

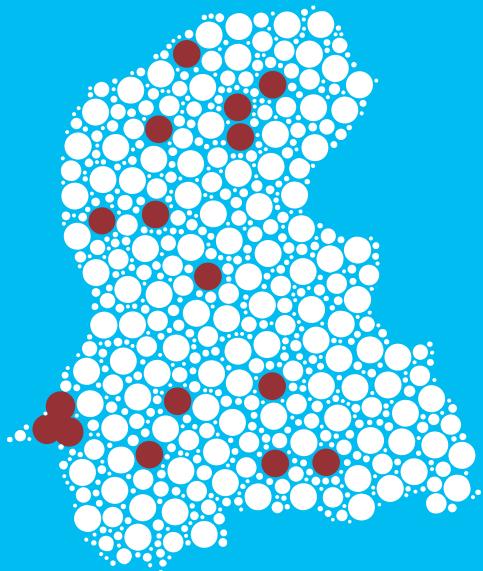


# ANNUAL REPORT | 2021

## PROVINCIAL OMBUDSMAN SINDH PAKISTAN

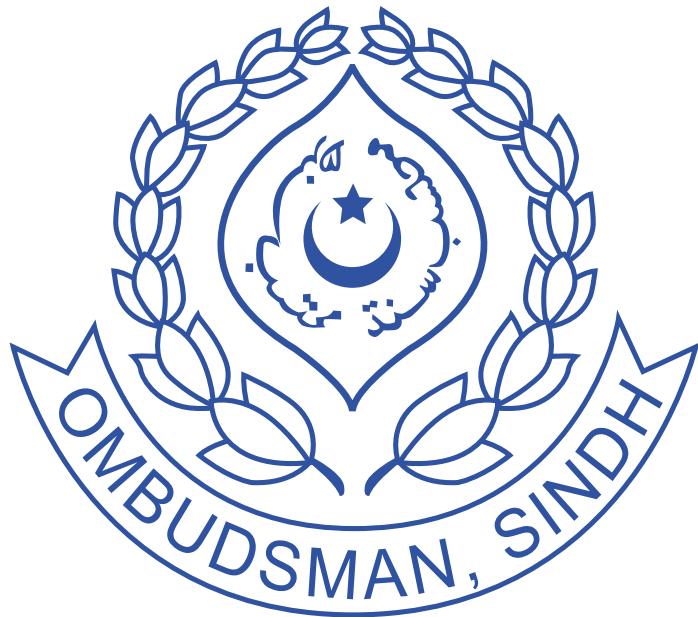
*“ Providing speedy and inexpensive administrative justice  
to the people of sindh”*

ہمارا عزم  
انظامی انصاف کی مفت اور فوری فراہمی



# **OMBUDSMAN**

## **SINDH**



## **ANNUAL REPORT 2021**

Presented to Honourable Chief Minister, Sindh



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَإِذَا حَكَمْتُمْ بَيْنَ النَّاسِ  
أَنْ تَحْكُمُوا بِالْعَدْلِ

اور جب لوگوں کے درمیان فیصلہ کرو،  
تو انصاف کے ساتھ فیصلہ کرو (انسائے ۵۸)

ؑ جذهن مانهن جي وچ ۾ فیصلوکيوه انصاف سان فیصلوکيو

THAT WHEN YOU JUDGE AMONGST  
PEOPLE JUDGE WITH JUSTICE.



# ACKNOWLEDGEMENT

*This report has been compiled by the following team of officers:*

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

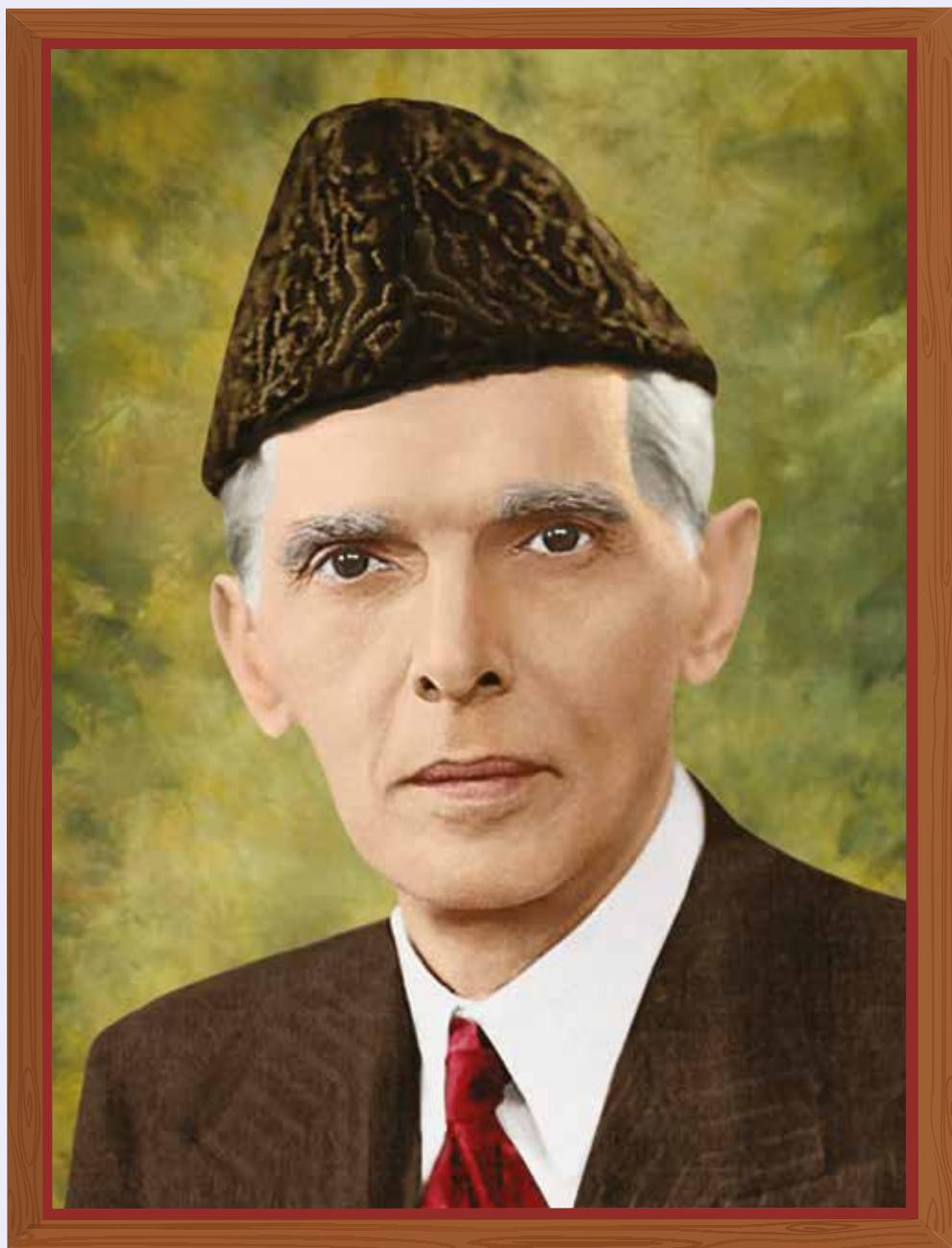
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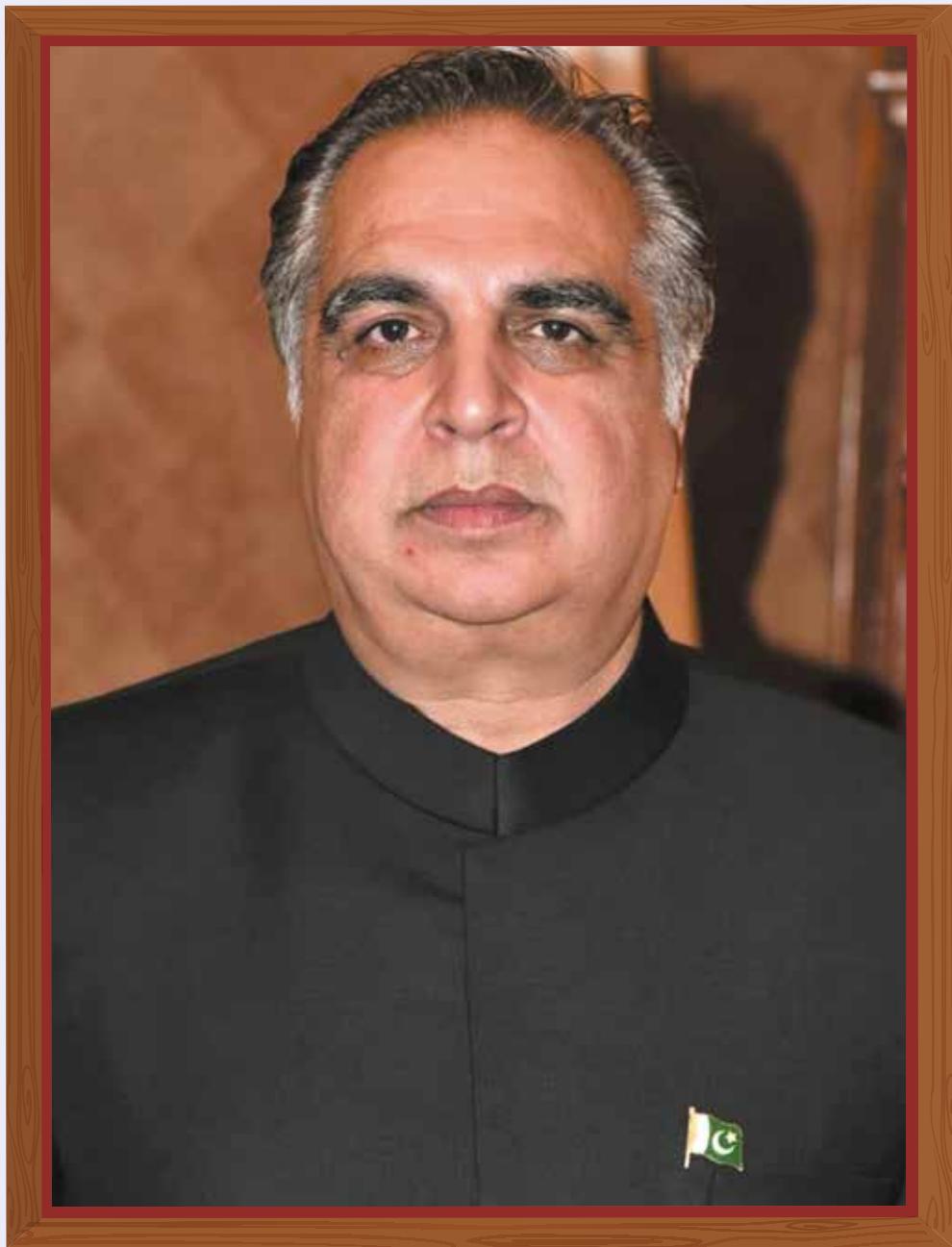
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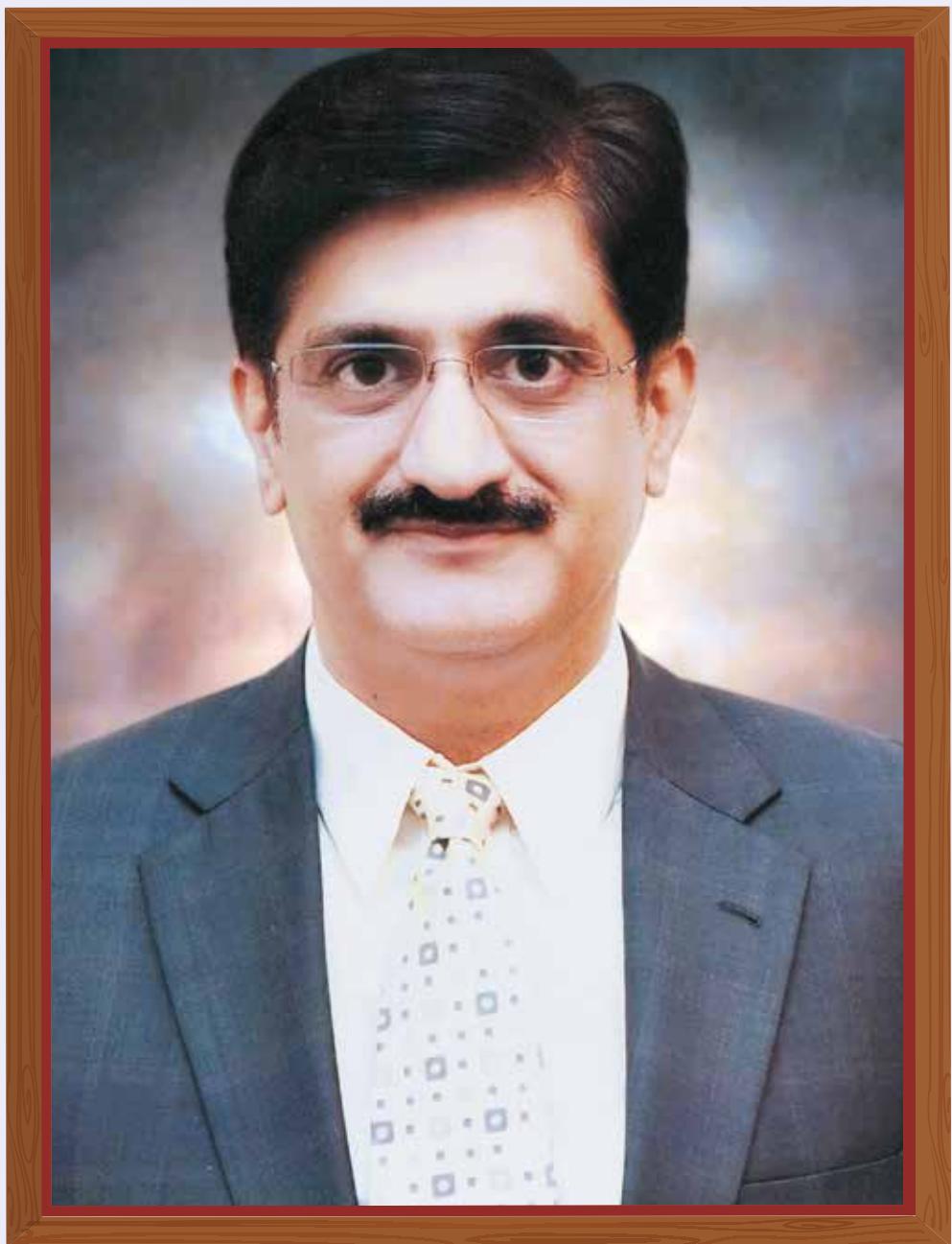
**QUAID-E-AZAM MUHAMMAD ALI JINNAH**  
Founder of the Nation





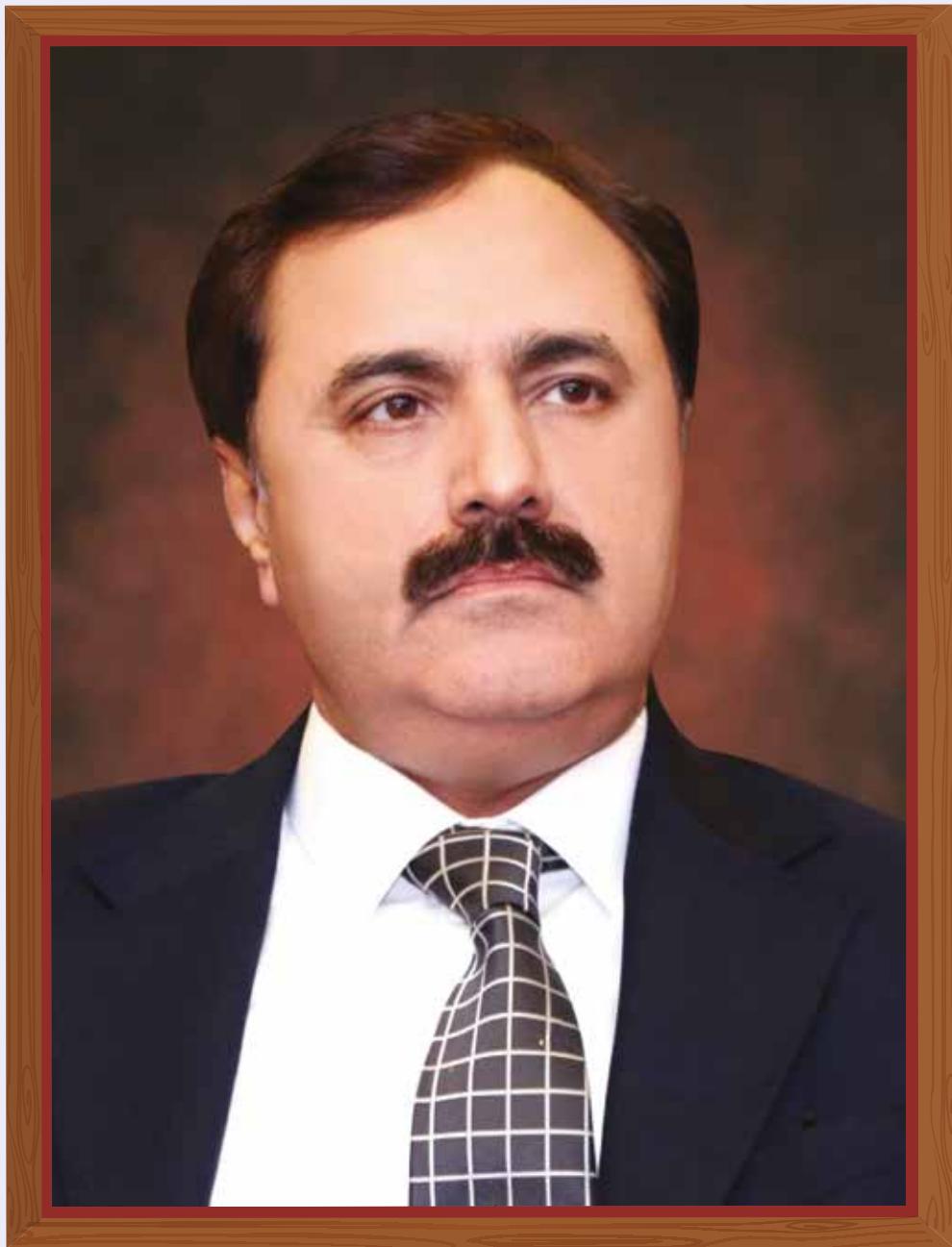
**IMRAN ISMAIL**  
Honourable Governor, Sindh





**SYED MURAD ALI SHAH**  
Honourable Chief Minister, Sindh





**AJAZ ALI KHAN**  
Provincial Ombudsman, Sindh





**Ajaz Ali Khan  
Provincial Ombudsman  
Sindh (Pakistan)**

Dear *Chief Minister Sabe*

*السلام عليكم*

It is my privilege to present the "Annual Report" for the year 2021 as stipulated under Section 28 of the "Establishment of the office of Ombudsman for the Province of Sindh Act 1991".

