانـ ـيـهـنـ ـ30ـ ـيـهـنـ انـدرـسـنـتـ جـيـ ـگـورـنـرـ کـيـ درـخـواـستـ ـڪـريـ سـگـهـيـ ـتـاـ،ـ انـ تـيـ ـڪـوـهـ حـڪـمـ نـامـوـ جـارـيـ ـڪـريـ سـگـهـيـ ـتـوـ

سوال: چـاـمـحـتـسـبـ سـنـتـ جـيـ مـدـدـ سـانـ پـنـهـنـجـيـ ـڪـورـ ـتـ ـهـ وـجـلـ جـيـ حـقـ تـانـ هـتـ نـهـ تـوـ کـثـانـ؟

جواب: پـهـرـينـ ـڳـالـهـ تـهـيـ آـفـيسـ انـ ـڪـيـسـ تـيـ غـورـ نـهـ ـڪـنـدـيـ جـيـڪـوـ ـڪـورـ ـتـ ـهـ اـڪـلـاءـ هـيـثـ آـهـيـ پـوـءـ بـهـ جـيـڪـلـمـنـ اـسـانـجـيـ مـدـ حـاـصـلـ ـڪـيـرـ ـتـاـ ـپـ ـڪـارـوـائـيـ مـانـ مـطـيـئـنـ نـ آـيـوـتـ تـوهـانـ ـڪـھـڻـيـ بـهـ وقتـ هـنـ آـفـيسـ مـانـ ـڪـيـسـ تـانـ هـتـ ـڪـلـهـ بـعـدـ ـڪـنـهـ ـڪـورـ ـپـروـجيـ سـگـهـيـ ـتـاـ

سوال: صـوـيـائـيـ مـحـتـسـبـ سـنـتـ جـيـ آـفـيسـ جـيـ قـيـامـ جـوـ ـڪـھـڻـيـوـ مـقـصـدـ آـهـ؟

جـوابـ: صـوـيـائـيـ اـنـدرـ اـنـظـامـيـ ـڪـوـتـاهـيـنـ خـالـفـ شـڪـاـيـتـ ـڪـنـدـڙـنـ جـيـ مـسـلـنـ کـيـ حلـ ـڪـرـڻـ

سوال: چـاـسـتـ ـجـوـ مـحـتـسـبـ اـيـگـزـيـكـيوـتـوـجـيـ بـالـامـسـتـيـ کـانـ آـزـ آـهـ؟

جـوابـ: هـاـ سـنـتـ صـوـيـائـيـ جـيـ مـحـتـسـبـ جـيـ آـفـيسـ جـيـ قـيـامـ جـوـ ـيـاـيـكـتـ 1991ـعـ تـحـتـ مـحـتـسـبـ پـنـهـنـجـيـ ـڪـمـ ـڪـارـ ـپـرـ خـودـمـخـتـيـارـ ـپـ ـآـزـ آـهــ

سوال: مـحـتـسـبـ ـڪـھـڻـيـ ـقـسـمـ جـوـنـ شـڪـاـيـتـ ـپـٽـيـ ـعـ حلـ ـڪـرـيـ سـگـهـيـ ـتـوـ

جـوابـ: مـحـتـسـبـ سـنـتـ حـڪـومـتـ جـيـ سـيـئـيـ اـدارـ سـانـ لـاـڳـپـيلـ بـداـنـظـامـيـ جـوـنـ شـڪـاـيـتـ ـپـٽـيـ سـگـهـيـ ـتـوـ،ـ سـوـاهـنـ شـڪـاـيـتـ ـپـ ـجـيـ وـقـائـيـ مـحـتـسـبـ،ـ وـقـائـيـ تـيـڪـسـ مـحـتـسـبـ،ـ اـنـشـورـنـسـ مـحـتـسـبـ،ـ ـعـيـنـڪـنـگـ مـحـتـسـبـ جـيـ اـخـتـيـارـ بـرـاـجـنـ ـپـيوـنـ

سوال: چـاـ مـحـتـسـبـ وـتـ شـڪـاـيـتـ ـڪـرـيـ سـگـهـانـ ـتـوـ

جـوابـ: هـاـ ـڪـوـرـ،ـ مـاـهـوـسـاـيـ پـنـيـ تـيـ صـحـيـحـ تـيلـ شـڪـاـيـتـ مـحـتـسـبـ وـتـ دـاـخـلـ ـڪـريـ سـگـهـيـ ـتـوـ جـهـنـ تـيـ تـكـلـيـ لـڳـائـ ـجـيـ ـڪـابـ ضـرـورـتـ نـهـ آـهــ ـڪـنـهـنـ بـڪـنـاـمـ ـپـاـڪـرـ ـيـ درـخـواـستـ ـتـيـ غـورـ نـ ـڪـيوـوـنـدـوـ

سوال: چـاـ مـحـتـسـبـ مـنـهـنـجـيـ شـڪـاـيـتـ ـپـٽـيـ ـجـوـگـيـ قـارـ ـڏـيـنـدـوـ

جـوابـ: هـاـ جـيـڪـلـمـنـ انـ سـانـ ـگـڏـهـيـنـيـانـ دـسـتـاـبـيـزـ شـاملـ هـجـنـ

(1) شـناـختـيـ ـڪـارـ ـجـيـ ـڪـاـپـيـ (ـشـڪـاـيـتـ ـڪـنـدـڙـيـ)

(2) هـڪـ عـدـنـسـ نـامـوـشـاـمـلـ هـوـنـدـوـ جـيـڪـيـهـيدـ آـفـيسـ يـاـرـجـنـلـ آـفـيسـ مـانـ

