

LAUNCHING OF RESEARCH STUDY ON "ISSUES OF GIRLS' EDUCATION IN SINDH" BY CHIEF MINISTER SINDH.

The research study on "Issues of Girls' Education in Sindh" conducted by the Sindh Education Foundation (SEF), on the initiative of the Provincial Ombudsman Sindh was launched by the Honourable Chief Minister Sindh on 21st October, 2021 at C.M. House. The C.M. Sindh committed to give more resources to promote girls' education and said to remove all traditional, administrative and financial hurdles. He agreed with recommendations of the Study with special emphasis on mothers to head SMCs. He also directed the Chief Secretary Sindh to include in the ACR about the role of officers in smooth functioning of girls' education in their jurisdiction.



REGIONAL SUBSIDY BY IOI FOR 2021-2022

The Honourable Ombudsman Sindh decided to use the Regional subsidy of 2021-22 for Health Sector. In this regard, the matter was discussed in detail with officers of Ombudsman Secretariat and with consensus it was decided to carry out the assessment of stunting in nutrition specific program in District Tharparkar and to offer recommendation for Government of Sindh to address the stunting in the province. The Consultant hired for the study will be asked to perform following scope of work.

Scope of work

- i. To Analyze the Nutrition-Specific Programs in the District, especially undertaken by the Government of Sindh, development partners and NGOs with a focus on the last five years
 - a. Holistic analysis of the major completed schemes/projects/initiatives
 - b. Analysis of Malnutrition-related indicators, especially focus on prevalence of stunting in children under 5-years of age (output/outcome/impact)

ii. Assess the strengths, weaknesses, opportunities, and threats (SWOT) vis-à-vis stunting reduction approach with reference to: services at health facility (staff, supply chain, skills, etc), at community level to assess the knowledge, attitude and practices of outreach workers (LHWs/Community Health Workers) and caregivers.

iii. Prescriptions for evidence-based decision making to improve provincial nutrition outcomes as part of the way forward.

THE PUBLIC SERVICE MESSAGE FROM HONOURABLE OMBUDSMAN SINDH

The Public Service Message from Honourable Ombudsman Sindh, on Panaflex were distributed in the 16 Regional Offices of Provincial Ombudsman Sindh with instructions to display the same at Regional Offices, all Divisional and District Offices of Sindh Government such as Education, Health, Police, etc and other public places like Hospital OPDs, selected Education Institutes etc. Accordingly, the same were displayed at suggested important places some of the images are as under.





Mr. Justice (R) Qazi Khalid, Chairman, Federal Service Tribunal called on Mr. Ajaz Ali Khan Honourable Provincial Ombudsman Sindh in his office and presented the Annual Report-2020 of Federal Service Tribunal.



Honourable Ombudsman Sindh Mr. Ajaz Ali Khan wearing Gold Medal to a student awarded by SBTE, Karachi on intervention of Ombudsman Sindh

REDRESSAL OF FEW PUBLIC GRIEVANCES

- As a consequence of constant persuasion and relentless efforts of the office of Ombudsman, Mst. Saban Bibi an old lady of more than 70 years, R/o. Chak No. Shumail Risala No. 08, District Sargodha, received family pension as well as all other pensionary benefits in respect of her unmarried brother who died on 15.10.2013
- Similarly, Mst. Shagufta Shaheen wd/o. Ali Asghar, Ex-Mali Sindh House, Islamabad, who died during service on 10.11.2005 also received family pension and all her pending dues with efforts of this office. Unfortunately she died on 13.04.2021 but her successors also received the life time arrears of Benevolent Fund of Rs. 234,675/- in November 2021.
- The Assistant Director, District East SBCA on the orders of Hon'ble Provincial Ombudsman Sindh, demolished illegally constructed two rooms of pent house at 5th floor. The complainant through letter dated 11.11.2021 acknowledged that the decision has been implemented.
- On directives of Honourable Ombudsman, Sindh, service benefits & pension awarded to Mst. Nazi W/o Taghiyo by Civil Surgeon Civil Hospital, Jacobabad.
- Outstanding dues paid by SGA&CD to Syed Qasim Ali on the decision of Honourable Provincial Ombudsman Sindh.
- The complainant, Sheikh Arif-ur-Rehman confirmed receipt of allotment order and handing over possession of plot on directives / intervention of Honourable Ombudsman Sindh.
- Mst. Aslam Khatoon, a widow R/o. Tehsil Noshahra, District Khushab, received 50% to 70% increase in pension as announced by Govt. of Sindh in year 2010 and arrears of 0.31 million was also paid to the widow by AG Sindh.