2. I must begin by acknowledging that with your indulgence administrative departments extended increased support to this office which facilitated Ombudsman office in discharge of its function Provincial Ombudsman Sindh continued functioning throughout the period reported upon despite challenges of Corona virus.

3. A true appreciation of the role of Ombudsman office is premised on the fact that grievance redressal is focal in good governance and as such Ombudsman's office has a central role in facilitating the public in ensuring services as a matter of right and free of charge. This institution affords a mechanism to redress public grievances stemming from maladministration or absence of mandatory service provision. In addition Provincial Ombudsman Sindh office is also a mechanism of transparency in governance. In this regard your kind attention is invited to the "Receipt & Disposal" section of the report that indicates a marked increase in public confidence in the Ombudsman's office as the overall number of applications increased by nearly fifteen percent (7002 against 6048 in the previous year) and applications admitted for process increased by a phenomenal fifty percent.

4. It is reported with aplomb that during the period under report Ombudsman's Sindh has been elected as Director, International Ombudsman Institute (IOI) for the Asian Region, in the Online elections held in August, 2021 contested by the Ombudsman of Thailand, Indonesia and Sindh. As a member Provincial Ombudsman Sindh attended the Board's meeting in November 15, 2021. The Board reviewed several IOI projects and the proposal for IOI best Practice Papers on Mediation of the Ombudsman and approved the IOIs Regional subsidies programme 2021-2022. This has afforded an international facet to Provincial Ombudsman Sindh.

5. In addition to routine work special initiatives were also undertaken. These included special directions on Ombudsman's own motion under Section 9 of the Act ibid. These directions related to provision of services during covid for Secretary Health, Medical Superintendents and Inspector General of Prisons. Another Special initiative was



establishment of “Central Repository of Record” in collaboration with the Central Record Office functioning under auspices of SGA&CD. The Establishment of the said Central Record has enabled collation and analysis of complaints and relief extended to the complainants. It has formed the basis of empirical and evidence based analysis presented in the part titled “Analysis” in the report. Special initiatives also included “open katchery”, “research” and “Children Complaint Office”.

6. Education related initiatives sponsored by Provincial Ombudsman merit special mention and the eighteen recommendations by Provincial Ombudsman Sindh received integration at the policy level after being issued as Chief Minister’s directives.

7. In the context of assured grievance redressal one Advisor of this office has been specifically assigned the task of overseeing implementation of the relief afforded through decisions of Provincial Ombudsman Sindh and this has further accentuated implementation of decisions.

8. The report also reflects the acknowledgements received by Provincial Ombudsman Sindh office from various state and civil institutions in the context of grievance redressal.

9. One constraining factor has been understanding and correct appreciation of the mandate of Provincial Ombudsman Sindh particularly with respect to the jurisdiction of Provincial Ombudsman Sindh. To address this and similar matters Provincial Ombudsman Sindh is planning conferences, webinars and special reports.

10. In the end, I must acknowledge kind support from your good office in the discharge of functions and expect that the same would graciously continue. I am open to suggestions for making further improvements in service delivery process to the common man in the public interest.

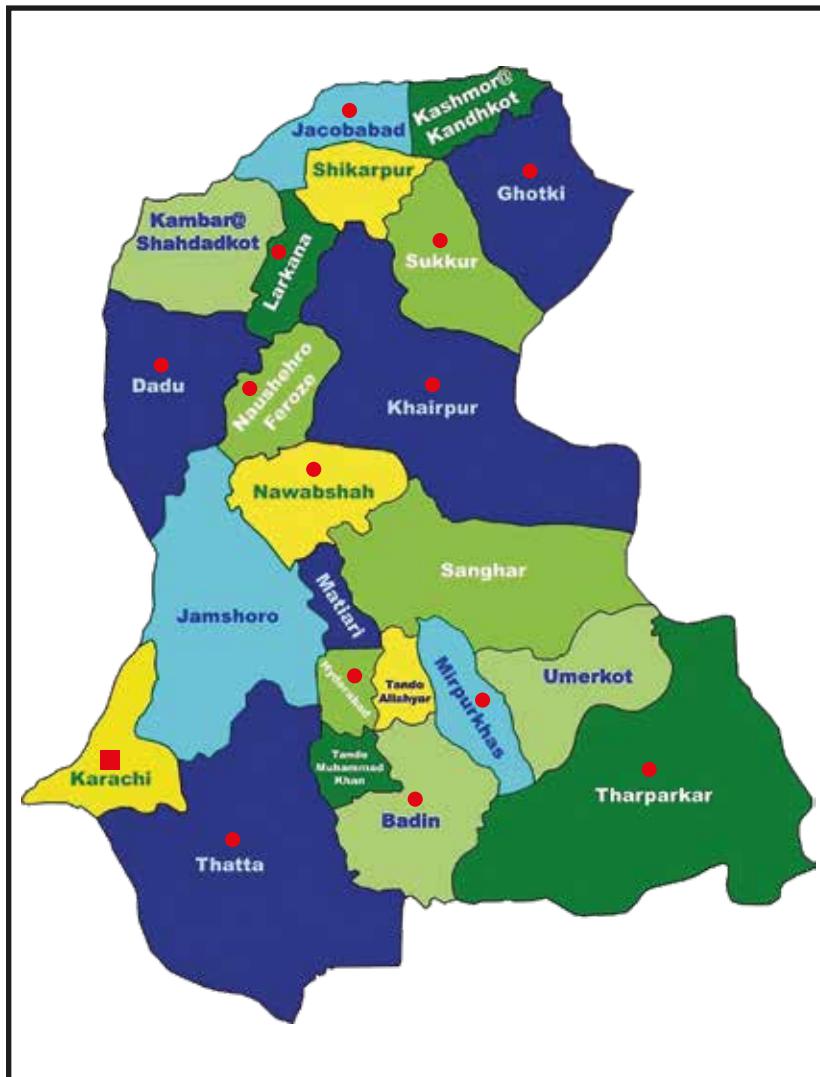
*With Kind Regards,*

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

## GROUP PHOTOGRAPH



### **Left to Right - Sitting**

Mr. Manzoor Ali Awan (Consultant), Mr. Muhammad Zakir (Advisor),  
Syed Farrukh Habib (DG-I), Mr. Farooq Azam Memon (ACS),  
Mr. Ajaz Ali Khan (Ombudsman Sindh), Mr. Ghulam Abid Shaikh (Advisor),  
Mr. Mukhtar Hussain Soomro (Advisor), Mr. Muhammad Naseer Jamali (Advisor)  
and Syed Qamar Razi Naqvi (Consultant).

### **Left to Right - Standing**

Mr. Afzal Ahmed (Jr.Consultant/Director Finance),  
Mr. Zamir Ahmed Khan (Advisor), Brig. (R) Muhammad Jamil (Consultant),  
Mr. Shahid Ahmed Hashmi (Consultant), Dr. Zulfiqar Ali Shallwani (DG-II),  
Mr. Masood Ishrat (Registrar) and Ms. Rehana G. Ali Memon (Consultant)



## ***Regional Directors***



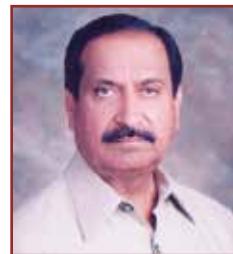
Mr. Nazir Ahmed Qidwai  
Consultant / Regional Director  
Karachi (Central)



Mr. Zamir Ahmed Khan  
Advisor / Regional Director  
Karachi (East)



Syed Maqsood Haider  
Consultant / Regional Director  
Karachi (South)



Mr. Manzoor Ahmad Mughal  
Consultant / Regional Director  
Thatta



Mr. Abdul Wahab Memon  
Consultant / Regional Director  
Hyderabad



Mr. Zulfiqar Ali Junejo  
Consultant / Regional Director  
Mirpurkhas



Mr. Muhammad Riaz Rajput  
Consultant / Regional Director  
Mithi



Dr. Riaz Ahmed Siddiqui  
Consultant / Regional Director  
Sukkur



Mr. Khan Mohammad Zardari  
Consultant / Regional Director  
Shaheed Benazirabad



Syed Shafi Mohammad Shah  
Consultant / Regional Director  
Ghotki



Mr. Riaz-Ul-Hassan Memon  
Consultant / Regional Director  
Naushahro Feroze



Mr. Ghulam Qasim Balouch  
Consultant / Regional Director  
Khairpur



Mr. Farhad Baig Dhar  
Consultant / Regional Director  
Larkana



Mr. Manzoor Ali Soomro  
Consultant / Regional Director  
Badin



Mr. Nadir Ali Jamali  
Consultant / Regional Director  
Dadu



Mr. Zahid Hussain  
Consultant / Regional Director  
Jacobabad



# *Performance Review*



## Performance Review

### RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2021

Provincial Government Agencies .....	6,740
Federal Government Agencies .....	373
<b>Total .....</b>	<b>7,113</b>

### ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES

Admitted for investigation u/s 10 .....	2,034
Admitted for investigation (complaint of children issues)	87
Suo-Moto .....	04
Admitted U/s. 33 .....	04
Forwarded to the Agencies for necessary action (including <b>08</b> children complaints) .....	2,129
Not entertained (Deferred/Anonymous/Pseudonymous)	1,005
Advised to approach the concerned higher authorities or await action by authorities .....	1,571
<b>Total .....</b>	<b>2,035</b>

Admitted for investigation u/s 10 .....	2,034
Admitted for investigation (complaint of children issues)	87
Suo-Moto .....	04
Admitted U/s. 33 .....	04
Forwarded to the Agencies for necessary action (including <b>08</b> children complaints) .....	2,129
Not entertained (Deferred/Anonymous/Pseudonymous)	1,005
Advised to approach the concerned higher authorities or await action by authorities .....	1,571
<b>Total .....</b>	<b>6,740</b>

### NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Private matters.....	03
Service matters.....	199
No case of mal-administration .....	610
Subjudice .....	18
Anonymous/Pseudonymous .....	229
No personal grievance .....	05
Time barred .....	93
Advice tendered.....	414
<b>Total .....</b>	<b>1,571</b>



## AGENCY WISE COMPLAINTS DURING THE YEAR 2021

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1,309
2	Education & Literacy Department (Schools, Colleges & Universities)	805
3	Revenue Department	585
4	Sindh Building Control Authority	516
5	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	499
6	Karachi Metropolitan Corporation/DMCs	457
7	Local Government and Housing Town Planning Department	400
8	Karachi Water & Sewerage Board	379
9	Federal Government Agencies	373
10	Health Department	321
11	Irrigation Department	197
12	Accountant General Sindh	169
13	Works & Services Department	159
14	Karachi Development Authority	158
15	Public Health Engineering and Rural Development Department	121
16	Malir Development Authority	88
17	Labour and Human Resources Department	82
18	Cooperation Department	71
19	Hyderabad Development Authority	66
20	Agriculture, Supply & Prices Department	45
21	Excise, Taxation and Narcotics Department	44
22	Auqaf, Religious Affairs, Zakat & Ushr Department	36
23	Enquiries & Anti Corruption Establishment	22
24	Finance Department	19
25	Industries & Commerce Department	18
26	Transport & Mass Transit Department	18
27	Food Department	16
28	Sindh Public Service Commission	16
29	Lyari Development Authority	15
30	Services, General Administration & Coordination Department	13
31	Home Department	13
32	Sindh Employees Social Security Institution	12
33	Social Welfare Department	12
34	Environmental Alternate Energy	12
35	Forest & Wild Life Department	11
36	Live Stock & Fisheries Department	9
37	Population & Welfare Department	9
38	Mines & Mineral Department	6
39	Culture, Tourism and Antiquities Department	5
40	Sports & Youth Affairs Department	3
41	Information & Archives Department	2
42	Law and Parliamentary Affairs Department	1
43	Information Science & Technology Department	1
	<b>TOTAL</b>	<b>7,113</b>

## AGENCY WISE ADMITTED CASES DURING THE YEAR-2021

S.NO	NAME OF AGENCY	NO. OF CASES
1	Karachi Water & Sewerage Board	305
2	Education & Literacy Department (Schools, Colleges & Universities)	281
3	Local Government and Housing Town Planning Department	258
4	Karachi Metropolitan Corporation/DMCs	193
5	Sindh Building Control Authority	162
6	Revenue Department	154
7	Police Department	123
8	Accountant General Sindh	113
9	Irrigation Department	97
10	Public Health Engineering and Rural Development Department	74
11	Health Department	60
12	Hyderabad Development Authority	49
13	Labour and Human Resources Department	47
14	Karachi Development Authority	35
15	Work & Services Department	29
16	Excise, Taxation and Narcotics Department	25
17	Agriculture, Supply & Prices Department	16
18	Cooperation Department	14
19	Auqaf, Religious Affairs, Zakat & Ushr Department	14
20	Malir Development Authority	10
21	Lyari Development Authority	10
22	Finance Department	10
23	Services, General Administration & Coordination Department	8
24	Social Welfare Department	8
25	Industries & Commerce Department	6
26	Food Department	4
27	Sindh Employees Social Security Institution	4
28	Transport & Mass Transit Department	3
29	Population & Welfare Department	3
30	Mines & Mineral Department	3
31	Environmental Alternate Energy	3
32	Enquiries & Anti Corruption Establishment	2
33	Forest & Wild life Department	1
34	Home Department	1
35	Law and Parliamentary Affairs Department	1
36	Culture, Tourism and Antiquities Department	1
37	Sindh Public Service Commission	1
38	Live Stock & Fisheries Department	1
<b>TOTAL</b>		<b>2,129</b>



## AGENCY WISE DECISION DURING THE YEAR 2021

S.NO	NAME OF AGENCY	TOTAL
1	Police Department	1,005
2	Education & Literacy Department (Schools, Colleges & Universities)	848
3	Revenue Department	834
4	Local Government and Housing Town Planning Department	647
5	Irrigation Department	402
6	Karachi Metropolitan Corporation /DMC	346
7	Karachi Water and Sewerage Board	218
8	Sindh Building Control Authority	180
9	Health Department	163
10	Works & Services Department	148
11	Karachi Development Authority	140
12	Hyderabad Development Authority	111
13	Public Health Engineering and Rural Development Department	96
14	Accountant General Sindh	84
15	Auqaf, Religious Affairs, Zakat & Ushr Department	76
16	Agriculture, Supply & Prices Department	66
17	Malir Development Authority	42
18	Excise, Taxation and Narcotics Department	42
19	Finance Department	33
20	Food Department	27
21	Labour and Human Resources Department	25
22	Cooperation Department	24
23	Industries & Commerce Department	20
24	Transport & Mass Transit Department	17
25	Environmental Alternate Energy	16
26	Social Welfare Department	14
27	Services, General Administration & Coordination Department	14
28	Forest & Wild Lift Department	13
29	Information & Archives Department	13
30	Live Stock & Fisheries Department	12
31	Lyari Development Authority	12
32	Population & Welfare Department	11
33	Enquiries & Anti Corruption Establishment	11
34	Sindh Employees Social Security Institution	10
35	Culture, Tourism and Antiquities Department	7
36	Mines & Mineral Department	6
37	Home Department	5
38	Sindh Public Service Commission	5
39	Inforamation Technology Department	1
	<b>TOTAL</b>	<b>5,744</b>



## **DETAILS OF REPRESENTATIONS TO GOVERNOR**

	<b>Jan to Dec. 2021</b>	<b>Oct. 1991 to Dec. 2021</b>
Representations received	42	703
Representations decided	39	697
Accepted	17	75
Upheld the Decision	25	625
Pending with Governor Sectt.	3	6



## **AGENCIES-WISE CHILDREN COMPLAINTS (SEPTEMBER-2009 TO DECEMBER-2021)**

S. No.	NAME OF AGENCY	NO. OF CASES
1	Education & Literacy Department (Schools, Colleges & Universities)	666
2	Police Department	111
3	Health Department	24
4	Auqaf, Religious Affairs Zakat & Ushr Department	7
5	Revenue Department	7
6	Works & Services Department	9
7	Karachi Metroplitan Corporation	15
8	Irrigaiton Department	1
9	Local Governemnt Department	5
10	Labour Department	1
11	Public Health Engg. Department	1
12	Karachi Water & Sewerage Board	3
13	Excise & Taxation Department	3
14	Karachi Development Authority	2
15	Malir Development Authority	1
16	Hyderabad Development Authority	1
17	Federal Government Agency	1
<b>TOTAL</b>		<b>★ 858</b>

★ Admitted - 719  
Decided - 562



## **CHILDREN COMPLAINTS REGION-WISE 2009 TO 2021**

S. No.	NAME OF REGION	NUMBER OF COMPLAINTS
1	Headquarter	312
2	Shaheed Benazirabad (Nawabshah)	80
3	Hyderabad	75
4	Mirpurkhas	63
5	Larkana	40
6	Karachi East	33
7	Karachi Central	29
8	Khairpur Mirs	32
9	Jacobabad	36
10	Naushehro Feroze	27
11	Thatta	21
12	Badin	22
13	Dadu	31
14	Sukkur	22
15	Ghotki @ Mirpur Mathelo	18
16	Tharpurkar @ Mithi	9
17	Karachi-South	8
<b>TOTAL</b>		<b>858</b>