بنـاـنـيـ جـيـ حـاـصـلـ ـڪـريـ سـگـهـيـ ـتـوـ

سوال: چـاـ مـانـ پـنـهـنـجـيـ شـڪـاـيـتـ ـسـنـتـيـ ـپـ ـداـخـلـ ـڪـرـيـ سـگـهـانـ ـتـوـ

جـوابـ: هـاـ بـلـڪـلـ سـنـتـيـ،ـ اـرـديـ ـپـ انـگـرـيـزـيـ ـپـ درـخـواـستـ جـمـعـ ـڪـرـائيـ سـگـهـيـ ـتـيـ

سوال: اـهـيـ شـڪـاـيـتـ دـاـخـلـ ـڪـارـ ـپـ ـمنـهـنـجـوـ ـڪـيـرـوـ خـرـجـ اـيـنـدـوـ

جـوابـ: شـڪـاـيـتـ ـڪـرـ ـجـوـ ـڪـوـبـ ـخـرـجـ نـ ـپـيرـ ـپـونـدـوـ

سوال: چـاـشـڪـاـيـتـ ـڪـنـدـڙـيـ ـڪـيـ وـڪـيلـ ـجـيـ ضـرـورـتـ آـهــ

جـوابـ: نـ بـلـڪـلـ نـآـهــ

سوال: چـاـمـصـرـفـ پـنـهـنـجـيـ شـڪـاـيـتـ ـمـرـڪـزـيـ آـفـيسـ ـڪـراـچـيـ ـپـ ـداـخـلـ ـڪـريـ سـگـهـانـ ـتـوـ

جـوابـ: ضـرـوريـ نـآـهــ،ـ تـوهـانـ اـسـانـ جـيـ ـڪـنـهـنـ بـهـ عـلـاـتـائـيـ آـفـيسـ ـپـ ـداـخـلـ ـڪـريـ سـگـهـانـ ـتـاـ

سوال: شـڪـاـيـتـ ـڪـنـدـڙـيـ مـحـتـسـبـ جـيـ آـفـيسـ مـانـ ـڪـھـڻـيـ اـمـيدـ رـكـيـ سـگـهـيـ ـتـوـ

جـوابـ: اـنـصـافـ تـائـيـنـ سـتـيـ پـيـجـ،ـ صـحـيـحـ ـپـٽـيـ،ـ لـاـيـشـيـ مـاـخـلـتـ،ـ جـلـ اـنـصـافـ ـپـ مـحـتـسـبـ جـيـ فـيـصـلـنـ تـيـ تـرـتـ عملـ



ڪراچي ۾ ڪراچي ميٽروپوليٽن ڪارپوريشن (KMC) جا رٽائرب ملازم ۾ هن وقت مشڪلاتن ۾ زندگي گذاري رهيا آهن، چاڪاڻ جو کين سندن جائز حق يعني پيٽشن ۽ گروپ انسورنس وغيره جا پئسا نه ملي رهيا آهن، جنهن جي تدارك لاءِ اقدام کنيا پيا وڃن، هن سال دوران گريجوئيٽي جي مد ۾ 13398070 رپيا رٽائرب ملازمن کي ڏياريا ويا، ان کان علاوه ڪيٽرن ئي ملازمن جي پيٽشن منظور ڪرائي وئي.

ان کان علاوه ضلعي آفيسن ۾ بيٽيولنت فنب جا ڪيٽرائي ڪيس هن اداري جي مدد سان حل ڪرائي بيواهه عورتن کي انهن جو جائز حق ڏياريو ويو.





صوبائي محتسب سند جو ادارو- اغراض و مقاصد ۽ کارکردي

منظور علی اعواث

جڏهن کان هي دنيا وجود ۾ آئي آهي، انسان لاءِ مسئلائے مسائل پيدا ٿيندا رهيا آهن ۽ انهن جي حل لاءِ کي نه کي ادارا ڪم ڪندا رهيا آهن، جهڙوک، عدالت انتظامي نظام وغيره.

محتسب سند جو ادارو 1991 ۾ هڪ صوبائي اسيمبلي کان پاس ٿيل ائڪت تحت وجود ۾ آيو، جنهن جو مقصد سند سرڪار جي آفيسن ۾ ٿيندڙ ڪمن ۾ اجائي دير، رشوت ۽ اقربا پروري جو ازالو ڪرڻ آهي، ڏنو ويو آهي ته انهن آفيسن ۾ خواه مخواه عوامي مسئلن جي حل ڪرڻ ۾ دير ڪئي ٿي وڃي، جنهن ڪري سائلن کي مشڪلاتن کي منهن ڏيڻو ٿو پوي، اچڪله جي دور ۾ هر ڪنهن لاءِ اهو ممڪن نه آهي ته وڃي ڪورٽن جو در ڪرڪائي چاڪاڻ ته اتي پهچڻ لاءِ وکيل جي ضرورت پوندي آهي، جيڪو غريب طبقي لاءِ ممڪن نه آهي، ان لاءِ محتسب اعليٰ سند جو اداروئي هڪ بهترین متبادل آهي، جنهن ۾ ڪو به شخص بغير ڪنهن وکيل جي فقط هڪ درخواست ڏئي پنهنجو مسئلو حل ڪرائي سگهي ٿو، هائي تقرiben هر ضلعي هيد ڪوارٽر ۾ محتسب جي آفيس موجود آهي، جتي سينيئر ۽ تجربيڪار آفيسر مقرر کيا ويا آهن، اهي آفيسرن فقط آفيس ۾ ويهي ڪري شڪايتون وصول ڪن ٿا پر مختلف آفيسن ۾ وڃي ا atan جو ڪارو هنوار ڏسن ٿا، هن سال دوران جيڪا صوبائي سند ۾ سيلاب سبب وڏي تباھي آئي ان ۾ هن اداري جي آفيسرن موقعي تي پهچي سرڪاري عملدارن جي نگرانی پڻ ڪئي ۽ هدایتون ڏنيون.