Mr. Masood Ishrat, Registrar Secretariat Provincial Ombudsman Sindh handed over cheque of Rs. 25000/- to a complainant presented by Newport Institute of Communications & Economics on account of refund of tuition fee.



Mr. Masood Ishrat, Registrar Secretariat Provincial Ombudsman Sindh handed over cheque towards service dues to a widow complainant



The Regional Director, Provincial Ombudsman Sindh, Karachi-South visited to verify the repair of road and laying of pipe line in Soldier Bazar No.02 Ghousia chowk, around Zainabia house, Roderick Street, Karachi.

GLIMPSE OF KHULI KATCHERIES CONDUCTED BY THE REGIONAL DIRECTORS ON DIRECTIVES OF HONOURABLE OMBUDSMAN SINDH



PUBLIC SERVICE MESSAGE ON FM 88.6 FM 106.

Public service message on the working of Ombudsman Sindh and how to submit complaints is being aired on Radio Police FM 88.6 and FM 106, with courtesy of D.I.G. Traffic Police and Pakistan Broadcasting Authority respectively. Also Syed Farrukh Habib visited Midnight Haris Khan show at FM 88.6 (Traffic Police) to tell the public about the role/working of Provincial Ombudsman Secretariat.



FREQUENTLY ASKED QUESTIONS

► CHILDREN'S COMPLAINTS OFFICE ◀

- Q. What is the objective behind establishing the Children's Complaints Office (CCO) at Provincial Ombudsman Sindh (POS)?**
- A. The CCO has been established by POS through a partnership with UNICEF to exclusively address Child rights issues relating to maladministration in any Provincial Govt. Agency.
- Q. Why do we need a separate Children's Complaints Office?**
- A. Pakistan is a signatory to United Nations Convention on the rights of the Child which makes it legally incumbent upon Pakistan to comply with it and fulfill its responsibilities which include addressing the absence of a Children specific redress system and promotion and protection of Child rights.
- Q. What types of complaints does the CCO entertain?**
- A. Complaints pertaining to maladministration regarding Children issue in all Sindh Government Departments / Agencies including Police, Prisons, Educational Institutions, Orphanages, Remand Homes and Hospitals, etc.
- Q. How will the CCO benefit Children?**
- A. The CCO will play an important role in creating a child protective environment and provide a platform to address the Child Rights issues through research, advocacy and engagement with children and other stakeholders including NGOs.
- Q. Can I lodge a complaint at the CCO?**
- A. Any Child or adult on behalf of a Child can lodge a written complaint either in person or through any mode of communication, including email, and online complaint,etc.
- Q. What does the CCO promise to me, the complainant?**
- A. Free access to justice, patient hearing, result oriented intervention and speediness to any individual (till the age of 18) irrespective of his / her ethnicity, religion, cast or culture.
- Q. Is the Ombudsman Sindh independent of executive?**
- A. Yes, it is independent under its organic law and functions according to the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).
- Q. Can I file my complaint in Sindhi?**
- A. Yes, of course - in Sindhi, Urdu or English.
- Q. What is my cost of filing a complaint in CCO?**
- A. The services offered by this office are free of cost to the complainants.
- Q. As a complainant, do I need a lawyer?**
- A. No, you do not.
- Q. What does this office promise to the executive arm of the government?**
- A. Rule of law, dispensation of inexpensive and speedy administrative justice, protection of legitimate government interests and judicious exercise of discretion.
- Q. Which complaints are turned away by this office?**
- A. Those complaints which:
- (i) have been previously admitted and processed.
 - (ii) are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudication before a court.
 - (iii) fall under the jurisdiction of other Ombudsmen.
- Q. How long is the procedure of investigation and redress?**
- A. This office ventures to resolve cases within 90 days but the time frame is flexible depending on nature of the complaint.
- Q. Is the Decision of the Ombudsman binding on the executive or the administrative machinery of the Province?**
- A. Yes, the Decision of the Ombudsman is binding thereupon.
- Q. By seeking the assistance of the Ombudsman, do I lose my right to approach a court of law?**
- A. In the first place, if your case is pending in a court of law, your complaint shall not be entertained in this office. However, if you have sought the assistance of this office and are unsatisfied, you may always go to a court of law after withdrawing your complaint from this office.
- Q. Can I lodge my complaint in the Head Office, Secretariat Provincial Ombudsman Sindh in Karachi?**
- A. Not necessarily. You may also lodge complaint in any Regional Offices of Provincial Ombudsman Sindh