## AGENCY WISE COMPLAINTS UP TO THE YEAR 2021

S.NO.	NAME OF AGENCY	NO. OF CASES
1	Police Department	34,146
2	Education & Literacy Department (Schools, Colleges & Universities)	26,608
3	Local Government and Housing Town Planning Department	20,568
4	Federal Government Agencies	19,588
5	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	19,300
6	Revenue Department	15,852
7	Irrigation Department	11,307
8	Karachi Metropolitan Corporation/DMCs	11,095
9	Karachi Development Authority	6,201
10	Health Department	6,145
11	Work & Services Department	4,998
12	Sindh Building Control Authority	4,018
13	Karachi Water & Sewerage Board	3,147
14	Accountant General Sindh	3,044
15	Auqaf, Religious Affairs, Zakat & Ushr Department	2,544
16	Agriculture, Supply & Prices Department	2,347
17	Labour and Human Resources Department	2,056
18	Services, General Administration & Coordination Department	1,993
19	Excise, Taxation and Narcotics Department	1,626
20	Food Department	1,313
21	Industries & Commerce Department	1,250
22	Forest and Wild Life Department	1,230
23	Malir Development Authority	1,185
24	Finance Department	1,046
25	Social Welfare Department	835
26	Population & Welfare Department	683
27	Public Health Engineering and Rural Development Department	551
28	Home Department	535
29	Cooperation Department	494
30	Lyari Development Authority	318
31	Sindh Employees Social Security Institution	303
32	Transport & Mass Transit Department	293
33	Culture, Tourism and Antiquities Department	293
34	Live Stock & Fisheries Department	292
35	Hyderabad Development Authority	251
36	Environmental Alternate Energy	194
37	Enquiries & Anti Corruption Establishment	188
38	Sindh Public Service Commission	188
39	Information & Archives Department	141
40	Law and Parliamentary Affairs Department	134
41	Sport & Youth Affairs Department	57
42	Information Science & Technology Department	39
43	Mines & Mineral Department	22
<b>TOTAL</b>		<b>208,418</b>

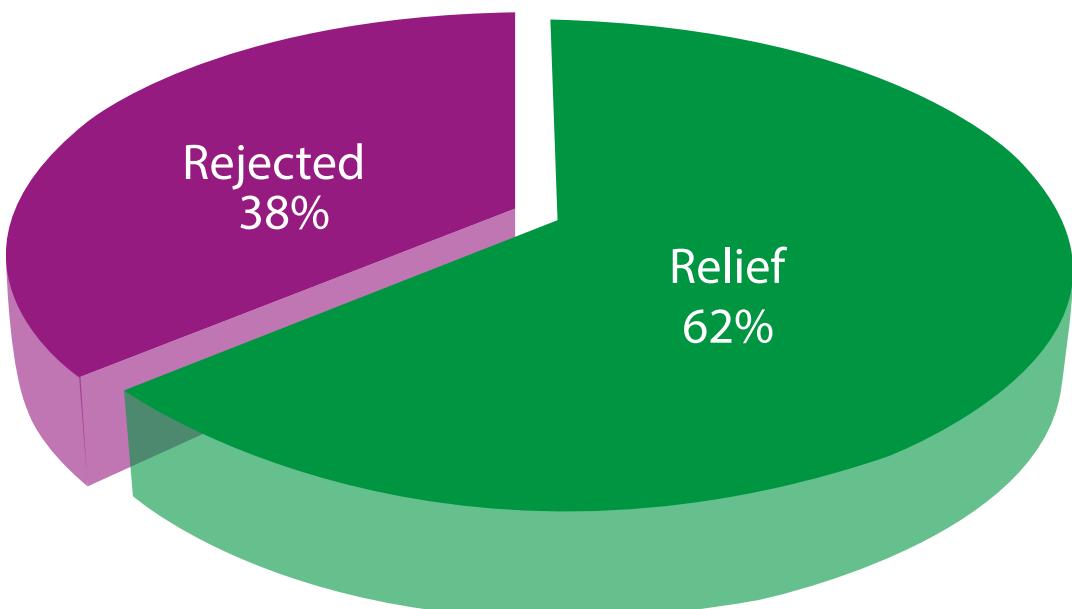


## AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2021

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	10,052
2	Education & Literacy Department (Schools, Colleges & Universities)	9,836
3	Local Government and Housing Town Planning Department	9,326
4	Revenue Department	7,073
5	Karachi Metropolitan Corporation /DMCs	6,399
6	Irrigation Department	4,118
7	Karachi Development Authority	3,402
8	Karachi Water and Sewerage Board	3,000
9	Works & Services Department	2,027
10	Health Department	1,798
11	Auqaf, Religious Affairs, Zakat & Ushr Department	1,616
12	Sindh Building Control Authority	1,417
13	Accountant General Sindh	1,328
14	Labour and Human Resources Department	1,063
15	Agriculture, Supply & Prices Department	818
16	Malir Development Authority	657
17	Industries & Commerce Department	540
18	Excise, Taxation and Narcotics Department	520
19	Services, General Administration & Coordination Department	487
20	Food Department	465
21	Finance Department	438
22	Public Health Engineering and Rural Development Department	369
23	Cooperation Department	275
24	Hyderabad Development Authority	232
25	Forest & Wild Lift Department	213
26	Home Department	212
27	Sindh Employees Social Security Institution	182
28	Social Welfare Department	181
29	Lyari Development Authority	161
30	Transport & Mass Transit Department	146
31	Culture, Tourism and Antiquities Department	85
32	Population & Welfare Department	85
33	Enquiries & Anti Corruption Establishment	72
34	Environmental Alternate Energy	67
35	Live Stock & Fisheries Department	60
36	Sindh Public Service Commission	54
37	Information & Archives Department	33
38	Law and Parliamentary Affairs Department	27
39	Sports & Youth Affairs Department	20
40	Information Science& Technology Department	20
41	Mines & Mineral Department	10
	<b>TOTAL</b>	<b>68,884</b>

## DECISIONS TAKEN UPTO THE YEAR 2021

Total Decision	Relief	Rejected
63,028	38,839	24,189
	62%	38%

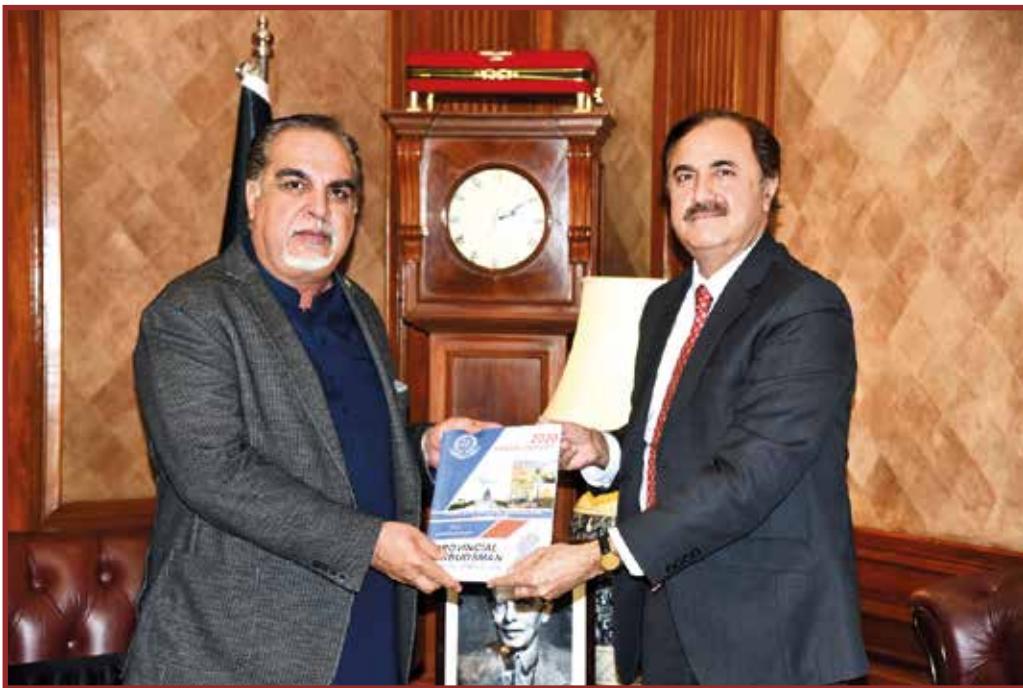




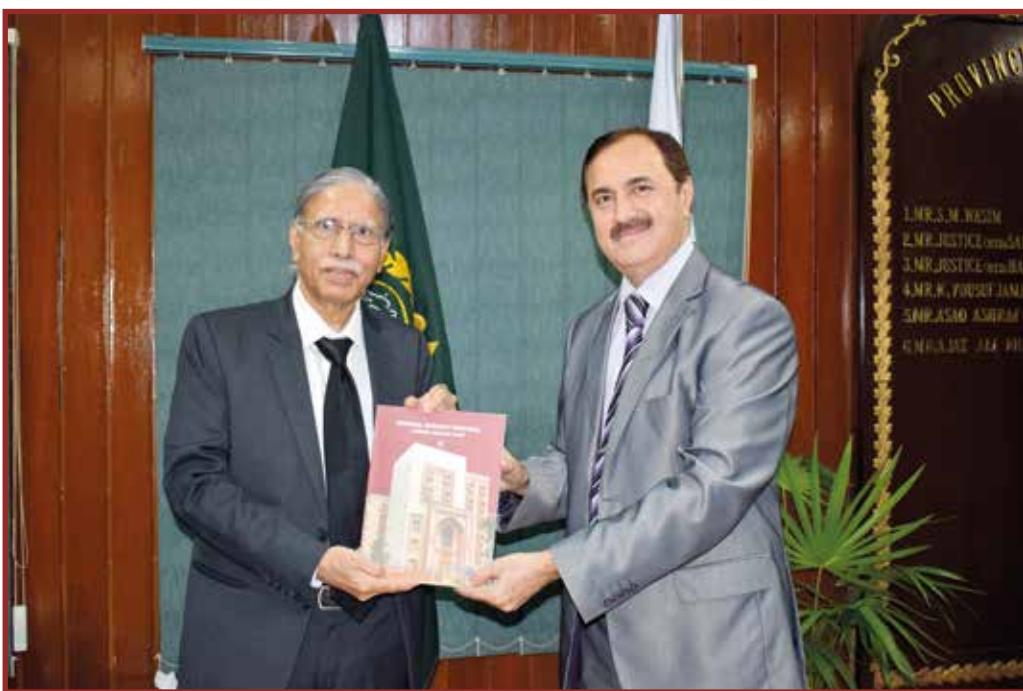
# *Images & Reflections*



## *Images & Reflections*



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



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

## Images & Reflections



Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh presented memento to Hon'ble Federal Tax Ombudsman Mr. Muhstaq Ahmad Sukhera, during his visit to Karachi.



Hon'ble Ombudsman Mr. Ajaz Ali Khan presented flower bucket to Mr. Farooq Azam Memon, Additional Chief Secretary, Secretariat Provincial Ombudsman Sindh during farewell held in his honour at the occasion of his retirement from government service.

## Images & Reflections



Hon'ble Ombudsman Mr. Ajaz Ali Khan chaired a meeting attended by Mr. Ghulam Akbar Laghari  
Secretary to Government of Sindh, School Education and Literacy Department.  
Mr. Ghulam Abid Shaikh, Advisor also seen in the picture.



Hon'ble Ombudsman Mr. Ajaz Ali Khan discussing the matter  
with the official of Planning & Development Board on  
assessment of malnutrition (Stunting) in District Tharparkar.

## Images & Reflections



The representatives of the Sindh Health Care Commission  
give a presentation about their working.  
Hon'ble Ombudsman Sindh Mr. Ajaz Ali Khan Chaired the meeting.



Mr. Ajaz Ali Khan Ombudsman Sindh hosted dinner in favour of  
Mr. Mushtaq Ahmad Sukhera, Hon'ble Federal Tax Ombudsman  
during his visit to Karachi.

## Images & Reflections



Honourable Ombudsman Sindh Mr. Ajaz Ali Khan administrated Oath from Mr. Riaz Ahmed Siddiqui, newly appointed Consultant / Regional Director, Provincial Ombudsman's Regional Office, Sukkur.



Honourable Ombudsman Sindh Mr. Ajaz Ali Khan administrated Oath from Mr. Zahid Hussain, newly appointed Consultant / Regional Director, Provincial Ombudsman's Regional Office, Jacobabad.

## Images & Reflections



Honourable Ombudsman Sindh handed over cheque of Rs. 1.2 Million to the lady complainant widow of Zakir Siddiqui, deceased Superintendent, Office of District Education Officer, Jamshoro. Investigating Officer Syed Qamar Razi Naqvi, Consultant also seen in the picture



The officers of the Secretariat Provincial Ombudsman Sindh offering "Fatiha" during condolence meeting on the sad demise of Mr. Zulqurnain Abro, Regional Director, Provincial Ombudsman's Regional Office Larkana.

## Images & Reflections



Mr. Zamir Ahmed Khan, Regional Director, Provincial Ombudsman Sindh, Karachi-East presenting flower bucket to the Hon'ble Ombudsman Mr. Ajaz Ali Khan during his visit to Regional Office, Karachi-East.



Mr. Maqsood Haider, Regional Director, Provincial Ombudsman Sindh, Karachi-South and Brig. (R) Muhammad Jamil, Consultant are receiving to the Hon'ble Ombudsman Mr. Ajaz Ali Khan during his visit to Regional Office, Karachi-South.

## Images & Reflections



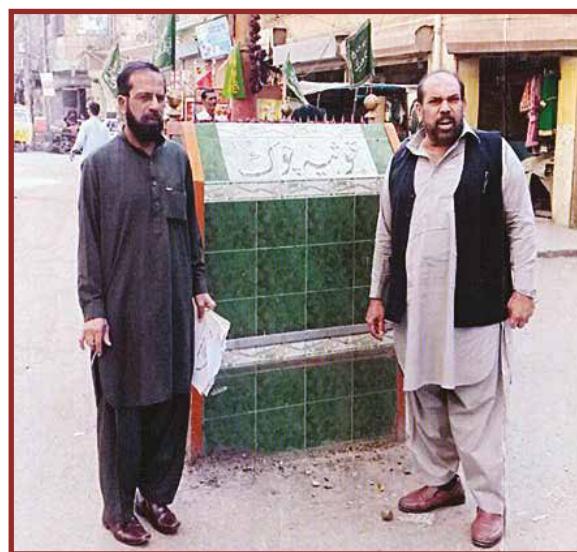
Dr. Zulfiqar Ali Shallwani, Director General-II Secretariat Provincial Ombudsman Sindh handed over cheque of Rs. 45,55,241/- to Institutional Manager M/s. Shamim & Co on account of supply of medicines to Valika Hospital, Site, Karachi.



Regional Director, Provincial Ombudsman's Regional Office Thatta handed over cheque towards service dues to a widow complainant.



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



The Regional Director, Provincial Ombudsman's Regional Office, 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.

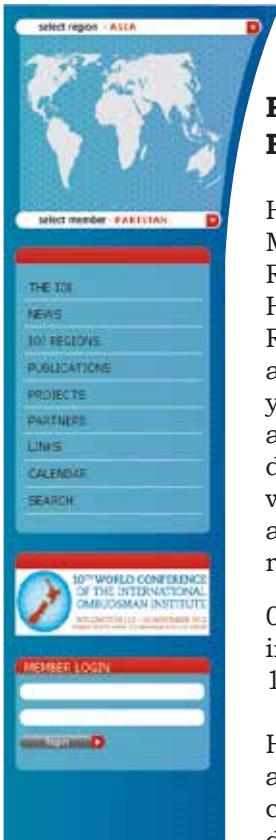


## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 05.10.2021



#### PAKISTAN | Provincial Ombudsman Sindh presents Annual Report 2020 to Chief Minister Sindh.

Hon'ble Ombudsman Sindh, Pakistan, Mr. Ajaz Ali Khan presented the Annual Report 2020 of the Institution to the Honourable Chief Minister Sindh. The Report highlighted the performance, achievements and progress during the year 2020, Honourable Ombudsman apprised the Chief Minister Sindh that during this period a total 6048 complaints were received, out of which 1229 were admitted. This includes, 29 complaints relating to Children issues,



*Ombudsman Sindh (left) presents Annual Report to Chief Minister Sindh (right)*

01 Suo Moto and 04 cases under section 33 of the Act providing for informal conciliation/amicable resolution of disputes. The remaining 1260 were not entertained being pseudonymous and frivolous.

However, 1002 complaints were forwarded to the government agencies for necessary action as per law. During this period 10,485 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.

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 full 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: 25.10.2021



#### PAKISTAN | Launching ceremony of study on “Issues of girls education in Sindh”.

The Hon’ble Ombudsman Sindh, Pakistan, Mr. Ajaz Ali Khan, presented the study report on “Issues of Girls’ Education in Sindh” to the Honourable Chief Minister Sindh on 21 October 2021 at a launching ceremony of research study. The study was sponsored by the International Ombudsman Institute (IOI) and conducted by Sindh Education Foundation (SEF) on the initiative of the Provincial Ombudsman Sindh. The key objective of the study is to identify the dynamics of socio-cultural, economic, political, religious and supply-side factors



*Hon. Ombudsman Sindh presents study report to Hon. Chief Minister Sindh*

hampering the gains of girls’ education in Sindh. The research findings and recommendations will also help in devising policy framework that will help in controlling maladministration in education sector in Sindh.

The 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 for implementation of recommendation of this study. He plans to allocate more resources for girls education and directed the local administration at all levels to give time and attention to ensure proper functioning of girls’ schools in their areas.