عام طور پر پوچھے جانے والے سوالات

چلڈرنر کمپلینٹس آفس

- س: کیا میں سنندھی زبان میں شکایت درج کرو سکتا ہوں؟
ج: یقیناً! آپ سنندھی، اردو یا انگریزی میں شکایت درج کرو سکتے ہیں۔
- س: CCO میں شکایت درج کروانے کی کیفیت کیا ہے؟
ج: شکایت درج کروانے کی کوئی فیض نہیں ہے اور اس سلسلے کی تمام تر خدمات بلا معافہ صاحبہم اور جاتی ہیں۔
- س: کیا مجھے بحثیت شکایت کنندہ کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟
ج: بھی نہیں اس کی کوئی ضرورت نہیں۔
- س: یہ دفتر حکومت کے انتظامی امور میں کس طرح کے فائدے کوئی نہیں ہے؟
ج: قانون کی عملدراری، بلا معاہدہ اور بلا تاخیر انتظامی انصاف کی فراہی حکومت کے حقوقی مفادات کا تحفظ اور اختیارات کے جائز استعمال کوئی نہیں ہے میں یہ دفتر بھرپور کوشش کرے گا۔
- س: اس دفتر میں کس قسم کی شکایات درج نہیں ہوں گی؟
ج: ایسی شکایات
(i) جو پہلے درج ہو چکی ہوں اور جن پر کارروائی کی جا چکی ہو۔
(ii) جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کر دیا گیا ہو یا جو کسی عدالت میں زیرِ اتواء ہوں۔
(iii) جو کسی دوسرے محکمے کے دائرہ کار میں آتی ہوں۔
- س: شکایت کی تفییض اور اس کے ازالے کی کارروائی میں کتنی مدد دکار ہوتی ہے؟
ج: یہ دفتر کسی مسئلے کو 2 سے 3 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔
تاہم اس مددت میں کبی بیش شکایت کی توجیہ پر محصر ہے۔
- س: کیا صوبے کی انتظامی مشینیزی اور با اختیار ادارے محکمے کے فیصلے کے پابند ہوں گے؟
ج: بالکل۔ وہ محکمے کے فیصلے پر عملدرآمد کے پابند ہیں۔
- س: کیا میں محکمہ کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا حقدا نہیں ہوں گا؟
ج: پہلی بات تو یہ کہ آگر آپ کا کیس عدالت میں زیرِ اتواء ہے تو اس دفتر میں آپ کی شکایت قول نہیں کی جائے گی۔ تاہم پھر بھی آپ نے اس دفتر کا تعاون حاصل کر لیا ہے اور آپ اس سے مطمئن نہیں ہیں تو آپ اس دفتر سے شکایت واپس لینے کے بعد کسی بھی عدالت سے رجوع کر سکتے ہیں۔
- س: کیا میں صرف کراچی میں محکمہ یکریٹریٹ کے صدر دفتر میں ہی شکایت درج کرو سکتا ہوں؟
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جن کی تفصیل کتاب میں موجود ہیں) میں شکایت درج کرو سکتے ہیں۔

- س: چلڈرنر کمپلینٹس آفس (CCO) کا صوبائی محکمہ سنندھ (POS) میں قیام کا کیا مقصد ہے؟
ج: CCO، صوبائی محکمہ کی جانب سے یونیف کے اشتراک سے قائم کیا گیا ہے۔ اس کا مقصد خصوصی طور پر صوبے میں بچوں کے حقوق کے مسائل اور ان کے ساتھ ہونے والی زیادتیوں کے معاملات میں ان کی دادرسی کرنا ہے۔
- س: چلڈرنر کمپلینٹس آفس کو علیحدہ قائم کرنے کی ضرورت کیوں پیش آئی؟
ج: پاکستان بچوں کے حقوق کے بارے میں اتوام تحدہ کے کوئی نہیں کا دھیٹ کنندہ ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جوڑ مدداریاں عائد ہوتی ہیں انھیں پورا کرے اور اس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نظام نہ ہونے کی صورت میں اس کی تکمیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شاہل ہے۔
- س: CCO میں کس قسم کی شکایات قابل قبول ہوتی ہیں؟
ج: اس میں سنندھ کے تمام سرکاری دفاتر، اداروں، شمول پولیس، جیل، تعیینی اداروں، تینیم خانوں، ریسائٹ ہومز اور اپٹالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات درج کروائی جاسکتی ہیں۔
- س: CCO بچوں کے لئے کس طرح فائدہ مند ہے؟
ج: CCO بچوں کے تحفظ کا ماحول قائم کرنے میں ایک اہم کردار ادا کرے گا اور بچوں کے حقوق سے متعلق شکایات کے ازالے کے لئے تحقیق، دکالت اور بچوں سے متعلق دوسرے اداروں شمول این جی اوز سے رابطہ کے ذریعے ایک پلیٹ فارم میਆ کرے گا۔
- س: کیا میں CCO میں کوئی شکایت درج کرو سکتا ہوں؟
ج: کوئی بھی بچہ یا اس کے نمائندے کے طور پر کوئی بالغ فرد اتنی طور پر یا تیری ہے تو اس پر دخواست جمع کرو سکتا ہے یا پھر کسی اور ذریعے سے مٹلا ای میل وغیرہ سے بھی بھیج سکتا ہے۔
- س: CCO اس سلسلے میں مجھے بطور شکایت کنندہ کس بات کی بیانی دہائی کرو سکتا ہے؟
ج: اس میں بلا تاخیر انصاف تک مفت رسائی، تسلی بخش شناوی اور نتیجہ بخیز کارروائی شامل ہے جو ہر بچے (18 سال تک کی عمر تک) کے لئے بلا لحاظ فرق، مذہب، ذات یا لیکچر کے مدد فراہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی محکمہ سنندھ کی طور پر با اختیار ہے؟
ج: جی ہاں! صوبہ سنندھ کے ایکٹ مجریہ 1991ء کے تحت قائم شدہ دفتر محکمہ کے مطابق اسے اس معاملے میں بینادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔