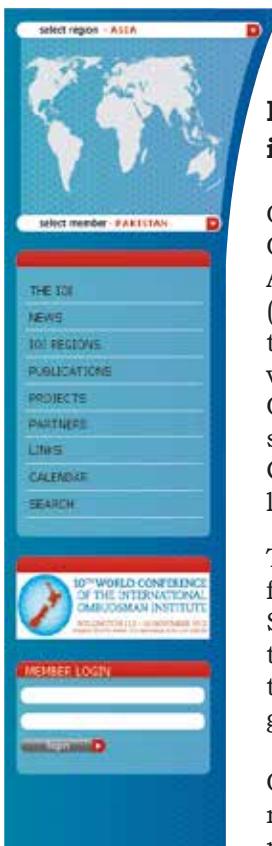
## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



INTERNATIONAL  
OMBUDSMAN  
INSTITUTE

Dated: 30.11.2021



#### PAKISTAN | Recommendations by Ombudsman Sindh on issue of girls education.

On the initiative of Provincial Ombudsman Sindh, Pakistan, Mr. Ajaz Ali Khan, Sindh Education Foundation (SEF) has conducted a research study on the issues of girls education in Sindh, which was sponsored by the International Ombudsman Institute within its regional subsidies programme. The Honourable Chief Minister Sindh inaugurated the launching ceremony on 21 October, 2021.



Address by Chief Minister Sindh,  
Syed Murad Ali Shah

The Honourable Chief Minister, Sindh in his speech assured support for implementation of recommendations made by the Ombudsman Sindh to allocate greater resources for girls education. In his speech, the Chief Minister Sindh directed the local administration at all levels to ensure implementation of his directives for overall improvement in girls education as proposed by the Ombudsman Sindh.

On this occasion, a detailed presentation was given and recommendations on the study were highlighted. These recommendations were duly accepted and have now been given the status of Chief Minister's directives, so that all concerned agencies take urgent action on these recommendations.



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER

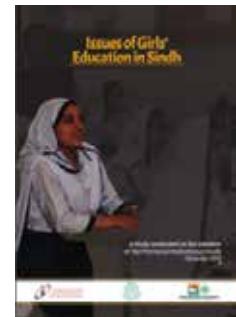


Dated: 17.06.2021



#### PAKISTAN | Provincial Ombudsman Sindh published research study on "Issues of Girls' Education in Sindh".

The IOI is pleased to share the research study on "Issues of Girls' Education in Sindh" conducted on the initiative of the Provincial Ombudsman Sindh in collaboration with Sindh Education Foundation (SEF). The study, which was published in December 2020, has been supported by the IOI's 2018/2019 regional subsidy programme.



*Research Study on "Issues of Girls' Education in Sindh" published by Provincial Ombudsman Sindh*

The aim of this research is to look at the current status of girls' education in the province of Sindh, under the Right to Education Act, 2013 of Government of Sindh. Research also investigated the nature of issues, barriers and bottlenecks that hamper girls' education, highlight socio-cultural, economic, religious and demand factors, complexities involved in the implementation of policies, reforms and plans in Sindh.

The research findings and recommendations will also help in devising a policy framework that will help in controlling maladministration in the education sector in Sindh.



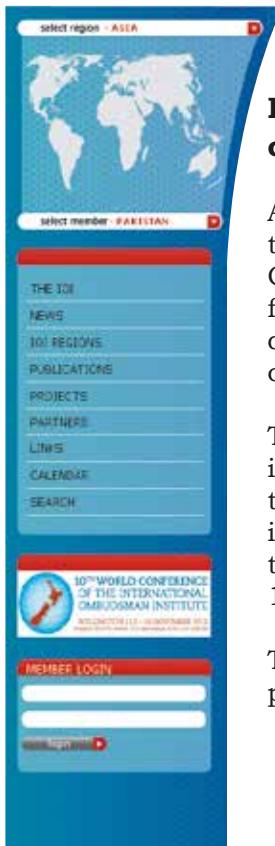


## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 22.01.2021



#### PAKISTAN | Provincial Ombudsman Sindh orders payment of financial assistance for widow.

A complainant approached Provincial Ombudsman Sindh stating that the Education & Vocational Training Authority (STEVTA) Government of Sindh was delaying the matter for payment of financial assistance amounting to Rs.1,200,000/- to her being the death claim of her late husband. This attitude caused hardship to the complainant.

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 the Ombudsman's timely intervention the scrutiny process was expedited by the agency and the entire outstanding financial assistance amounting to Rs. 1,200,000/- has been paid to the widow.

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





## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



INTERNATIONAL  
OMBUDSMAN  
INSTITUTE

Dated: 08.04.2021



#### PAKISTAN | Ombudsman Sindh orders Accountant General to pay service dues.

The Honourable Ombudsman Sindh, Ajaz Ali Khan expressed his concern about inordinate delay in grant of family pension to the legal heirs of deceased government employees by the office of Accountant General Sindh, Karachi.

The complainant, a 70 year-old lady, filed the complaint on 8 June 2015 regarding delay by the office of the Accountant General Sindh in grant of family pension in respect of her unmarried brother who died in October, 2013.

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 the Ombudsman's intervention the scrutiny process was expedited by the agency. Finally with constant persuasion and concerted efforts of the Ombudsman Institution, she was able to get a monthly pension with entire outstanding dues in the month of January, 2021.

The Ombudsman Sindh expressed his deep concern on cumbersome procedures and directed A.G. Sindh to simplify the procedure and set a time frame for timely and expeditious disposal of pension cases in co-ordination with the relevant department.

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

————— ★ —————

Annual Report 2021



## 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 Amendment Act, 2012.
- 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 Ombudsman for protection against harassment 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 adjudication 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. Your case shall be processed wherever you file your complaint.

## 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 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 Amendment Act, 2012.
- 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 complain in any of our Regional Offices.



بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ

## CHAIRMAN

2<sup>nd</sup> November, 2021

Mr. Ajz Ali Khan,  
Learned Ombudsman,  
Secretariat Provincial  
Ombudsman (Mohtasib) Sindh,  
Shahrah-e-Kamal Ataturk,  
Opp. Sindh Secretariat,  
Karachi.

I am grateful of letter dated 28<sup>th</sup> October, 2021 enclosing therewith Annual Report (2020) of the Provincial Ombudsman, Sindh by Mr. Farooq Azam Memon, Addl. Chief Secretary. I met your good-self in Karachi on 25.10.2021 when Annual Report was presented to me by your good-self and I also presented Federal Service Tribunal Annual Report, 2020 to your good honour. No doubt the objectives and performance of the Provincial Ombudsman (Mohtasib) Sindh, promotes wider understanding of the role of the Ombudsman in providing inexpensive and quick administrative justice to the people of Sindh. The Annual Report is an epitome of the information about esteemed Provincial Ombudsman highlighting its judicial performance and definitely would encourage the people of the Province of Sind to seek assistance of the learned Ombudsman in redressal of their grievances.

I would like to mention here that my first interaction with your goodself was made when your honour was performing your duties as Addl. Chief Secretary, Planning and Development, Government of Sindh and at that time I was Founding Vice Chancellor, Shaheed Zulfiqar Ali Bhutto, University of Law, Karachi. You remained in efforts including the scheme of Establishment of Shaheed Zulfiqar Ali Bhutto, University of Law, Karachi in Annual Development Program and also played a very positive role for betterment of the University wherein now more than 2000 students are studying. Your good-self remained throughout a good officer.

I am extremely happy to receive the Annual Report (2020) of the Provincial Ombudsman, Sindh. Kindly accept my thanks for remembering me. I pray for your happiness, prosperity, good health and success for all the days to come.

Regards.

( QAZI KHALID ALI )

C.C. to

Mr. Farooq Azam Memon,  
Additional Chief Secretary,  
Provincial Ombudsman (Mohtasib)  
Shahrah-e-Kamal, Attaturk,  
Opposite Sindh Secretariat,  
Karachi



**CITIZENS - POLICE LIAISON COMMITTEE  
CENTRAL REPORTING CELL**  
SINH GOVERNOR'S SECRETARIAT



CPLC/CRC/786/GEN45-21/D1391

November 4, 2021

Mr. Ajaz Ali Khan  
Provincial Ombudsman Sindh  
Secretariat Provincial Ombudsman (Mohtasib) Sindh  
Karachi.

*Dear Ajaz Ali Khan Sahib,*

Thank you for your letter dated 25<sup>th</sup> October, 2021 wherein a copy of Annual Report (2020) of the Provincial Ombudsman, Sindh has been shared.

The report provides comprehensive information about the excellent work carried out by the Ombudsman Secretariat for providing speedy justice to the aggrieved people of Sindh over the years. The insight and analysis on the important sectors like; food, education, health, law & order and policy recommendations for their improvement are also commendable.

We wish to convey our profound felicitations to your esteemed institution and look forward to continuation of the great work being carried out by it.

With best regards.

*Yours sincerely,*

Zubair Habib T.I  
Chief CPLC-Sindh

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For Assistance & Information Dial : Help Line 1102 Tel: 021-35683333, Fax: 021-35683336  
E-mail: [cplc@cplc.org.pk](mailto:cplc@cplc.org.pk), [info@cplc.org.pk](mailto:info@cplc.org.pk) Website: <http://www.cplc.org.pk>

*Annual Report 2021*



سادیہ راشد

**SADIA RASHID**

*President*

5 November 2021  
Hamdard Foundation Pakistan

Hamdard Foundation Pakistan  
Head Office  
16th Floor, Bahria Town Tower, Tariq Road  
Karachi, Pakistan.  
Phone Office: (+92-21) 38244000, Ext. 1610  
e-mail: chairperson@hamdard.com.pk

Mr. Farooq Azam Memon  
Additional Chief Secretary,  
Secretariat of Provincial Ombudsman (Mohtasib) Sindh,  
Shahra-e-Kamal Ataturk, Opp Sindh Secretariat,  
Karachi.

*Dear Mr. Farooq Azam Memon,*

السلام عليكم ورحمة الله وبركاته

Thank you for your letter of 25 October 2021, received on 2 November, and its enclosure of the Sindh Ombudsman's Annual Report 2020. It was, as usual, well produced.

The members of my organization, Hamdard Pakistan, and myself personally, offer sincere felicitations to the full team of the Ombudsman Mr Ajaz Ali Khan for the admirable work that is being done by your office to help the otherwise helpless, at even the lowest, levels of official workers and their families.

It is a sad reflection on the attitude, alas of far too many official departments who either turn a deaf ear to just requests, or simply glory in tying knots in miles of quite unnecessary red tape, which causes endless suffering to poor people or their families, in the matter of their just demands. Full marks to the Ombudsman's office and team for their expert help in redressing these wrongs. You are not only earning your salaries, but also Allah's blessings!

Keep up the good work! And aim to increase the number of successful interventions even further, so that you may thus help others – and yourselves! – more!

*Sincerely  
Sadia Rashid*

Sadia Rashid.



LIAQUAT UNIVERSITY OF MEDICAL & HEALTH SCIENCES  
JAMSHORO, SINDH, PAKISTAN.

Prof. Bikha Ram Devrajani

MBBS (Sindh) FCPS (Pak) FACP (USA) FRCP (London)

**Vice Chancellor**

*"SAY NO TO CORRUPTION"*

No.LUMHS-VC-SEC/P-335

Dated: 28-10-2021

Mr. Farooq Azam Memon  
Additional Chief Secretary  
Secretariat of Provincial Ombudsman (Mohtasib) Sindh,  
Karachi.

**LETTER OF THANKS.**

*Ref: Letter No.POS/Coord/A.Report-20-2021, dated 25<sup>th</sup> October 2021.*

The outstanding efforts taken by your secretariat regarding speedy provision of justice to the aggrieved, poor and deserving peoples of Sindh are appreciated.

I am very thankful to receive your Annual Report for the year 2020 and hope that such endeavors would continue in coming years to serve the downtrodden peoples of Sindh.

  
Vice-Chancellor  
Liaquat University of Medical &  
Health Sciences, Jamshoro.

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URL : [www.lumhs.edu.pk](http://www.lumhs.edu.pk)



*Annual Report 2021*



## SIR SYED UNIVERSITY OF ENGINEERING AND TECHNOLOGY

University Road, Karachi-75300 Pakistan

Tel: 34988000-5, 34980059, 34980072, Fax: (92-21)-34982393

E-mail: info@ssuet.edu.pk Website: www.ssuet.edu.pk

Ref. No. SSUET/REG/2021/2895

10 November 2021

Mr. Farooq Azam Memon  
Additional Chief Secretary  
Secretariat Provincial Ombudsman (Mohtasib) Sindh  
Shahrah-e-Kamal Ataturk  
Opp. Sindh Secretariat  
Karachi

On behalf of our Vice Chancellor, Prof. Dr. Vali Uddin, this is to acknowledge with thanks the receipt of Annual Report (2020) of the Provincial Ombudsman, Sindh.

The above publication has been placed in our Library for the benefit of our faculty, research scholars and students.

With kind regards

Cdre. (Retd.) Syed Sarfraz Ali  
Registrar

Copy to: The Vice Chancellor, SSUET



## **THE OMBUDSMAN IN DEMOCRATIC ERA**

*By: Dr. Zulfiqar Ali Shallwani*

### **A: INTERNATIONAL PERSPECTIVE:**

1. The concept of Ombudsman originated from Sweden in 1809, which is a Swedish word meaning an officer or Commissioner, who has the special duty of investigating and reporting on a citizen's complaint against the government working. Ombudsman means "Representative" and is derived from old Norse words 'Umboth' meaning commission and 'mathr' meaning man.
2. The Swedish Parliament established the office of Justitie Ombudsman to look after public interests in their dealing with the government functionaries. It is a gender-neutral term and many countries have adopted the Ombudsman model since then. The institution of Ombudsman has become an important institution to provide with means of supervising compliance with laws and rules of civil servants and their departments.
3. Lars Augustine Mannerhein was the first Ombudsman appointed in Sweden in 1809 to monitor the functioning of the government and the civil service, which was an extra-ordinary assignment of special nature. In some other countries of Europe and Australia, Ombudsman is referred to as Parliamentary Commission and New Zealand was the first country to coin this term. The Institution did not become very famous until it was adopted by Denmark and Finland after a gap of nearly 100 years.
4. The task of an Ombudsman is to investigate complaints and attempts to resolve them through recommendations. It also aims to identify the systemic issues leading to poor service or breaches of public rights. The Ombudsman has the right to summoning and enforcing the attendance of any witness by examining him or by production of any document or evidence and requisitioning any public record from public office or department. The Ombudsman is an independent institution established under the Constitution of respective country.

### **B: NATIONAL PERSPECTIVE:**

1. In Pakistan at present, there are five Federal Ombudsmen:
  - i. Federal Ombudsman. ( Established in 1983)
  - ii. Federal Tax Ombudsman.( Established in 2000)



- iii. Federal Insurance Ombudsman. (Established in 2006)
  - iv. Federal Banking Ombudsman, ( Established in 2006)
  - v. Federal Ombudsman of Women against Harassment at Workplace. (Established in 2011)
2. In addition to above, there are Provincial Ombudsman Sindh (1991), Punjab (1997), Khyber Pakhtunkhawa (2010), Balochistan (2001) and AJK (1991). The appointment of Federal Ombudsman was made in 1983 as the first Ombudsman of Pakistan with the primary objective to diagnose, investigate, redress and rectify injustices faced by public in federal government departments. The measure of success achieved by the institution of Federal Ombudsman led to the creation of Provincial Ombudsmen in the federating units of Pakistan.
3. Like the courts, the Ombudsman's office helps to uphold the Rule of Law, but it also plays a role in ensuring a better system of governance, through its independence and impartiality as it has won widespread public support and is respected by public because of its achievements. The Ombudsman plays a positive role in supporting the checks and balances required for the government. Ombudsmen offices are established to enforce accountability in government department and to protect citizens from acts of maladministration and malfeasance. Though Ombudsman institution arrived relatively late in Asia but the presence of Ombudsman like officials were present and tasked with ensuring that officials acted correctly and morally with public at large. Accountability and transparency is imperative as public officials should be made answerable for their behavior to the entity from which they derive their authority.

### **C: OMBUDSMAN VS DEMOCRACY:**

1. The Ombudsman is an official appointed to investigate individual's complaints against maladministration especially that of public authority. There is an inseparable relation between democracy and Ombudsman. The central idea of democracy means people's right and freedom shall be vindicated and protected and their legitimate grievances shall be removed. Since the creation of Ombudsman's office in any democracy, the following parameters are given predominance:
  - Rule of Law.
  - Equality before Law.
  - Equal protection of Law.

2. If any of above ideas are neglected or not properly maintained, the value of democracy faces a big question mark. Ordinary people can become the victim of negligence of public administration or wrong policies of the government. This situation suggests that there shall be an institution in any democracy, whose chief function shall be to oversee whether proper policies are adopted and executed in letter and spirit. Here lies the importance of the institution of Ombudsman. This is a great advantage and the citizens can get prompt relief and remedy to collect facts taking initiative and can get the matter decided. Hence, the Ombudsman is primarily the people's investigator, guide and defender. It is an important milestone in the vast field of citizen-administration relationship. In a class society, the public administration is usually controlled by the economical powerful class and the grievances of common man generally go unheeded. In such cases, the Ombudsman performs the yeoman service of Justice.

3. Rule of law describes a condition in which all members of society live under the law and where no one can operate outside or above the law. Under the rule of law, every person is subject to ordinary law and not to extra ordinary or exceptional arrangements. In contrast to the rule of law, democracy is a much more recent phenomenon that is inextricably linked to the political and socio-economic upheavals with the gradual expansion of right of suffrage. Hence, democracy enjoys undisputed legitimacy in majority of countries of the world.





## **THE SINDH PROHIBITION OF CORPORAL PUNISHMENT ACT, 2016.**

*By. Rehana G.Ali Memon*

Many countries in the world have universalized the Prohibition of Corporal Punishment, the most common form of violence against children, in all settings in order to expedite the action on violence against children, April 30<sup>th</sup> has been marked as the international day to end Corporal Punishment.

2. As per study done by UNICEF in Peshawar, punishment including smacking, kicking and beating with canes, belts, electric wire and other objects being used in schools of Pakistan by teachers, senior students, watchman and maids. In addition, psychological punishment is given to degrade the children. The lack of legislation was the main reason for violence against children in our schools.

3. The Government of Sindh, realizing the importance of legislation, passed the Sindh Prohibition of Corporal Punishment Bill 2016 by the Assembly on 31<sup>st</sup> January, 2017 to ban every kind of physical/emotional violence against children.

4. Section 3 of Act states that every child has the right to be shown respect for his personality and individuality and shall not be made subject to corporal punishment or any other humiliating or degrading treatment. The Act states that Disciplinary measures concerning the child can only be taken in accordance with the child's dignity, and under no circumstances Corporal Punishments which relate to the child's physical and mental development or which may affect the child's emotional status are allowed.

5. The Act highlights the minor and major penalties. The minor penalties include censure, withholding, for a specific period, promotion or increment. The major penalties include demotion to a lower post, compulsory retirement, and removal from service and dismissal from service.

6. The School Education and Literacy Department (SELD) framed Rules on 26.07.2021, after almost 4 years 10 months, although they were supposed to frame the Rules within six months after the promulgation of the Act. They followed various international covenants and conventions for the Protection of children against Corporal Punishment by any person at work place, in all type of educational institution including formal, non formal, and religious both public and private, in child care institution including foster care, rehabilitation centers and any other alternative care settings both public and private, and in the Juvenile Justice System. The Act in section 5 states that the Provincial Government shall prescribe a complaint procedure in coordination with other line departments, to entertain complaints of corporal punishment by children or by any other person. All private institutions shall formulate a complaint system to address Corporal Punishment in line with the Act and Rules, and in case of failure their registration will be cancelled.

7. As per rules, all the education institutes (Public & Private) are required to form a child protection committee to strictly implement the Act and Rules. The committee is to include head of the institutions as Chairman/Chairperson, representative of concerned department regulating the institution, parents and guardians of the students as members. The committee is to investigate every compliant about violence with sensitivity and confidentiality keeping in mind the best interest of the child. The committee shall investigate and decide the complaints within 15 days after the receipt of complaint. The committee shall take measures to create protected environment of trust, support and balance for the prevention of child abuse in consultation with the District Coordination Committee.

8. While investigating the children complaint received in this secretariat from a parent or guardian it has been noticed that the head of the schools are still not aware about the Act / Rules and Child Protection Committees. The School Education and Literacy Department on 11<sup>th</sup> November, 2021 vide letter No. SO(Curriculum) SELD/12-4/2020 had written a letter to the Director Education (All Regional) and D.G Private Schools to implement and share the Act and Rules in all schools of Sindh Province but a lot has to be done on fast track. The SELD has agreed to coordinate with other concerned departments such as Labour, College Education Department and Social welfare Department and Sindh Child Protection Authority (SCPA) to implement the Act and Rules. They will also carry out training and awareness programs for children, parents and staff. Further, the Child Protection Unit of Social welfare Department has to provide temporary protection and safe accommodation for a child subject to Corporal Punishment and the concerned Departments have also maintained the online Complaint procedure through their websites such as 1121 by SCPA and 15 by Police.

9. The Provincial Ombudsman Sindh also has Children Complaint Office (CCO) established in 2009. The CCO aims to provide special protective measure to a child who is (i) victim of violence, abuse and exploitation (ii) subjected to physical and psychological violence and sexual abuse (iii) forced into worst form of child labour (iv) forced into exploitative beggary (v) subjected to human trafficking within and outside Pakistan (vi) being misused for drug trafficking etc.

10. Recently the Provincial Ombudsman Secretariat has also issued following SOPs on 18.10.2021, to all its Regional Directors,(RDs), Investigating Officers at Head Quarter and Children Complaint Office on the admissibility of complaints regarding Children/ School issues being *sui generis* in nature:-

- (i). Such complaint may be admitted at the level of Regional Office(s). The requirement for referring the same to Head Quarter for seeking approval for investigation as is done in normal cases is dispensed with.
- (ii). The requirement of calling Affidavit / fulfillment of other codal formalities from complainant is hereby waived. Upon receipt of such complaint on solemn affirmation at Regional Office(s), proceedings shall immediately be initiated against the teacher/school complained against with no hold up.



- (iii). The R.D shall in all such cases react immediately by visiting such school alongside relevant Circle Education Officer and the Complainant.
- (iv). Such visit must be notified in advance to all concerned with specific mention of subject for the convenience of the purpose.
- (v). Such complaint shall require to be disposed of within fortnight positively with no further ado (requirement or delay).

11. There is a need to expedite the process by all concerned departments of Government of Sindh as Corporal Punishment has long-term negative effects on children's neurological and cognitive development and may result in increased aggression. In order to create healthy teacher-student relationship and positive learning environment other modes of correction such as timeout, explaining and depriving a child of privileges should be made part of training to teachers.

*Source: The Sindh Prohibition of Corporal Punishment Act, 2016 and Rules , 2021.*





## **OVERVIEW OF KARACHI METROPOLITAN CORPORATION (KMC) AND SINDH BUILDING CONTROL AUTHORITY (SBCA)**

*By: Manzoor Ali Awan*

### **1. KARACHI METROPOLITAN CORPORATION:**

- i) The Karachi Metropolitan Corporation is the biggest Local Government entity of Pakistan's largest city. It is an elected body headed by the Mayor. Its composition, powers and functions are defined in the Sindh Local Government Act. The KMC has its own budget duly supplemented by the Government of Sindh. It has large number of officers and other employees to run day to day affairs of the city and to render service.
- ii) Since last few years it was observed that the KMC was not able to perform its responsibility by making payment of the pension dues to its retired employees. As a result during last five years as many as 943 complaints regarding non-payment of the pension dues were received by this Institution. This Institution was able to provide relief to 754 employees of the corporation and the DMC(s) in Karachi. The main reason for non-payment of the dues being advanced by the KMC was that it was facing financial crunch hence unable to make prompt payment of the pension dues. This Institution also took up the matter with the Provincial Government to resolve the issue.
- iii) Some of the retired employees approached the Honourable High Court of Sindh. Resultantly, a Cabinet Sub-Committee was constituted to furnish the recommendations. The committee furnished its recommendations to the Government of Sindh to release atleast Rs. 1 billion as grant-in-aid to the KMC to make payment of pension dues against accumulated amount of more than Rs. 5 billions. This chronic issue will however continue to remain unresolved without payment of all the dues to the retired employees.
- iv) The pension contribution is being made by every employee of the corporation from his salary during service, which is to be kept in a separate fund for payment to the employee at the time of his retirement. The problems should not have occurred had the fund been maintained. This matter, therefore, needs to be investigated at Government level to ascertain as to where the amount of contribution was utilized. This problem needs to be addressed and resolved urgently otherwise it will continue to hover over the KMC and create uncertainty amongst the serving employees as well.

### **2. SINDH BUILDING CONTROL AUTHORITY:**

- i) The Sindh Building Control Authority is established under the Sindh Building Control Ordinance. The main objectives are as under:
  - a). to regulate the planning;
  - b). quality of construction and building controls;
  - c). prices charged and publicity made for disposal of buildings and plots by builders and societies;
  - d). and demolition of dangerous and dilapidated buildings in the Province of Sindh
- ii) The SBCA is headed by the Director General stationed at Karachi while it has the work force in every District Headquarter to implement the provisions of law, which is comprehensive.
- iii) All the advisor, experts, consultants and employees appointed shall be deemed to be public servants within the meaning of Section 21 of Pakistan Penal Code.

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iv) As per law no building shall be constructed, before the authority has, in the prescribed manner, approved the plan of such building and granted no objection certificate for construction thereof on payment of such fee as may be prescribed. The law further provided that no building shall be allowed by the builder to be occupied, before the Authority has, on application of occupant or owner, issued occupancy certificate and no building, except with the permission of Authority be used for the purpose other than that for which plans are approved.

v) The contravention of any provision of Ordinance is punishable with simple imprisonment for a term not exceeding two years or with fine not less than twenty thousand rupees or with both and if the offence is a continuing one, further fine not exceeding five hundred rupees for each day after the date of first commission of offence.

vi) The Government through Building & Town Planning Regulation 2002 (amended from time to time) has provided safeguard for the buyer of flat/bungalow against nefarious design of any builder.

vii) It is however observed that the SBCA though armed with legal powers is unable to render support to the buyer of the flats/bungalows. Besides, there is mushroom of illegal construction particularly at Karachi without any check by the officers/officials of the SBCA.

The following complaints were received by this Institute during last five years.

- a). restoration of plots/bungalow/flat for which payment was made to the builders;
- b). illegal encroachment/construction with the alleged connivance or negligence of officers/officials of SBCA;
- c). non-refund of money to the allottees, due to non-completion or abandonment of a project;
- d). delay in the grant of approval for construction of a project;
- e). un-authorized construction of additional floors;
- f). failure of SBCA to monitor construction of project.

viii) In many cases relief was provided to the complainants, who after knocking the door of SBCA and approached this Institution for relief. It is observed that the SBCA officials particularly the Director General and his Directors failed to submit reports in time and on the contrary provided space to the builders for illegal construction. They also failed to take timely action to remove/ demolish illegal construction.

### **SUGGESTIONS:**

- a) There was need to identify the syndrome of maladies, violations and culprits with SBCA and builders for legal action;
- b) take immediate steps to remove corruption;
- c) exemplary action against corrupt officers/officials;





## **STRATEGY / FUTURE PLANNING OF CHILDREN'S COMPLAINT OFFICE (CCO)**

*By: Raja Abdul Fatah*

The Provincial Ombudsman Sindh established the Children's Complaint Office (CCO) at Secretariat in July 2009 with financial support of UNICEF and from 2014, Ombudsman Sindh Office had institutionalized the Children's Complaint Office as its core programme. This also accords Sindh Ombudsman privilege of establishing the first CCO office in Sindh Province after Federal Ombudsman of Pakistan.

The CCO processes the children's complaint within the ambit of existing grievance redress process of the Ombudsman Sindh Office. Complaints can be made both by Children and adults on behalf of Children regarding unfair treatment by public bodies such as, Police, Prisons and borstal institutions, Educational institutions, including Vocational centers, Welfare homes; Orphanages and Foster Care, Hospitals, Other Government Departments and Authorities (especially those which deal with Children's Rights and issues), under supervision of Sindh Government regulatory bodies.

The CCO-POS aims to create a Child protective environment by combating corruption and abuse in the treatment of Children by public bodies, special attention is given to vulnerable Children, such as Children without primary caregivers, Children in institutions, street and homeless Children, Children who are at risk of separation, Working Children, Children with Disabilities, Children in conflict with the law, victims of child trafficking etc.

### **COLLABORATION WITH UNICEF**

CCO will continue to collaborate with UNICEF for ongoing activities of child protection for information sharing with community especially with adolescent boys and girls and CCO will also coordinate with Sindh Child Protection Authority and UNICEF on referring children complaints.

### **EDUCATION AND AWARENESS ON CORPORAL PUNISHMENT ACT.**

There is a need for working on awareness and education on Corporal Punishment Act and CCO aims to interact with Education Department, UNICEF and others concerned agencies.

### **COORDINATION & MONITORING CHILD COMPLAINTS WITH REGIONAL OFFICES**

The Ombudsman Sindh has 16 Regional Offices located at district level. Regular reporting and monitoring is being conducted for effective complaints handling and to ensure speedy justice for children and protect their rights.

### **CHILD LABOUR LAWS IN SINDH**

The CCO plans to coordinate and monitor the progress regarding implementation of Child Labour Laws with Sindh Labour Department to protect them from hazardous workplaces and providing opportunity for their education.





## **POLICY RECOMMENDATIONS LOCAL GOVERNMENT DEPARTMENT GOVERNMENT OF SINDH**

*Brig. Muhammad Jamil (Retd)*

In democracies, local government (LG) systems are the most basic level of governance, functioning as nurseries for provincial and federal administrations. It is widely agreed that such systems have made a significant contribution to better governance. A well-designed local government system improves governance and delivers service to the general public; however, it (LG) must be adequately empowered in terms of political, administrative and financial devolution. The LG system in Sindh was established in 2013 and implemented in 2016 through LG elections. The current LG system is combination of government officials and elected councilors at different tiers. LG department acts as secretariat of LG which exercises control and monitor activities through directors in urban and rural areas of the province besides striving to achieve end goals.

The system's assessment identifies a number of areas, where decentralization of power to Local Councils needs to be increased. Local councils should, in theory, be completely authorized to carry out municipal tasks, with appropriate and powerful monitoring from higher authorities to ensure that laws are followed.

While carrying out the analysis of the LG system in the province, senior staff of the secretariat was consulted, relevant acts/ rules & regulations were studied and interviews of few councilors / general public were conducted. Apropos above, some suggestions are proffered for consideration at appropriate level in due course of time.

### **REVIEW OF SLGA-2013**

- It is noticed that there are many gaps in the SLGA-2013 accompanied with deficiencies and duplication of functions hence needs a detailed review. The provincial government may constitute a high-powered committee to revisit the Act.
- The process demands serious input from all political parties, professionals, academia and general public in order to make the law comprehensive and non-controversial.
- The existing LG system is based on SLGO-1979 with lot of complexities; an earnest effort is desired to make it simple for best utilization in the public interest. While, revisiting the pros and cons of the current systems, the LG systems prevailing in sister provinces could also be studied.

### **FORMULATION OF RULES/ BYE-LAWS**

- The LG department must take concrete efforts for early formulation of rules on lingering subjects as enunciated in Schedule-VIII appended to the SLGA-2013; frequent amendments create ambiguities and results in mal-administration.

### **DISTRIBUTION / DEVOLUTION OF POWER**

- Powers should be clearly demarcated at all tiers to avoid duplication of functions. The Union Councils / Union Committees being grass root level entities could be made more effective by appropriate decentralization of powers (Functional & Territorial). Sustainable Development Goals (SDGs) / targets may be assigned to the Union Councils / Union Committees.

## CAPACITY BUILDING

- Capacity building is one of the main issues being confronted to by both categories of elected and government functionaries. Only one institution (SCS&LGA) located in Tando Jam is insufficient to cater the needs of the 2000 LG institutions; dormant MTRI devolved by Government of Sindh may be activated.
- The system of voluntary service expected from the elected councilors has not been productive over the period of years. The suitable honorarium as has been granted under the SLGO-2001, may be fixed for the councilors to obviate the chances of involvement in the acts of corruption.
- The interviews of some of former lady councilors were conducted; they raised certain reservations related to conducive environment, gender discrimination, undermining their opinion and even void of basic facilities of sitting areas and lavatory for ladies.
- Urban – Rural division should be done away with as it has not brought visible improvements even under the SLGO-1979. This experiment is tested and produced positive results since 2001 to 2008.
- Either the Intermediary tiers like District Councils and District Municipal Corporations may be abolished or strengthened enough to deliver things appropriately. In case of Karachi where we have an integrated system of municipal services, it's very difficult to handle the situation where there are more than 18+ agencies and all of them are working under different commands and in different directions. The structures of Local Councils should be reviewed minutely and made effective.
- The public service delivery institutions like SSWMB, KW&SB, Fire Fighting, WASA, KDA, HDA and other Development Authorities be placed under one umbrella. Initially this could be started in a pilot district. Instead of creating new agencies, performance of existing one should be improved.

## DORMANT COMMITTEES

- Advisory Committee as contained in section 94 of the SLGA-2013 have yet not been constituted and operationalised. Similarly Provincial Local Government Commission, an institution, particularly created for administrative accountability of the elected representatives is dormant since last couple of years.

## LG ELECTIONS

- The SLGA-2013 mandates immediate re-elections for LGs within a stipulated period in case of completion of term or early dissolution but unfortunately this provision is not being adhered to. There should be direct elections for all categories of the LG representatives.

## FINANCIAL VIABILITY

- The Local Councils should be emphasized for augmentation of the Own Source Revenue (OSRs). Currently the Local Councils are only dependent upon Octroi and Zila Tax (OZT) and Property shares. The system of LG cannot deliver if it's not financially viable.



- The LCs must put in place a strong internal audit system which currently is not forthcoming. Besides, both the pre audit and post audit, if assigned to same agency may be helpful in bringing fruitful results.
- Strict system of accountability should be put in place. There are various Sections in SLGA-2013 which deals with accountability but most of them are normally not invoked due to some lacunas or incomplete legislation.

### **SCHEDULE OF ESTABLISHMENT (SOE)**

- As per Section-123 of the SLGA-2013, the Local Councils are required to prepare the Schedule of Establishment showing number of posts in each grade which has not been done in most of the cases.

### **APPOINTMENTS/PROMOTIONS & TRANSFERS.**

- The large number of appointments made on political grounds is one of the main reasons of devastation of LCs. The appointments should be made through Sindh Public Service Commission to ensure selection of competent and fresh blood. Promotions of all officers and officials of LG, be conducted by some reputable institutions like NIM Karachi or IBA Karachi.
- The employees of one cadre cannot be transferred to another cadre as per rules governing the services of Civil Servants, SCUGS and even Non SCUGS. But these rules are not followed and this menace has grown to such a level that the LGD has become an example of bad Governance.
- Reportedly, a number of officials have not only been illegally absorbed but also promoted multiple times in sheer violation of the rules. In LG Secretariat a number of officials are posted in violation of the landmark decision of Apex Court (Crl. Original Petition No. 89/2011).
- Reportedly, most of the officers having no administrative experience and required in number of enquiries being conducted by NAB, FIA and ACE have been deployed as the Administrators. Such practice should be stopped forthwith.





## **ANALYSIS OF AGRICULTURE DEPARTMENT GOVERNMENT OF SINDH**

*By: Muhammad Naseer Jamali*

### **INTRODUCTION**

Agriculture is one of the most important sectors of the economy significantly contributing in economic growth, food security and poverty reduction in the Province of Sindh. It contributes about 25% in the Gross Domestic Product (GDP) of the province. This sector directly employs half of the labour force and contributes a large share of foreign exchange earnings. The main agriculture products are cotton, wheat, rice, sugarcane, fruits and vegetables. The cotton and rice are the main exports of the country. Sindh is the 2nd largest province of Pakistan on the basis of population and contributes in agriculture economy. The main source of irrigation is river Indus for agriculture as underground water is saltish in most parts of the provinces. The Livestock and Fisheries Department also contributes a large share in rural economy alongwith agriculture sector.