عام طور پر پوچھ جانے والے سوالات

محتسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے

س: قانون کی بادلتی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہمی، جائز حکومت کے مفادات کا تحفظ اور صوابدیدی اختیارات پر منصفانہ عملدرآمد۔

س: کس قسم کی شکایت دفتر میں قبول نہیں کی جاتی؟

ج: (۱)۔ ایسی شکایات جو پہلے منظور ہو کر روائی سے گزر چکی ہو۔
(۲)۔ کسی عدالت میں زیر سماعت ہو یا جس پر فصلہ ہو چکا ہو۔
(۳)۔ کسی دوسرے محتسب کے دائرہ اختیار میں آتی ہو۔
(۴)۔ شکایت زائد المعیاد ہو چکی ہو۔

س: زائد المعیاد سے کیا مراد ہے؟

ج: بدانظمی کی ایسی شکایت جسے گزرے ہوئے تین ماہ سے زائد ہو چکے ہوں۔

س: کیا زائد المعیاد کے لیے کوئی استثناء ہو سکتا ہے؟

ج: ہاں محتسب سندھ کی صوابدید پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظر کر لے۔

س: کارروائی اور تفہیش میں کتنی مدت لگ جاتی ہے؟

ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدت لگتی ہے لیکن ٹائم فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔

س: کیا محتسب کے فیصلوں پر صوبے کی انتظامی اور عاملانہ مشغلوں کو عمل کرنا لازمی ہوتا ہے؟

ج: جی ہاں محتسب سندھ کے فیصلوں پر عمل کرنا صوبائی حکوموں کے لیے لازمی شرط ہے۔

س: اگر میں محتسب سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہو سکتا ہے؟

ج: اگر آپ فیصلے کو غیر منصفانہ سمجھتے ہیں تو تیس دن کے اندر گورنر سندھ کو عرض داشت Representation بھیج سکتے ہیں جو مناسب سمجھنے پر نظر ٹالی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محتسب سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہو جائے گا؟

ج: پہلی شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ محتسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محتسب سندھ کے دفتر سے واپس لے کر عدالت میں جائیں گے۔

س: محتسب سندھ کے دفتر کے قیام کا مقصد کیا ہے؟

ج: متأثرین کی شکایتوں کے ازالے کے لیے قائم ہوا ہے۔

س: کیا محتسب سندھ حکومت (انتظامیہ) سے خود منتار ہے؟

ج: جی ہاں یہ نامیاتی قانون کے تحت خود منتار ہے اور اپنا فریضہ محتسب سندھ ایک 1991ء کے تحت انجام دیتا ہے۔

س: کس قسم کی شکایت سے محتسب سندھ کا تعاقب ہے؟

ج: ایسی شکایت جو حکومت سندھ کے تمام حکاموں میں سے کسی بھی بدانظمی کے زمرے میں آتی ہو۔ مساواں کے جو وفاقی محتسب سندھ یا خصوصی محتسبین مثلاً مکمل محتسب، بینکنگ محتسب، انورنس محتسب کے دائرة اختیار میں ہوں۔

س: کیا میں محتسب سندھ کو شکایت پیش کر سکتا ہوں؟

ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دستخط سے پیش کر سکتا ہے۔ اشامپ لگانے کی ضرورت نہیں ہے۔ گنام یا فرضی نام پر شکایتیں قابل قبول نہیں ہوتیں۔

س: کیا میری شکایت دفتر میں منظور کر لی جاتی ہے؟

ج: جی ہاں۔ اگر آس کے ساتھ آپ کے قومی شناختی کارڈ کی فوٹو کاپی اور حلف نامہ جو بلا معاوضہ دفتر مہبیا کرتا ہے اس پر دستخط موجود ہوں۔

س: کیا میں سندھی میں اپنی شکایت لکھ سکتا ہوں؟

ج: بے شک سندھی، اردو یا انگریزی میں سے کسی بھی ایک زبان میں شکایت بھی جاسکتی ہے۔

س: محتسب سندھ کے دفتر میں شکایت رجسٹر ہونے پر کیا خرچ آتا ہے؟

ج: دفتر کی جانب سے بلا معاوضہ خدمت پیش کی جاتی ہے۔

س: شکایت گزار کی حیثیت سے کیا وکیل کی ضرورت ہوتی ہے؟

ج: نہیں۔ قطعی ضرورت نہیں ہے۔

س: کیا اپنی شکایت محتسب سندھ کی بریئی کے ہیڈ آفس میں بھیجا چاہیے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی رینکن آفس میں بھیج سکتے ہیں جن کے پتے اس کتاب کے آخر میں دیے گئے ہیں۔

س: میری شکایت پر محتسب سندھ سے کیا توقع رکھی جاسکتی ہے؟

ج: بلا معاوضہ انصاف تک رسائی، توجہ کے ساتھ ساماعت، نتیجہ خیز مداخلت، محتسب سندھ کے فیصلے کا جلد از جلد اطلاق۔

س: حکومت کی انتظامی طاقت کے آگے محتسب سندھ کے دفتر سے کیا توقع رکھی جاسکتی ہے؟



صاحب اقتدار افسران اور ان کے کارندے بعض امور کی انجام دہی میں قواعد و ضوابط کی من مانی تشریح کرتے ہیں جس سے حقدار حق سے محروم ہو جاتا ہے۔ اس نا انصافی کو روکنے کے لئے مختصہ کا ادارہ قائم کیا گیا ہے۔ جہاں سادہ کاغذ پر ایک درخواست کے ذریعے انصاف حاصل کیا جا سکتا ہے۔

اکثر حکام بالا اپنے فرائض منصوبی کی ادائیگی میں عوام سے سخت سلوک کرتے ہیں۔ لوگوں کی جائز بات سننے کے لئے وقت نہیں نکالتے۔ مختصہ کے ادارے کے قیام کا مقصد ایسے حکام بالا کو اپنارو یہ تبدیل کرنے پر مجبور کرنا ہے۔

پاکستان کے شہریوں کو حکومت کے بعض مکاموں اور اداروں میں سخت نا انصافی کا سامنا کرنا پڑتا ہے۔ معاملات کو استحقاق کی بنیاد پر نہیں کی جائے انصاف کی دھمکیاں بکھیر دیتے ہیں۔ اس ادارے کے قیام کا مقصد نا انصافی کے دروازوں کو بند کرنا ہے۔

افسران سے باز پُرس کرنا، متأثرہ افراد کو ان کا حق دلوانا مختصہ کے ادارے کے قیام کے مقاصد میں شامل ہے۔ صوبائی مختصہ ایک با اختیار عدالتی افسر ہے جس کے فیصلوں کے خلاف کسی اور عدالت میں اپیل نہیں کی جا سکتی۔ صرف گورنر کے پاس اپیل کی جا سکتی ہے۔





پہلے پہل پاکستان میں مختصہ کا ادارہ وفاقی سطح پر قائم کیا گیا جس کی مستقل نشست اسلام آباد میں ہے۔ اس کے ذیلی دفاتر کراچی، کوئٹہ، لاہور اور پشاور میں ہیں۔ اس منصب پر ہائی کورٹ یا سپریم کورٹ کے ریٹائرنچ یا سینئر بیور و کریٹ چار سال کے لئے مقرر کئے جاسکتے ہیں۔ اس منصب کے لئے وسیع تجربہ، دینی مسائل کو جانا اور دفتری طریقہ کار سے واقفیت ہونا ضروری ہے۔

سنده میں یہ ادارہ 1991 میں قائم ہوا جس کے خاص خاص مقاصد مندرجہ ذیل ہیں۔

- ۱۔ عوام کو حکومتی بدنظری اور حکومتی احکامات اور فیصلوں کے خلاف جلدی اور بلا معاوضہ انصاف مہیا کرنا
- ۲۔ کسی بھی بدنظری سے متعلق از خود SUO MOTO نوٹ لینا
- ۳۔ کسی بھی اہم معاملے پر حکومت کو سفارشات پیش کرنا

کراچی و سطحی، کراچی شرقی، کراچی جنوبی، حیدر آباد، گھٹکھ، میر پور خاص، بدین، شہید بے نظیر آباد (نواب شاہ)، نو شہر و فیروز، دادو، سکھر، لارکانہ، جیکب آباد، مٹھی، گھوٹکی اور خیر پور میں ہمارے نمائندہ دفاتر وہاں کے گرد نواح کے لوگوں کو خدمات مہیا کر رہے ہیں۔

برطانوی عہد میں کارندوں کو وسیع اختیارات دے کر عوام کے خادم کی بجائے حاکم بنالیا گیا تھا۔ عوام اور صاحب اقتدار افران کے درمیان طویل فاصلہ تھا۔ آزادی کے بعد اس صورت حال میں تبدیلی کی ختضرورت تھی۔

مختصہ کے ادارے کے قیام کا بنیادی مقصد ریاست کے مختلف شعبہ جات میں بدنظری کی نشاندہی کرنا ہے۔ یہ بدنظری مختلف امور کی انجام دہی کے سلسلے میں عوام کو مسلسل ڈھنی اذیت میں بیٹھا رکھنے اور اکثر مالی نقصان سے دوچار کر سکتی ہے۔

بعض اوقات نو کرشاہی کے ارکان سیاسی بنیاد پر یا تابا جائز مفادات کے حصول کے لئے جائز امور کی انجام دہی میں تا خیری حرbe استعمال کرتے ہیں۔ وہ ٹال مٹول کو منظم پالیسی کے طور پر اپنا کر عوام کو ٹنگ کرتے ہیں اور رشوت ستانی کی راہیں ہموار کرتے ہیں۔ مختصہ کے ادارے کے قیام کا مقصد عوام کو ایسی صورت حال سے نجات دلانا ہے۔



مختصب اور اخساب

ضمیر احمد خان

النصاف کی بلا تاخیر فراہمی ہر معاشرے کی بنیادی ضرورت ہوتی ہے جن معاشروں اور مملکتوں میں انصاف میں تاخیر ہوتی ہے وہ بالآخر انتشار کا شکار ہو جاتے ہیں۔ شاید اسی لئے کہا جاتا ہے، انصاف میں تاخیر بھی نا انصافی ہے۔

مختصب اور اخساب کا تصور سب سے پہلے حضرت عمر فاروق رضی اللہ تعالیٰ عنہ کے دور میں شروع ہوا۔ انہوں نے سرکاری عمال کے خلاف براہ راست شکایات کے لئے سب سے پہلے مختصب مقرر کیا۔ دور جدید میں سب سے پہلے سویڈن میں مختصب (Mohtasib) کا ادارہ قائم کیا گیا۔ اب دنیا کے بیشتر ممالک میں سینکڑوں کی تعداد میں مختصب کے ادارے کام کر رہے ہیں۔