### **2. The main organizations/offices working under administrative control of Agriculture Department Sindh.**

- (i) Agriculture Extension Sindh.
- (ii) Agriculture Engineering.
- (iii) Bureau of Supply & Prices.
- (iv) Sindh Seed Corporation.
- (v) Cane Commissioner, Sindh.
- (vi) Agriculture Research
- (vii) On-Farm Water Management.
- (viii) Market Committees

### **3. Main Agriculture Crops in Sindh**

There are two principal crop seasons i.e. Kharif and Rabi. Main kharif crops are cotton, rice, sugarcane and pulses etc and wheat is main crop of Rabi season, being the main source of food security of the province. Four major crops i.e. wheat, cotton, rice and sugarcane account for about 82% of agriculture produce. Besides, the combination of major crops, the farming of dates, mangoes, guavas, bananas, lemons and citrus varieties is on increase specially on the left bank of river Indus. Few progressive landlords have taken efforts in the farming of ajwa dates but the same is at initial stage. Khaipur Special Economic Zone (KSEZ) is already underway to boost economic activities especially in date palm and other fruits. This may increase income of orchard growers; provide local employment and export of fruits by value addition.

### **4. Food Security**

The term food security reflects the desire to eliminate hunger and malnutrition. The World Food Summit has defined food security as when all people at all times have physical and economic access to sufficient, safe and nutritious food to meet the dietary needs and food preferences for an active and healthy life. This definition implies that food security has three pillars i.e. physical availability of foods, socio-economic access to food and food absorption. The total production of agriculture crops did not remain constant. It varied if we go through the experience of last few years. The wheat was surplus in government reserve stocks and it was exported by providing subsidy in order to protect the interest of growers. Again, there was shortage of wheat during the year 2020-2021, same was imported to meet the requirements and maintain stability in the prices. This situation has also been witnessed in sugarcane crops since past few years and sugar prices increased many fold during that period.



## 5. Issues of Growers in Agriculture Economy

(i) Shortage of irrigation water at tail-end of distributaries due to shortage of water in river Indus and mis-management by the Irrigation Department. This requires main focus of Irrigation Department and District Administration for equal distribution from head to tail-end of every canal and distibutory.

(ii) Water logging and salinity is increasing by every passing year. The Irrigation Department is responsible for maintenance of drains and removal of blockages etc. from drains under LBOD and RBOD schemes. The RBOD is yet not completed since last two decades despite billions of rupees spent on this scheme. Government of Sindh has installed Tube-wells to drain-out saline water but many of them have become non-functional with the passage of time. The HESCO and SEPCO regularly send bills, even of non-functional tube-wells. This requires full attention of the department to reconcile the electric bills every month before payment in order to save the amounts and ensure proper utilization. The drainage system to drain out saline water should be properly maintained and amount spent should be efficiently utilized.

(iii) Government of Sindh provides subsidy in wheat trading, purchase of tractors and other agriculture inputs. There have been many scandals in the subsidies and enquiries are going on by different agencies. Due to this, the right person is deprived of the subsidy and very objective of Government of Sindh to assist the agriculturists is not achieved.

(iv) Agriculture Marketing is big issue of fruits and vegetable growers due to middle man (Arhti) in the business. The cost of production is very high to produce fruits and vegetables but denied due price due to negative role of middle men in the Market Committees. There have been instances in the import/export of fruits and vegetables, allowed without proper assessment of local products. Due to this, the local grower is denied fair prices of crops.

(v) Agriculture seeds of different crops have affected adversely in the crop productivity due to inactive role of Sindh Seed Corporation. The agency could not provide pure seeds of crops and growers mostly depend on the seeds from Punjab through the traders. The Agriculture Research Institutes have failed to provide desired objectives of improved seeds of different crops. The agriculture lands reserved for Sindh Seed Corporation should be utilized efficiently to produce quality seeds.

(vi) Non-availability of pure pesticides due to inaction of Agriculture Department against low quality or adulterated pesticides.

(vii) Role of Cane Commissioner should be effectively strengthened in order to implement the sugarcane prices fixed by Government of Sindh and timely payment to the growers.

(viii) Availability of fertilizers specially DAP and Urea to the growers on prices fixed by Government. This year, the growers have been deprived due to black marketing and non-availability of fertilizers. This may affect adversely the production targets of wheat and other crops. The relevant agencies should be activated in advance on supply side and maintain the input prices.

## **6. The role of Agriculture Department is pivotal in rural economy and the lives of people.**

The agriculture is main driver of incomes, consumption, savings, investment, employment, poverty reduction and food security of rural population. In addition, the storage, processing, production and transport of agriculture sector products in domestic markets and exports, have direct impact on the economic life of villagers in the province. However, an efficient, prosperous and resilient agriculture sector that can provide good income and employment to those involved in production, processing, storage, benefit of subsidies, availability of pure seeds and effective implementation of support prices will definitely increase the production of crops and improve living standard of rural population.





## **Glimpses of some Achievements / Initiatives**

### **OMBUDSMAN SINDH ELECTED AS DIRECTOR I.O.I FOR THE ASIAN REGION**

Mr. Ajaz Ali Khan, Honourable Provincial Ombudsman Sindh has been elected as Director of International Ombudsman Institute (IOI) for the Asian Region. Online election for the Directors was held in August, 2021. The Ombudsmen of Thailand, Indonesia and Sindh, Pakistan contested the election. Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh, Pakistan and Mr. Somsak Suwansujarit, Chief Ombudsman of Thailand, have been elected as Asian Directors. They will join Ms. Hyun-Heui Jeon, Anti-Corruption and Civil Rights Commission (ACRC) Korea, and Mr. Shahnawaz Tariq, Provincial Ombudsman Sindh for the Protection of Women against Harassment at the Workplace (Pakistan) to represent the Asian Region on the Board. Hence the Asian region is now represented by four members on the IOI Board with two members from Pakistan.



### **OMBUDSMAN SINDH PRESENTED ANNUAL REPORT 2020**



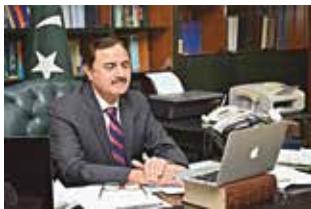
Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh presented Annual Report, 2020 of Sindh Ombudsman Institution to Honourable Chief Minister Sindh Syed Murad Ali Shah.

The Honourable Chief Minister Sindh appreciated the efforts made by the Ombudsman Sindh in disposal of the pending complaints and desired to continue the same to provide speedy administrative justice to the people of the Province of Sindh.

## Glimpses of some Achievements / Initiatives

### MID-TERM MEETING OF THE IOI BOARD OF DIRECTORS HELD ON NOVEMBER 15, 2021 BY ELECTRONIC MEANS

The Honourable Ombudsman Sindh and Director IOI (Asia Region), Mr. Ajaz Ali Khan, attended the IOI Board of Directors



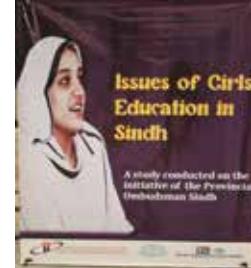
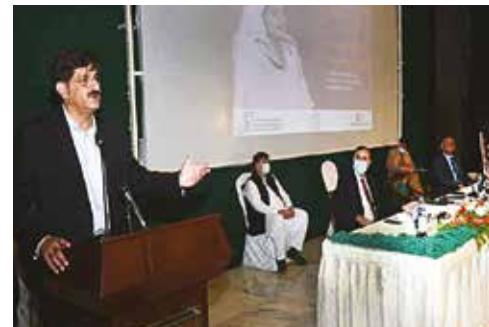
Mid term meeting. It may be recalled that the IOI Board of Directors held its mid-term meeting by electronic means at the premises of the IOI General Secretariat in Vienna (Austria) on 15<sup>th</sup> November, 2021. IOI President, Mr. Chris Field opened the meeting by welcoming the newly elected Directors and expressed his pleasure that they were able to attend the Mid-Term meeting. All members of the Board of Directors participated in this productive meeting to identifying current issues and reviewed the progress of several IOI projects such as approval of membership applications, established working group for outstanding fee payments. The Board also discussed the proposal to develop the next IOI Best Practices Papers on "Mediation and the Ombudsman". The IOI Executive Committee further approved proposals and allocations of IOI's Regional subsidies programme 2020/2021 submitted by members of different regions to support Ombudsman Offices. The IOI Board also approved Regional Subsidy study project of Provincial Ombudsman Sindh in health sector, the subject study will be started by this Secretariat in the coming months.

Ombudsman Sindh emphasized that matters pertaining to the Human Rights, improved Governance and effective service delivery to stakeholders is of paramount importance and viable strategy should be developed for realization of these goals.



### 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.





## ***Glimpses of some Achievements / Initiatives***

### **SINDH HIGHER EDUCATION COMMISSION HAS BEEN DIRECTED TO ENSURE THAT NO PRIVATE INSTITUTION /UNIVERSITY SHOULD ARBITRARILY DECIDE FATE OF STUDENTS.**

Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh directs the Secretary, Sindh Higher Education Commission and Chairman, Chartered Inspection & Evaluation Committee, HEC, to hold enquiry, take appropriate legal action against Dadabhoi Institute of Higher Education for jeopardizing the career of students on the ground of financial losses and take immediate steps so that no private institution / university in future should arbitrarily decide the fate of students. The orders were passed on the complaint filed by Ms. Rida Nazeer and other students in April, 2021 alleging that management of Dadabhoi Institute of Higher Education arbitrarily decided to discontinue the four year degree course of B.Sc Program in Food & Sciences Technology, after two years, and compiled them to sign the consent forms for transfer to other institutions though they were allowed admissions for a degree program of four years. They, therefore, solicited intervention for securing their academic career.

Dadabhoi Institute of Higher Education in its reports admitted the facts and stated that due to low number of admissions and fallen revenue on account of not achieving the target of admission of at-least 50 students, it was decided by the committee to close the program, however, efforts were being made to transfer / accommodate the students to other Universities.

The Sindh Higher Education Commission reported that Dadabhoi Institute had neither adhered to the spirit of Section 6(4) whereby the Institute had to abide by the directions from the Government of Sindh / HEC for any deviation into the study program / scheme nor obtained any

permission from the Commission to discontinue the study, which was in contravention to Section (2) of Read with Section 9(1) and (3) of DIHE Act, 2003 (Sindh Act No. III of 2004). The Sindh HEC was also of the view that though the Institute was facing difficulties in continuing the program due to falling revenue proceeds, it was required to serve the interest of the students and education, so that they did not suffer and that Dadabhoi Institute was also bound to ensure either to continue the teaching of remaining courses or get these students properly transferred/admitted in any of the other Universities offering the said course. The representative of Chartered Inspection & Evaluation Committee had requested to decide the matter in the betterment of students keeping in view of policy of the Institute.

The investigation established that Dadabhoi Institute of Higher Education discontinued the offered program, after two years, on the ground of falling revenue, without considering the interest of students and thus violated the provisions of law. It has also observed with concern that the government functionaries including Chartered Inspection and Evaluation Committee had failed to perform their due role to save the career of students who had been pushed in the dark alley during mid of their Degree program.

Therefore, Honourable Ombudsman Sindh directed the Dadabhoi Institute of Higher Education to either restart and complete the program of four years announced by them or the affected students must be transferred to any other reputable institution / university. Besides, the Secretary, Sindh Higher Education Commission and Chairman, Chartered Inspection & Evaluation Committee, HEC, are directed to hold enquiry and take appropriate legal action against Dadabhoi Institute of Higher Education for jeopardizing the career of students on account of financial losses being faced due to low number of admissions in a particular faculty and also take immediate steps that no private institution / university should arbitrarily decide fate of the students just on the basis of monetary losses.



## ***Glimpses of some Achievements / Initiatives***

### **ACCOUNTANT GENERAL SINDH TO HOLD OPEN KATCHEHRIES TO RESOLVE THE ISSUES OF PENSIONERS.**

Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh observed that one of the major causes of delay in grant of pension to retired employees or family pension to legal heirs of a deceased employee is the cumbersome procedure and documentation for the purpose.

Keeping in view the same Hon'ble Ombudsman Sindh called the A.G. Sindh, Karachi, to discuss the issue and to simplify the procedure to avoid delay in pension cases.

Mr. Sajjad Hyder, Accountant General Sindh accompanied with his concerned officers attended the meeting chaired by Honourable Ombudsman Sindh who was assisted by the Secretary, Advisor-K, Consultant Legal and the Registrar, Secretariat Provincial Ombudsman Sindh.

The A.G. Sindh briefed the participants about the procedure, rules, policies and steps taken to curb the problems being faced by the retired government servants and families of deceased employees. He emphasized that the office of A.G. Sindh is only disbursing authority whereas administrative departments of Government of Sindh are the sanctioning authority and the major

problem is delayed in receipt of pension papers from the concerned departments. He highlighted that from last year or so payment of Anticipatory Pension @ 65% is being paid to retired employees from very next month in Karachi Region as well as some districts of the Province.

After detailed deliberation, it was agreed by the Accountant General Sindh to take initiatives for integration of their system with NADRA to use the facility of biometric and to get access to information about legal heirs of a deceased employee.

It was also decided that the lists of the employees going to retire should be sent to the administrative Secretaries of the departments and in case where considerable delay in forwarding the pension papers is noticed, the same would be brought to the notice of Chief Secretary, Sindh.

It was also decided that A.G. Sindh will hold "Open Katchehry" in his office whereas District Accounts Officers will hold such katchehries in their respective offices in presence of Regional Director of Provincial Ombudsman Office, to facilitate and extend help in redressal of grievances of the pensioners.

It was also agreed that such meetings would be held regularly to discuss the issues to reduce the complaints about delay in grant and payment of pensionary benefits.



Mr. Sajjad Hyder, Accountant General Sindh and his team members attended the meeting held in the Ombudsman Office under the chairmanship of Honourable Ombudsman Sindh Mr. Ajaz Ali Khan to discuss and find the ways to simplify the procedure for payment of pension and service dues. Officers of both the offices are also seen in the picture.

### **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.





## ***Glimpses of some Achievements / Initiatives***

### **CHIEF MINISTER EXTENDED SUPPORT TO THE PROVINCIAL OMBUDSMAN SECRETARIAT FOR PROVIDING FREE AND SPEEDY ADMINISTRATIVE JUSTICE TO THE PUBLIC AT LARGE TO THEIR DOORSTEPS BY ISSUING THE DIRECTIVES.**

The directive was issued by Chief Minister Secretariat in October, 2020 to all the Administrative Secretaries as well as to their lower setup to avoid indifferent /non-responsive attitude to the complaints forwarded by the Investigating Officers of Provincial Ombudsman Sindh, and ensure their presence for hearings and timely submission of comments/reports to provide timely relief to the complainant. Another directive was issued by Chief Minister on 9<sup>th</sup> November 2021 to the Secretary, School Education and Literacy Department and all concerned quarters to extend support for the implementation of recommendation of study on the "Issues of Girls' Education in Sindh".

### **DIRECTIVES ISSUED TO INSPECTOR GENERAL OF PRISONS, SINDH, FOR TAKING SAFETY MEASURES TO PROTECT THE PRISONERS.**

Keeping in view of outbreak of pandemic of COVID-19, Honourable Ombudsman Sindh in exercise of powers vested under the provisions of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date) directed the Inspector General of Prisons, Sindh, to issue directions to all the Superintendents of Prisons of the Province of Sindh to immediately take all safety measures to protect the inmates from the looming threat of pandemic of COVID-19 in jails.

It was also directed that emergency plan to segregate the old age and the sick prisoners who are more susceptible under the situation may immediately be evolved to ensure the safety of the rest.

It was further directed that medical facilities towards all inmates and the staff posted therein be enhanced and ensured 24/7 basis.

In compliance thereof, the concerned Jail Superintendents submitted their separate reports indicating the measures taken for the safety of the prisoners and staff.

Honourable Ombudsman Sindh again directed the I. G. Prison, Sindh, to ensure all the safety measures to protect the old-aged and ailing prisoners and also to ensure provision and wearing of "MASKS" by all the prisoners in addition to precautionary measures circulated time and again by Home Department, Government of Sindh.

### **DIRECTIVES TO SECRETARY TO GOVERNMENT OF SINDH, HEALTH DEPARTMENT, FOR PROTECTIVE MEASURES TO PREVENT THE SPREAD OF WAVES OF COVID-19.**

Keeping in view of outbreak of pandemic if COVID-19, Honourable Ombudsman, Sindh in exercise of powers vested under the provisions of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date) directed the Secretary to Government of Sindh, Health Department, to ensure wide circulation of steps and measures taken to minimize the effect of current wave of Covid-19 for awareness of general public, employees of Government as well as other formal and informal sectors.

It has also been directed to issue directions to all the Medical Superintendents of the Hospitals working under the administrative control of Health Department, for ensuring availability of all the required medicines / treatments for COVID patients in addition to creating separate desks to facilitate the general public.

Honourable Ombudsman has further directed that a comprehensive campaign should also be chalked out for screening of the Provincial Government Employees especially those of old age and vulnerable for the safety of rest.

In compliance of the directives the concerned officers submitted their respective reports indicating the measures taken and efforts made in the matter.

## ***Glimpses of some Achievements / Initiatives***

### **RESEARCH STUDY ON "ISSUES OF GIRLS' EDUCATION IN SINDH",**

The Provincial Ombudsman Sindh carried out a research study on "Issues of Girls' Education in Sindh" through Sindh Education Foundation (SEF) in October 2020 with International Ombudsman Institution's (IOI), subsidy. The broad objectives of the research were to identify key policy level issues causing deterioration of girls' education in Sindh and to give key recommendations for improving access to education for girls in Sindh.

The research carried out, in three months was the mix of desk research and key informant interviews (KITS) with key stakeholders associated with education sector and the main findings were that the Socio-Cultural, Political and Religious norms of the society, have a negative impact on women's position and their identity in the society;



The poor quality of education in Sindh widens the gap between girls' enrolment and retention rate in primary and secondary schools, lack of female teacher and functional private and secure wash rooms, drinking water and the boundary wall are major reasons which hinder girls from attending schools.