عہد اسلامی میں ایک عہد یاد رجس کا تقریباً وقت کے خلیفہ یا حکمران کرتے تھے جو اس کام کی نگرانی کرتا تھا کہ احکامِ اسلامی کی پابندی پوری طرح سے ہو رہی ہے یا نہیں، وہ جرائم کی تفہیش کرتا جو لوگ احکام شریعت کی خلاف ورزی کرتے انہیں موقع پر سزا دیتا۔ اس کے کام کا دائرہ اختیار تجارتی لین دین، خرید و فروخت میں دھوکا بازی، قرضوں کی عدم ادائیگی پر محاسبہ، مساجد کی دیکھ بھال، اذان اور نماز کے بندوبست پر نظر، شراب پر پابندی، نظریات میں غیر شرعی امور پر پابندی اور اساتذہ کے ہاتھوں بچوں پر سخت بد نی سزاوں کی روک تھام پر تھا۔ ان خدمات کو حسبہ کہتے تھے اور ان خدمات کو نجام دینے والے کو ”مختصب“ کہا جاتا تھا۔ اس مقام پر مسلمان آزاد اور اونچی حیثیت کا صاحب کردار فرمودی و مقرر کیا جاتا تھا

اندلس کے امویوں نے سب سے پہلے اس عہدے کی ابتدا کی اور ہندوستان میں مغلوں کے عہد میں مختصب کا ایک با اختیار افسر تھا۔ پاکستان کے عوام کو نو کرشناہی اور حکام کے ظلم و ستم سے محفوظ رکھنے کے لئے اور عوام کی جائز شکایات کے فوری ازالہ کے لئے بغیر فیس اور بغیر وکیل کے انصاف مہیا کرنے کے لئے جس ادارے کی بنیاد رکھی گئی اسے مختصب کا ادارہ کہا جاتا ہے۔

پاکستان کے 1973 کے آئین میں مختصب کے ادارے کی تشکیل کے لئے دفعات موجود ہیں لیکن مختصب کی تقریبی تجویز جز جنپیا لحق نے جون 1981 کو پیش کی اور 24 جنوری 1983 کو ایک خصوصی آرڈیننس کے ذریعے مختصب کا منصب قائم کر دیا اور بعد میں مجلس شوریٰ نے اس کی توییق کر دی۔



فیصلہ سازی میں تاخیر کر پشتوں کا سبب بنتی ہے۔ بعض مکملوں نے عوام کی شکایت کے حل کے لئے وقت مقرر کیا ہوا ہے۔ مگر ان پر سختی سے عمل درآمد نہیں کیا جاتا۔ اس امر کی سفارش کی جاتی ہے کہ متعلقہ قوانین، روانہ، پالیسیز، ریکولیشنز پر عمل درآمد کی حقیقی معنوں میں سمعی کی جانی چاہیے۔ تمام مکملوں / ایجنسز کو چاہیے کہ وہ اپنا تامام ریکارڈ، دستاویزات اور درخواست فارم کو کمپیوٹرائزڈ کر کے اپنی ویب سائٹ پر ڈالیں تاکہ شہری انتہنیٹ کے ذریعے ان تک رسائی حاصل کر سکیں۔ شہری / درخواست دہنڈگان اپنی درخواستوں کا سٹیٹس آن لائن چیک کر سکیں۔ تمام مکملوں کے ریکارڈ اور ملازم میں کاڈیٹا کمپیوٹرائزڈ کرنے کی اہم ضرورت ہے۔ اس سے نہ صرف سرکاری ریکارڈ محفوظ ہو گا بلکہ شفافیت بھی آئے گی۔ سرکاری مکملوں / ایجنسز کی ویب سائٹس پر مناسب انفارمیشن اور شکایات منجمنٹ سسٹم کے نہ ہونے کی وجہ سے شکایت کنندگان کو علم نہیں ہوتا کہ وہ اپنی شکایات کے ازالہ کے لئے کیسے شکایت کا اندر اراج کرائیں۔

اس وقت پاکستان میں غریب اور مجبور عوام کی حقیقی معنوں میں اگر کوئی ادارہ خدمت کر رہا ہے تو مختصہ کا ادارہ ہے جو مفت انصاف بانٹ رہا ہے بلکہ عام لوگوں کو ایسی ایسی سہولیات دیکھ رہا ہے کہ ہے کوئی مفت میں انصاف لینے والا جہاں کوئی فیس نہیں، کوئی وکیل نہیں، کوئی سفارش نہیں، کوئی بحث اور تاریخ نہیں، کوئی سیاہ کوت اور سفید پتلون نہیں اور نہ ہی کوئی رشوت اور بخشش لینے پچھے دوڑے گا بلکہ یہ وہ ادارہ ہے جہاں پھٹے پرانے اور ٹانکے لگی جوتی کے ساتھ غریب سائل کو عزت سے بٹھا کر سنا جاتا ہے۔ کم سے کم مدت میں فوری فیصلہ سایا جاتا ہے اور پھر اس فیصلے پر مختصہ پہرہ بھی دیتا ہے جب تک وہ مسلسلہ حل نہ ہو جائے۔ غریب اور پسمندہ طبقے کو فوری اور ستنا انصاف فراہم کرنے کے لئے حکومت نے 1983 میں وفاقی مختصہ کا ادارہ بنایا تھا جو اپنے مختلف مراحل سے ہوتا ہوا اب ایک تناور درخت بن چکا ہے جسکے سامنے میں وہ لوگ آتے ہیں جنہیں کہیں سایا نہیں ملتا۔