The main recommendation were to review the existing policies from a gender perspective, Community awareness / campaigns through workshops at local level on regular basis on the importance of girls' education and the benefits it brings to the family and society as a whole; strengthening of monitoring mechanism; priority shall be given to up-gradation and consolidation of Primary schools into Elementary / Secondary schools, provision of adequate facilities and competent female teachers and School Management Committee should be activated with female leaders.

*Mr Abdul Kabir Kazi, Managing Director, Sindh Education Foundation (SEF) presented report and multimedia presentation in connection with study about Girls' Education in Sindh, carried out on request of Honourable Ombudsman, Sindh.*

### **THE PUBLIC SERVICE MESSAGE FROM HONOURABLE OMBUDSMAN SINDH**

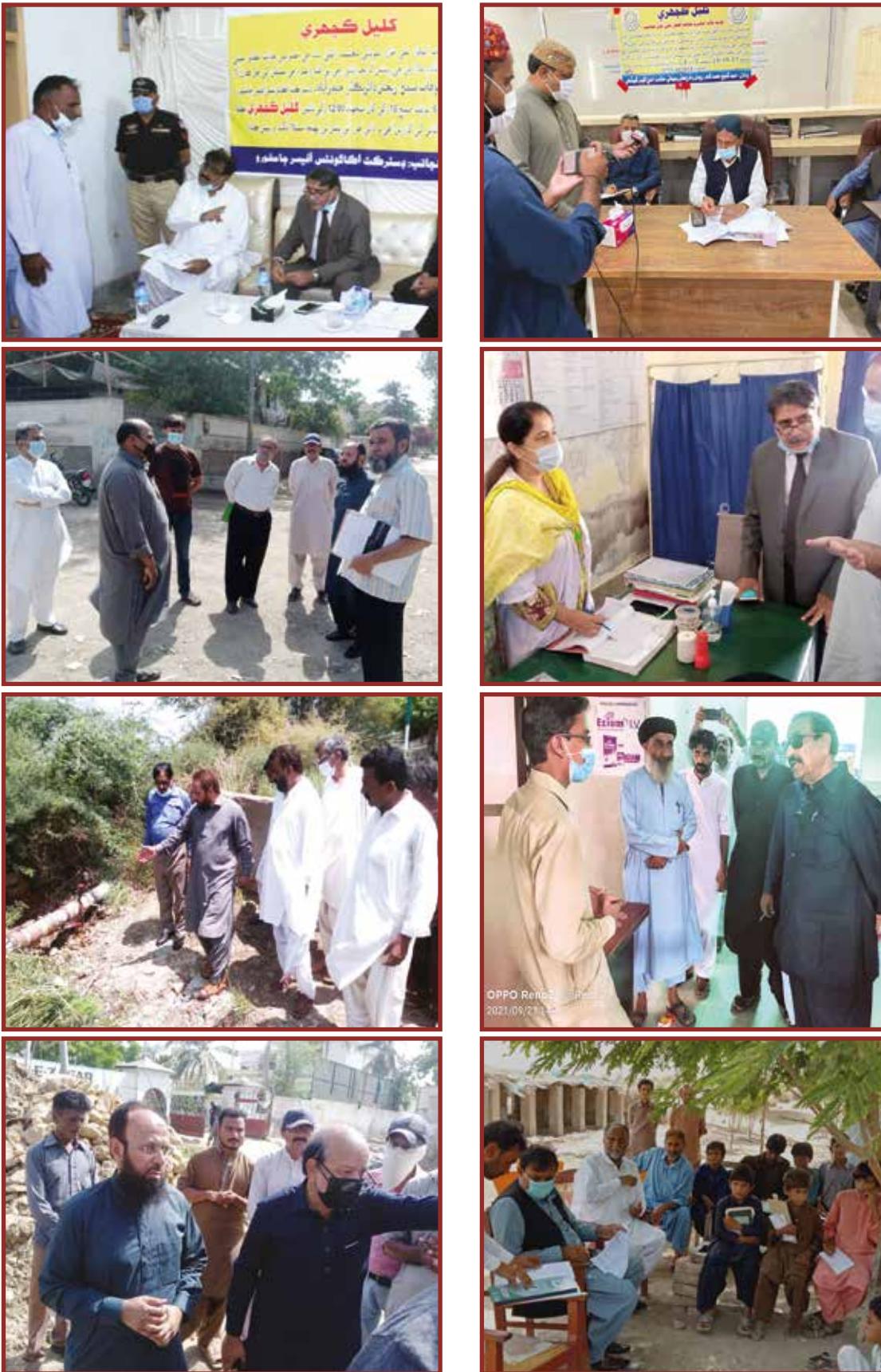
The Public Service Message from Honourable Ombudsman Sindh, on Panaflex were distributed in the 16 Regional Offices of Provincial Ombudsman Sindh with instructions to display the same at Regional Offices, all Divisional and District Offices of Sindh Government such as Education, Health, Police, etc and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

*Images of Panaflex*



## Glimpses of some Khuli Katcherries / Site visits conducted by the Regional Directors, Provincial Ombudsman Sindh on the directives of Hon'ble Ombudsman.







## *Selected Cases*





## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/418/2021/D.G-I
<i>Name and address of the complainant:</i>	Mr. Jawaid Ahmed, House No. 24, Behind Faizan-e-Madina, Urangabad, Al- Atta Town, Mirpurkhas.
<i>Name of the Agency complained against:</i>	Malir Development Authority (MDA).
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Farrukh Habib, Director General-I
<i>Subject:</i>	<b>DELAY IN REFUND OF RS.53,500/- IN RESPECT OF PLOT NO. L-90, TAISER TOWN, KARACHI.</b>

#### THE COMPLAINT

Mr. Jawaid Ahmed, made a complaint dated 19.01.2021, alleging therein that he had been allotted a residential plot No. L-90, Sub. Sector-X, Sector-93, Phase-2, Taiser Town, Malir Development Authority and had mistakenly deposited an amount of Rs.53500/- in excess. He further added that although he completed all codal formalities for refund of said excess amount but all in vain. He therefore, solicited our intervention in the matter and requested that the Agency may be directed to refund his excess deposited amount.

#### PROCEEDINGS

2. The complaint was admitted for investigation 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. The Assistant Director, Taiser Town, Scheme-45, Malir Development Authority, vide letter dated 18.06.2021, reported that the excess amount of Rs.53,500/- deposited by complainant had already refunded vide cheque No. 22440929 dated 09.03.2021, on 26.04.2021.
4. Copy of Agency's report was forwarded to the complainant for his rejoinder. Having no response, the complainant was contacted on his given cell phone on 22.09.2021, who confirmed receipt of cheque amounting to Rs.53,500/- from Malir Development Authority and there was nothing outstanding with Malir Development Authority (MDA) and requested to close his case.

#### DECISION

5. In view of the above, further proceedings in the matter are dropped and the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 05<sup>th</sup> October, 2021

*Annual Report 2021*



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/1518/2015/K
<i>Name and address of the complainant:</i>	Mst. Saban Bibi, Sister of (Late) Malik Dost Muhammad, R/o. Chak No.70, Shumali (Northern) Risala No.08, Sargodha, Punjab.
<i>Name of the Agency complained against:</i>	Accountant General Sindh, Karachi.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ghulam Abid Shaikh, Advisor-K.
<i>Subject:</i>	<b>ALLEGED DELAY IN TRANSFER OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER UNMARRIED BROTHER.</b>

### THE COMPLAINT

Mst. Saban Bibi, r/o. Chak No. 70, Shumali Risala No.08, District Sargodha filed a complaint 08.06.2015 regarding alleged delay in transfer of family pension to her in respect of her unmarried brother who retired from service as Head Constable, Police and died on 15.10.2013 and her mother also passed away in 2001. In this connection, she had approached A.G. Sindh but there was no response from his office since last three months. Being aggrieved, she 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 receiving mandatory Affidavit on Form-“A” and other relevant documents, thereafter the matter was taken up with A.G. Sindh vide this office letter dated: 26.06.2015 followed by several reminders, finally after constant persuasion, the Accounts Officer (Pension Facilitation Cell) vide letter dated: 05.10.2018 informed that following documents were missing in the pension papers received for transfer of family pension to Mst. Saban Bibi :

- i. Heirship Certificate duly signed by Tehsildar
- ii. Family Registration Certificate issued by NADRA.
- iii. No-Source of Income Certificate.
- iv. No-Marriage Certificate issued by concerned Union Council.
- v. 03 photographs.

3. He further added that alongwith above mentioned documents she is required to appear before Treasury Officer, Karachi for personal verification.

4. Pursuant to the above, the complainant was advised vide this office letter dated: 26.10.2018 to appear before Treasury Officer, Karachi alongiwtth required documents. In response, she vide her letter dated: 07.02.2019 informed that all required documents have been forwarded to A.G. Sindh and requested this office for early payment of monthly pension alongwith accumulated dues to her. The matter was therefore once again taken up with A.G. Sindh vide this office letter dated: 11.02.2019 for immediate finalization of the pension case of the complainant. While the reply of A.G. Sindh was still awaited, the complainant vide her letter dated: 24.10.2019 informed that due to efforts of this Institution, the payment of monthly pension to her has been received on 07.02.2019 but the arrears of her late brother payable w.e.f.15.10.2013 have not been made to her so far.



The A.G. Sindh was thus requested vide this office letter dated: 19.02.2020 to expedite the payment of dues to the complainant. In reply, the Accounts Officer, Office of A.G. Sindh vide letter dated: 27.02.2020 informed that the family pension has already been allowed to her w.e.f. 01.02.2019 but in order to allow arrears, her physical appearance as well as biometric verification is required. She may therefore be advised to visit their office alongwith following documents:

- i. CNIC Original plus two copies.
  - ii. Death Certificate of Late Malik Dost Muhammad; original plus two copies.
  - iii. FRC from NADRA.
  - iv. Heirship Certificate original plus two copies.
  - v. No marriage certificate of Mst. Saban Bibi.
  - vi. A certificate from District Accounts Office, Sargodha showing the amount of last pension and the last date on which pension payment was effected.
5. In pursuance, she was advised vide this office letter dated: 03.03.2020 to appear before the Accounts Officer of A.G. Sindh alongwith required documents which she complied and after completion of all codal formalities, the Accounts Officer vide his letter dated: 04.02.2021 informed that payment of arrears to Mst. Saban Bibi has been allowed. In support thereof, a copy of Pension Roll Slip for the month of January, 2021 was enclosed indicating payment of Rs.0.685 million to her.

### **CONFIRMATION OF THE COMPLAINANT**

6. The complainant when contacted on her given cell no. 0307-5260837 confirmed the receipt of monthly family pension alongwith all consequential dues of her late brother and expressed gratitude to this Institution for pursuing her case to resolve her long outstanding problem.

### **FINDINGS**

7. The perusal of record reveals that unfortunately it took more than 03 years for A.G's office to locate the pension papers of Mst. Saban Bibi and when responded on 05.10.2018 provided us a list of pre-requisites which were to be full-filled by her. Being an old lady of more than 70 years it took her more than a year to furnish required documents to A.G's office. Although the monthly pension was released to her w.e.f.01.02.2019 but the payment of arrears required her physical appearance before Accounts Officer alongwith documents mentioned above which was also done but it took her another year to comply. Finally as a consequence of constant persuasion and relentless efforts of this office she was able to get monthly family pension as well as arrears in respect of her late brother. Thus her 10 years long ordeal came to an end.



## **DECISION**

8. In view of above, the complaint stands fully redressed and disposed of accordingly.
9. This also disposes off her another complaint No. POS/2258/2018/K-21 filed on the same subject on 06.08.2018.

Given under my hand & seal of this office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 08<sup>th</sup> March, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/3516/KHE-557/18/Adv-Z
<i>Name and address of the complainant:</i>	Mr. Abdullah, House No.411, Street No. 8/C, Hazrat Bilal Colony, Korangi Industrial Area, Karachi
<i>Name of the Agency complained against:</i>	Sindh Building Control Authority.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zamir Ahmad Khan Advisor 'Z'.
<i>Subject:</i>	<b>COMPLAINT AGAINST M/S. SHADAB DEVELOPERS FOR ALLEGED UNJUSTIFIED CANCELLATION OF PLOT OF THE COMPLAINANT.</b>

### THE COMPLAINT

Mr. Abdullah filed a complaint on 27.11.2018 against SBCA regarding unjustified cancellation of his plot. He stated that he booked a commercial plot No.49, Block-S, category 'SA' measuring 200 square yards in Gulshan-e-Falaknaz from M/s. Shadab Developers on 16.12.2003 on easy instalments, for Rs.400,000/-. After booking he paid an amount of Rs.217,000/- in instalments as per schedule of the Developers. He was out of province for three months due to which he could not pay due instalment and his plot was cancelled. He visited Shadab Developers Office many times for payment of remaining dues, but they refused to accept. He, therefore, sought our intervention in the matter for redressal of his 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, the complaint was referred to the Agency for preliminary report, vide this office letter No.POS/3516/KHE/557/18 dated 19.12.2018. In response, SBCA submitted letter No. SBCA/DD(D-1)/473 (part file)/2019/52 dated 28.05.2019 and attached a copy of Shadab Developer's reply, saying that the plot was cancelled due to non-payment of instalments on time and the complainant accepted his fault.

3. The matter remained under investigation. Hearings were also fixed and M/s. Shadab Developers were motivated to resolve the issue.

### REJOINDER

4. A copy of Agency's report was sent to the complainant vide this office letter dated 01.08.2019 for rejoinder. In response, the complainant reiterated his earlier grievance.

5. Finally, the complainant informed, vide his letter, dated 05.04.2021 that his grievance has been resolved. Since this letter was received through courier service, bearing different signature, the complainant was also contacted on cell phone, who confirmed resolution of the matter.



## **CONCLUSION**

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

Given under my hand and seal of the office



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 08<sup>th</sup> October, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/2117/2021/B-33
<i>Name and address of the complainant:</i>	Mr. Muhammad Zahid Ali, R/o House No.796/797, Block-J, Sector, Sector 11 1/2 , Orangi Town, Karachi.
<i>Name of the Agency complained against:</i>	Sindh Board of Technical Education, Karachi.
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Qamar Razi Naqvi – Consultant - B
<i>Subject:</i>	<b>ALLEGED DISCRIMINATION IN AWARD OF GOLD MEDAL TO THE COMPLAINANT.</b>

#### THE COMPLAINT

Mr. Muhammad Zahid Ali, in his complaint dated 15.04.2021, alleged that he was nominated for award of Gold Medal by the Sindh Board of Technical Education, Karachi, as he passed/completed the Diploma of Associate Engineering (Power Technology), with distinction. The Award Ceremony had to be held at Governor House in 2011, but he was not contacted till date by the authorities concerned. He, therefore, took recourse of this Institution for getting his legitimate honour.

#### PROCEEDINGS

2. After completion of codal formalities, the complaint was admitted for investigation under section 10 of the Act, 1991 (amended up-to-date) and the matter was taken up with the Agency i.e. Sindh Board of Technical Education, Karachi. After protracted correspondence, the Law Officer of SBTE vide report dated 23.11.2021 informed that the Medal and Merit Certificate of the complainant was handed over to the then Principal of concerned College but was not conferred due to unknown reasons. However, since the complaint is genuine the Gold Medal and Merit Certificate were sent to this Institution to hand-over the same to the complainant.
3. The complainant was called on 01.12.2021 and was conferred the Gold Medal as well as Merit Certificate by the undersigned. He paid gratitude to this Institution after redressal of his outstanding grievance.

#### FINDINGS

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

#### DECISION

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

Given under my hand and seal of the office



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 07<sup>th</sup> December, 2021

*Annual Report 2021*



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/5117/2020/F
<i>Name and address of the complainant:</i>	Mr. Parvez Ahmed, P.O. Box No. 2525, Dubai 2525, Dubai, U.A.E.
<i>Name of the Agency complained against:</i>	Revenue
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F.
<i>Subject:</i>	<b>COMPLAINT REGARDING INORDINATE DELAY IN RETURN OF REGISTERED SALE DEEDS OF TWO FLATS OF THE COMPLAINANT SUBMITTED ON 12.02.2015 AND 23.02.2015 RESPECTIVELY AFTER COMPLETION OF ALL REQUIRED FORMALITIES.</b>

### THE COMPLAINT

Mr. Parvez Ahmed in his complaint dated 03.12.2020 stated that he had submitted two sales deeds in respect of his two flats to the Sub-Registrar, North Nazimabad, Karachi after completion of requisite formalities on 12.02.2015 and 23.02.2015, which were registered and sent to the Micro Filming Department, Board of Revenue. The said documents were not returned to him even after lapse of such long period. He had approached the offices of Sub-Registrar and the Micro Filming Department but there was no positive response from both offices. The complainant therefore, solicited our intervention.

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 and Sub-Registrar, North Nazimabad asked to furnish comments.

### PROCEEDINGS

3. The complainant, who was residing at Dubai, authorized his sister Ms. Najma Saeed, to represent him.

4. Hearing was held on 04.03.2021, which attended by Ms. Najma Saeed and Mr. Imran Khan, representative of the Sub-Registrar. The report dated 02.03.2021 was received from the Sub-Registrar, wherein it was stated that the two documents were sent to the Micro Filming Unit, Board of Revenue Camp at Karachi in 2015 but the same were not received back.

5. Mr. Muhammad Aamir Sabir, Micro Filming Officer Board of Revenue was called for hearing on 16.03.2021. He informed that every effort was made to trace out the documents but were not forthcoming. He suggested to advise the complainant to file fresh documents. The complainant accordingly filed fresh Conveyance Deeds. The matter was pursued with the Micro Filming Officer, whose office was responsible for loss of the documents.



6. Mst. Najma Saeed, the sister of complainant, who all along pursued the case, appeared on 30.08.2021. She submitted letter of thanks stating that she had received both the documents from the office of Sub-Registrar, North Nazimabad on 13.08.2021 and her grievance stood redressed.