فیروزشامل ہیں۔ علاوہ ازیں حقیقی معنوں میں گراس روٹ لیول (Grass Root Level) پر شکایات کنندگان کو سفری مشکلات سے بچانے کے لئے علاقائی دفاتر کے متعلقہ ایڈوائزر اور کنسٹیٹیuenٹ تھیں جو کی سطح پر شکایات کی سماحت کرتے ہیں۔ ان اقدامات کی بدولت عوام دوست ماحول پیدا کرنے کی کوشش کی گئی ہے۔

شکایت کنندہ کی شکایت پر تیزی سے کارروائی کو یقینی بنانے اور ان کے فوری ازالہ کے لئے متعلقہ مکہموں اور اتحادیں سے کمیٹی کے لئے مکہموں میں فوکل پرسن تینیات کرائے گئے ہیں جس سے عوامی شکایات کے حل کرنے میں مدد ملتی ہے۔ صوبائی مختصہ کا ادارہ یوں تو تمام شکایات پر فوری کارروائی عمل میں لاتا ہے مگر یہاں اور بچوں کے کیسوں پر ترجیحی بنیادوں پر خصوصی توجہ دیتا ہے۔

صوبائی مختسب سندھ نے میں اپنی سالانہ رپورٹ میں صوبہ سندھ کے مختلف مکہموں کے کام کرنے کے طریقہ کارکو بہتر اور عوام دوست بنانے کے لئے جامع اور موثر قابل عمل تجویز پیش کی ہیں۔ مختسب آفس دوسرے مکہموں سے الگ رہ کر کام نہیں کرتا۔ مکہموں / ایجنسیز اور حکومتی مشینزی کا بروقت رپورٹ دینا، شہریوں کو بروقت اور ستان انصاف فراہم کرانے میں مدد و معاون ثابت ہوتا ہے۔ اس ادارہ کا بلا مشروط کردار اہم نوعیت کا ہے۔ بعض کیسوس میں اس بات کا مشاہدہ کیا گیا کہ ایجنسیزئی کئی بار یاد دہانی کے نوٹسز کے بعد اپنی رپورٹس ارسال کرتی ہیں اور جو رپورٹس پیش کی جاتی ہیں وہ اکثر غیر متعلقہ، نامکمل، مبہم، غیر موثر اور اصل حقائق کے بر عکس ہوتی ہیں جو بلاشبہ کیسوس کو نمٹانے میں تاخیر کا سبب بنتی ہیں۔ اس رجحان کو ختم کرنے کے لئے ضروری ہے کہ تمام مکہموں کے انتظامی سیکریٹریز اور کمشنز اپنے سٹاف کو ہدایات جاری کریں کہ وہ بروقت تحقیق پر مبنی رپورٹس پیش کرنے میں اپنا مشیت کردار ادا کریں اور جو بھی آفیسر / اہل کار شکایت کے ازالہ میں تاخیر کا سبب بنے، ان کے خلاف تادبی کارروائی عمل میں لاٹیں۔

اکثر یہ بات مشاہدے میں آتی ہے کہ صوبائی مختصہ کے آفس کے لئے نامزد فوکل پرسن یا تو کم گریڈ کے ہوتے ہیں یا کنسٹیٹیوشن کی رسائی متعلقہ حکام تک نہیں ہوتی جو کیسوس کی سماحت میں تاخیر کا سبب بنتی ہے۔ مکاموں / اجنسیز کو کچھ کیسوس میں لا آفیسرز / لیکل کنسٹیوشن کی رسائی متعلقہ حکام تک نہیں ہوتی جو کیسوس کی سماحت میں تاخیر کا سبب بنتی ہے۔ مکاموں / اجنسیز کو چاہیے کہ وہ سینئر اہل افسران کو فوکل پرسن تعینات کریں تاکہ شکایات کا فوری ازالہ کیا جاسکے۔



۲۔ کسی بھی بدنظمی سے متعلق از خود SUO MOTO نوٹس لینا

۳۔ کسی بھی اہم معاملے پر حکومت کو سفارشات پیش کرنا

بدقسمتی سے ہمارے ہاں ناخواندگی اور پسمندگی کی بنا پر عوام کی اکثریت کو اپنے قانونی حقوق سے آگاہی حاصل نہیں اور انہیں اپنی فلاج و بہبود کے لئے حکومت کی طرف سے فراہم کردہ مراعات سے آشنائی نہ ہونے کے برابر ہے جس کی وجہ سے سرکاری مکھے ان کی کم علمی کا فائدہ اٹھاتے ہوئے ان کو بنیادی حقوق سے نہ صرف محروم کر دیتے ہیں بلکہ ان کا استھصال بھی کرتے ہیں۔ سرکاری اداروں میں عوامی مسائل کے حل میں تاخیری حربے اور اختیارات کا ناجائز استعمال جیسی شکایات عام ہیں۔ دیہی اور پسمندہ علاقوں میں یہ رجحان زیادہ ہے۔

صوبائی مختصہ سندھ کا ادارہ افسرشاہی اور سرکاری اہلکاروں کی طرف سے اختیارات کے ناجائز استعمال، سرکاری اداروں میں بدنظمی، تاخیری حربوں اور بدنعنوانی سے متعلق عوامی شکایات کے ازالے سے اپنی اہمیت و افادیت ثابت کر چکا ہے۔ اس ضمن میں تمام متاثرہ افراد کو فوری اور مستد انصاف فراہم کیا جا رہا ہے۔ مختصہ آفس میں درخواست دینے کا طریق کارنہایت آسان اور سہل ہے۔ سائل اپنی درخواست سادہ کاغذ پر لکھ کر آسانی سے دے سکتا ہے۔ اس ادارے کی سب سے بڑی خوبی یہ ہے کہ یہاں پر کسی سائل کو وکیل کے ذریعے آنہیں پڑتا بلکہ سائل خود اپنا وکیل ہوتا ہے۔ اس سے شکایت کنندہ کو وکلا کی بھاری فیسیوں اور تاخیری حربوں سے نجات مل جاتی ہے۔ عوام کی سہولت اور شکایات پر کارروائی کے طریق کارکو عوام دوست بنانے کے لئے کئی اقدامات کئے گئے ہیں۔ صوبائی مختصہ کا ادارہ کسی بھی صوبائی مکملہ، کمیشن یا ایسے ادارے جو حکومت سندھ کے انتظامی کنٹرول میں آتے ہیں کے خلاف شکایات سن سکتا ہے۔ تاہم ہائی کورٹ یاد گیر عدالتیں جو ہائی کورٹ کے زیر انتظام کام کرتی ہیں، صوبائی اسمبلی اور اس کے سیکریٹریٹ صوبائی مختصہ کے دائرہ کار سے باہر ہیں۔

عوام کی شکایات کو کم سے کم مدت میں حل کرنے اور ان کی دلیل پر انصاف فراہم کرنے کے لئے صوبہ بھر کے اضلاع میں ریجنل دفاتر قائم کئے گئے ہیں جیسے کراچی میں تین علاقائی دفاتر کراچی جنوبی، کراچی وسطی، کراچی شرقی۔ اس کے علاوہ حیدر آباد، سکھر، خیر پور میرس، میر پور خاص، ٹھٹھ، گھوکی، شہید بے نظیر آباد (نواب شاہ)، بدین، مٹھی، جیکب آباد، لاڑکانہ، دادو، نو شہر و



صوبائی مختصب ---- ضرورت اور اہمیت

ضمیر احمد خان

دین اسلام ایک مکمل ضابطہ حیات ہے اور اس کی بنیاد ہی اخوت، مساوات اور انصاف پر ہے۔ اللہ تعالیٰ نے قرآن پاک میں کئی جگہ انصاف کا ذکر کیا ہے۔ اس کے علاوہ ہمارے نبی آخر الزمان حضرت محمد ﷺ نے بھی اپنے ماننے والوں پر زور دیا ہے کہ وہ انصاف کے تقاضے پورے کریں۔

اسلام کی روشنی پھیلنے سے پہلے ہر طرف جہالت گمراہی، افترافری، لوت مار، جس کی لاثمی اس کی بھیں کا قانون اور اخلاقی پستی کا دور دورہ تھا۔ مظلوم کی دادرسی، مقامی، انتظامی امور نہیں کے لئے کوئی مناسب فورم نہ تھا۔ طلوع اسلام کے بعد ہر سو روشنی پھیل گئی۔ سرکار دو عالم حضرت محمد ﷺ نے مساوات اور عدل و انصاف پر ہمیں معاشرے کی بنیاد رکھی جہاں چھوٹے بڑے، امیر و غریب، کمزور طاقتور سب برابر تھے اور ایک دوسرے کے حقوق کا خیال رکھتے تھے۔ آقائے دو جہاں حضرت محمد ﷺ نے ایک منظم ریاست قائم کی اور ملکی و خارجہ امور کو حسن طریقے سے چلانے کے علاوہ معاشرے میں برابری، قرآن کی حکمرانی اور لوگوں کے حقوق کے تحفظ کے لئے دنیا کا شاندار اور مثالی نظام متعارف کرایا۔ خلافائے راشدین کا انداز حکمرانی اور ان کی انتظامی مشینی دنیا کے تمام حکمرانوں کے لئے مشعل راہ کی حیثیت رکھتی ہے۔ خلیفہ دو ملک حضرت عمر نے عوام کی دادرسی، حقوق کی حفاظت اور مارکیٹ کے امور کی نگرانی کے علاوہ تنازعات کے منصافانہ حل کے لئے مختصب کا ادارہ قائم کیا۔

یوں تو تمام ممالک میں شخصی زیادتی کے خلاف شہریوں کو انصاف فراہم کرنے کے لئے عدالتیں موجود ہیں۔ اس کے ساتھ ساتھ سرکاری اہلکاروں کی طرف سے عوام کے ساتھ ہونے والی زیادتیوں کے ازالے کے لئے مہذب معاشرے میں ادارے قائم کئے جاتے ہیں تاکہ لوگوں کو فوری انصاف فراہم کر کے انہیں ریلیف مہیا کیا جاسکے۔ پاکستان میں بھی ایک ادارہ قائم کیا گیا ہے اور یہ ادارہ مختصب کا ادارہ ہے۔ وفاقی سطح پر یہ ادارہ 1983 میں قائم کیا گیا جبکہ سندھ میں یہ ادارہ 1991 میں قائم ہوا جس کے خاص خاص مقاصد مندرجہ ذیل ہیں۔

۱۔ عوام کو حکومتی بدنظامی پر ہمیں احکامات اور فیصلوں کے خلاف جلدی اور بلا معاوضہ انصاف مہیا کرنا

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- 09.** *Regional Office, Provincial Ombudsman Sindh, **Dadu** Irrigation Rest House Compound, Opp. DC House, Dadu. Contact : 025-9200348 Fax : 025-9200348*
- 10.** *Regional Office, Provincial Ombudsman Sindh, **Khairpur Mir's** Near Bilawal Bhutto Zardari Park, Old National Highway, Khairpur Mir's. Contact : 0243-9280357*
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