#### **DECISION**

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

Given under my hand & seal of this office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 09<sup>th</sup> September, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/3477/2020/G
<i>Name and address of the complainant:</i>	Mr. Salim Jan Muhammad, Sabil Wali Masjid, Bahadur Yar Jhang Road, Guree Mandir, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board (KW&SB)
<i>Name &amp; Designation of Investigating Officer:</i>	Brig. Muhammad Jamil (Retd) Consultant-G.
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b>ALLEGED WATER LEAKAGE IN KW&amp;SB WATER SUPPLY LINE CAUSING SEVERE DAMAGE TO THE BASE STRUCTURE OF SABIL WALI MASJID, BAHADUR YAR JHANG ROAD, KARACHI.</b>

### THE COMPLAINT

Mr. Salim Jan Muhammad, filed an online complaint dated: 01.09.2020 and alleged therein that water supply valves installed at ground floor of Sabil Wali Masjid, Bahadur Yar Jhang Road, Karachi were defective, resultantly leakage of water was notices from those valves, which was damaging Sabil Wali Masjid building structure. He further alleged that he made several complaints to the KW&SB authorities but all in vain. He, 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 upto date) subject to submission singed complaint duly addressed to Provincial Ombudsman Sindh alongwith copy of CNIC and Affidavit on Form-A and by the condoning delay. Accordingly, the complainant was advised to furnish the said required documents vide this office letter dated: 07.10.2020 who in response, submitted original / signed complaint and other supporting documents as required by this office.

3. The matter was taken up with the Executive Engineer (Water) KW&SB, Jamshed Town, Karachi vide this office letter dated: 22.12.2020. In response thereto, the concerned Executive Engineer, Jamshed Town (Water), KW&SB vide his letter dated: 18.11.2020 reported that the said water leakage was on the existing 24" dia cast Iron main water Line which was laid before 1947. The said water line has outlived its utility which need to be replaced. To replace / the damaged water and valves, the estimate was also prepared and sent to the higher authorities for obtaining the necessary technical, administrative and financial approval and after acquiring requisite approvals, the required work would be carried out.

4. The matter remained under correspondence with agency and complainant and the hearings were also fixed on 21.06.2021, 08.07.2021, 29.07.2021, 07.09.2021, 15.09.2021, 15.10.2021 vide this office letters dated: 07.06.2021, 25.06.2021, 08.07.2021, 17.08.2021 and 24.09.2021, respectively.



5. Lateron, the Executive Engineer (Water), Jamshed Town, KW&SB vide its office letter dated: 08.10.2021 reported that the leakage at Sabil Wali Masjid has been plugged and water supply is running smoothly.

#### **COMPLAINANT'S REJOINDER**

6. A copy of agency's letter dated: 08.10.2021 was handed over to the complainant for his rejoinder / confirmation of redressal of his grievance as reported by the agency. In response thereto, the complainant vide his letters dated: 18.10.2021 and 29.10.2021 confirmed redressal of his long standing complaint regarding leakage of water from defective water valves of KW&SB and thanked the Ombudsman's office for resolution of his grievance.

#### **FINDINGS**

7. To control the leakage of water from the defective water valves installed by the KW&SB, the required repair work was executed on the intervention of Ombudsman's office.

8. No heed was paid to the complainant's requests / formal applications before concerned authorities of KW&SB until the complainant agitated before the Ombudsman's office.

#### **DECISION**

9. 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 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; 29<sup>th</sup> Nomber, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/1277/2011/H
<i>Name and address of the complainant:</i>	Mst. Shagufta Shaheen wd/o. Ali Asghar, Village and P.O. Mohra Bakhtan, Taluka Kallar Maidan, District Rawalpindi, Punjab.
<i>Name of the Agency complained against:</i>	Works and Services Department, Government of Sindh.
<i>Name &amp; Designation of Investigating Officer:</i>	Ms. Rehana Ghulam Ali Memon, Consultant (H)
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT REGARDING NON-PAYMENT OF FINANCIAL ASSISTANCE, GROUP INSURANCE, PAYMENT OF G.P. FUND AND BENEVOLENT FUND AND NON-PROVISION OF EMPLOYMENT AGAINST DECEASED QUOTA OF MST. SHAGUFTA SHAHEEN W/O. ALI ASGHAR, EX-MALI OF SINDH HOUSE ISLAMABAD</b>

### THE COMPLAINT

The complaint dated nil of Mst. Shagufta Shaheen wd/o Ali Asghar, Ex-Mali, Sindh House, Islamabad was received through Wafaqi Mohtasib Secretariat, Islamabad on 24.05.2011 and 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), subject to submission of complaint duly signed / addressed to the Honourable Provincial Ombudsman Sindh, copy of CNIC, Affidavit on Form "A" and other relevant documents.

2. The complainant submitted fresh complaint addressed to the Provincial Ombudsman Sindh stating that her husband Ali Asghar was serving as Mali in Sindh House Islamabad and died during service on 10.11.2008. She alleged that even after passage of two years and four months and repeated applications to the Agency, she has not received pension dues i.e. family pension (75%), G.P. Fund, Financial Assistance, Group Insurance, Benevolent Fund and job to her son against deceased quota.

### PROCEEDINGS

3. The matter was taken up with the agency vide letter dated 14.06.2011. The Resident Engineer, Special Project, Sindh House Islamabad vide his letter dated 24.06.2011 reported that pension claim was paid to widow on 12.04.2010 from the District Accounts Officer, Katchery Rawalpindi alongwith G.P. Fund (Final Payment) of Rs.25,752/- on 09.06.2011 vide AGPR Islamabad Cheque No.3252489 dated 03.06.2011. The case for Benevolent Fund was also forwarded to the Administrative Officer, Benevolent Fund Board, vide letters dated 19.09.2009 and 26.10.2009. The complainant vide her rejoinder dated 24.07.2011 confirmed the receipts of 25% of pension, final Payment of G.P. Fund and reiterated for payment of remaining pension dues i.e. 75% of family pension and job to her son against deceased quota.

4. After protracted correspondence with State Life Insurance Corporation of Pakistan and the Resident Engineer, Special Project Sindh House, Islamabad for payment of Group Insurance claim of the widow, the Resident Engineer, reported vide letter dated 09.03.2016 that payment of death claim / Group Insurance was made to the complainant through cheque No.3519569 dated 10.02.2016 amounting to Rs.150,000/- and got acknowledgement / discharge voucher.

5. As far as the case of Financial Assistance, an amount of Rs.200,000/- was sanctioned vide order dated 15.04.2019 but the same was not paid to the widow due to misplacement of order during shifting of the office as reported by the Resident Engineer, vide his letter dated 14.02.2020. On the directives of this Secretariat to the Works & Services Department and Finance Department, Government of Sindh, the same was revalidated vide Sanction Order dated 14.10.2020 which was finally paid to the widow complainant vide receipt dated 19.01.2021. The Resident Engineer, Sindh House Islamabad vide letter dated 22.03.2021 also confirmed the payment of pension.

6. The matter for payment of Benevolent Fund was taken up vigorously with the Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD, which approved the benevolent fund on 28.04.2021 with monthly grant of Rs.1,250 p.m. w.e.f. 10.11.2008 to 30.11.2015 and Rs.2000/- p.m. w.e.f. 01.12.2015 for lifetime subject to submission of "No Marriage Certificate" of the widow. Accordingly, the complainant was advised to submit the required documents through letters dated 17.05.2021, 28.05.2021 and 14.06.2021. In response, Mr. Mohsin Raza s/o the widow of complainant submitted an application in this Secretariat on 25.06.2021 stating that her mother (Shagufta Shaheen, complainant) has died on 13.04.2021 and furnished the death certificate. He also furnished copy of Family Registration Certificate (FRC) and stated that all the siblings of deceased complainant are major and requested for payment of Benevolent Fund till his mother's death. The same was forwarded to the Administrative Officer, the Benevolent Fund Board, SGA&CD, for necessary action on 30.06.2021 who informed that the matter of life time arrears is under process with Finance Department since March'20 for want of opinion/advice and will be processed after receiving advice. This secretariat vigorously followed with Finance Department for their advice. The Finance Department on 13.08.2021 advised to place the matter before Provincial Benevolent Fund Management Board and the same was placed before the Board for approval. The Administrative Officer, Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD, vide letter dated 08.11.2021 informed that name of deceased complainant's son has been enlisted in the list for payment and amount will be credited in the account. The amount of Rs.234,675/- payable has been credited into the account of one son Mr. Mohsin Raza who has been authorized by all family members to collect the amount on their behalf and Mr. Mohsin Raza also confirmed the receipt of amount in his account on phone.

7. Regarding case of appointment, the case was sent to the Law Department, Government of Sindh by the Section Officer-I, Works & Services Department vide letter dated 22.04.2021 for further necessary action followed by this Secretariat vide letter dated 26.04.2021. The Section Officer (D.Q.) for Secretary to Government of Sindh, Law Department vide letter dated 04.04.2021 reported that the case of Mr. Waqas s/o late Ali Asghar, Ex-Mali, does not cover under deceased quota policy as he has a domicile of Rawalpindi District, Punjab and deceased quota policy is only for those who possess Sindh domicile as per Section 13 of APT Rules, 1974. The Regulation Wing of S&GAD also endorsed the view of Law Department and also mentioned the similar advice of Advocate General Sindh in another case.



8. A hearing was also held in this regard on 14.07.2021, the concerned parties were asked that how late Mr. Asghar, got the job of Mali in Sindh House when he had domicile of Rawalpindi on this it was informed that he was appointed in 1985 on contract / work charge basis being the resident of Rawalpindi District and regularized in 1996 as per directives of Prime Minister, adopted by Sindh Government. The Resident Engineer, Special Project Sindh House stated that his office does not have the domicile of late Ali Asghar. The new appointments are made as per Section 13 of APT Rules 1974, hence the request of Mr. Waqas Ali cannot be considered. The complainant was also informed about the decision and he was thankful for all the payments of the pensionary benefits.

### **FINDINGS**

9. All the issues raised by the complainant in her complaint regarding pension dues have been addressed and she received Rs.610,427/- in this regard. But the request for appointment of her son against deceased quota has been declined as he was not eligible on the basis of Rawalpindi Domicile as per Section 13 of APT Rules, 1974.

### **DECISION**

10. 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 stands disposed of as redressed.

Given under my hand and seal of office.



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 26<sup>th</sup> November, 2021



## Selected Cases

### DECISION

*Complaint No.*

POS/CH/1407/2021

*Name and address  
of the complainant:*

Mr. Safdar Ali,  
22T, Ground Floor, Lane-5, Phase-6, DHA, Karachi.

*Name of the Agency  
complained against:*

Director, School Education & Literacy Department,  
Karachi.

*Name & Designation of  
Investigating Officer:*

Ms. Rehana Ghulam Ali Memon,  
Consultant - H.

*Vetted By:*

Mr. Muhammad Naseer Jamali,  
Advisor – N.

*Subject:*

**COMPLAINT AGAINST THE TEACHER NAME MS.  
KHADIJA WHO ALLEGEDLY HARASSED AND  
BLACKMAILED THE CHILD OF THE COMPLAINANT  
REQUEST FOR INTERVENTION.**

### THE COMPLAINT

Mr. Safdar Ali, filed a complaint on 28.02.2021 against the teacher Ms. Khadija of Abdullah Shah Ghazi Girls Secondary School actually known as Government Girls Neelum Secondary School, who blackmailed, harassed and misbehaved with the child of the complainant. He also alleged that the said teacher does not teach the class herself but two students of her coaching center take the class and also threatens the students for not sending their papers to Board.

### PROCEEDINGS

2. The complaint admitted under section 10 of the Establishment of Office of the Ombudsman Sindh for the Province of Sindh Act, 1991 (amended upto date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued pre-admission notice to the Director, Elementary, Secondary and Higher Secondary School Education, Government of Sindh, Karachi, vide letter dated 01.04.2021, for report on the complaint, followed by two reminders dated 22.04.2021 and 05.07.2021. Thereafter the District Education Officer was asked by Assistant Director Litigation of Director Schools Office on 02.06.2021 to submit the report. On receiving no response, a hearing was fixed on 14.07.2021 but not attended by District Education Officer South.

4. The District Education Officer was contacted on phone by Investigation Officer and finally on 25.08.2021 the District Education Officer asked the Headmistress for a report. The Headmistress submitted the report on 06.09.2021 along with letter of complainant dated 30.07.2021 stating that the matter has already been resolved a couple of months back and student has already passed out from the school and apologized the teacher for any inconvenience caused by his complaint.



5. The complainant was contacted on his cell no. 0333-3989338 who said that his matter has been resolved and reiterated the statement as in Para 4.

### **DECISION**

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

Given under my hand and seal of office.



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 25<sup>th</sup> October, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/1419/12/RM-262/NWS-370
<i>Name and address of the complainant:</i>	Mr. Muhammad Rafiq S/o Muhammad Bux, C/o Khan Manzil Chaki Para Shahdadpur, District Sanghar.
<i>Name of the Agency complained against:</i>	School Education Department.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Masood Ishrat, Registrar.
<i>Subject:</i>	<b><u>DELAY IN PAYMENT OF DUES TOWARDS "GROUP INSURANCE" IN RESPECT OF DECEASED WIFE OF THE COMPLAINANT, WHO WAS SCHOOL TEACHER AND DIED ON 29.03.2007, WHILE IN SERVICE.</u></b>

#### THE COMPLAINT

Mr. Muhammad Rafiq S/o Muhammad Bux had filed a complaint dated 30.05.2012 stating therein that his wife namely Farzana, was a school teacher and had expired while in service on 29.03.2007. He alleged that the case of group insurance in respect of his deceased wife has not been forwarded to the competent authority by the Assistant District Officer (F), Shahdadpur, District Sanghar. He therefore, sought our intervention in the matter.

#### 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) for regular investigation, and the matter was referred to the Agency for report/comments. After persuasion, the District Education Officer, Sanghar reported that the case for grant of Financial Assistance was under process, whereas "Group Insurance" case had been prepared and handed over to the complainant on 03.11.2008 for submission of the same to authority concerned.

3. The complainant in his rejoinder dated 08.03.2017 informed that documents of Financial Assistance and Groups Insurance in favour of his deceased wife Farzana had been misplaced by the department which were got re-prepared and submitted in the office of District Education Officer, Shaheed Benazirabad for necessary action.

4. The matter was further persuaded with the School Education & Literacy Department as well as Deputy Manger claim & pension Department, State life Insurance Corporation of Pakistan, Karachi. The Deputy Manager, Claim & Pension, State life Insurance vide letter dated 10.09.2021 informed that claim of the complainant in respect of Group Insurance amounting to Rs.240,000/- has been paid vide cheque No.2613171 dated 26.07.2021.

5. The complainant vide his rejoinder dated nil received in this office on 11.10.2021 confirmed receipt of payment of Group Insurance and expressed his satisfaction for role played by this Institution.



## **FINDINGS**

6. It has been found that case of Group Insurance had been delayed due to misplacement of documents. However, it is a matter of satisfaction that after intervention by this Secretariat, the complainant received the legitimate dues after 14 years of death of his wife.

## **DECISION**

7. 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 dispose of the complaint as redressed and consigned the same to record.

Given under my hand & seal of this office.

*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 26<sup>th</sup> November, 2021





## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/321/2017/KC
<i>Name and address of the complainant:</i>	Mst. Maira Jabeen, H. No. 9/209, Liaquatabad, Karachi.
<i>Name of the Agency complained against:</i>	University of Karachi (K.U)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Nazir Ahmed Qidwai, Director, Regional Office, Karachi (Central)
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh, Advisor-K

*Subject:* **ALLEGED CANCELLATION OF ADMISSION TO B.ED (HONS) PROGRAM ON THE GROUND OF NON-COMPLETING ASSOCIATE DEGREE EDUCATION (ADE).**

### THE COMPLAINT

Mst. Maira Jabeen, filed a complaint on 19.12.2017 stating that she had taken admission in Associate Degree Education (ADE) in Govt. Elementary College for Women, Hussainabad, Karachi and she failed in one subject / paper in 3rd Semester. After appearing in 4th Semester, she took admission in B.ED (Hons), 5th Semester in Government College of Education, Federal "B" Area, Karachi where at the time of taking admission, she had intimated about her failure in one subject of 3rd Semester. She added that just before the start of 8th Semester examinations, the University of Karachi had cancelled her admission on the plea of non-completion of ADE Program. She further added that she approached the authorities of University of Karachi several times in that regard but to no avail. She, therefore, solicited our intervention for granting her permission to appear in 8th Semester examinations.

### PROCEEDINGS

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 submission of mandatory Affidavit on Form 'A' by the complainant, the matter was taken up with the Agency. In response, Principal, Government College of Education, Federal "B" Area, Karachi vide his letter dated: 27.01.2018 stated that the complainant / student was provisionally given admission in the said college to save her academic year. He added that University of Karachi did not announce Associate Degree Education (ADE) result in due time and issued Admit Card for appearing her in Semester examinations and when she reached in 8th Semester, her admission was cancelled. He added that the University authorities were of the view that it was the fault of the students as she did not clear ADE Program in prescribed time limit, whereas they also did not agree to the proposal of merger of ADE Program into B.ED (Hons) Program.

3. The matter was pursued with all concerned authorities of various departments. Resultantly, the Principal of the College vide his letters dated: 13.03.2018 & 09.04.2018



informed that as per approval of Vice Chancellor, University of Karachi, Mst. Maira's credit hours are transferred from ADE to B.ED (Hons) 4 years. Therefore, ADE enrollment issued earlier is cancelled and new enrollment card in B.ED 04 Years is issued so that her result is declared in time.

4. The report of the Agency was sent to the complainant vide this office letter dated: 20.03.2018 for comments / rejoinder followed by two reminders dated: 06.08.2019 and 19.02.2020. In response, she personally attended this office on 24.08.2021 and informed about receiving of B.ED (Hons) Degree. She also submitted a letter wherein she thanked the Institution of Ombudsman Sindh for intervening into the matter due to which she got her B.ED (Hons) Degree and requested to close the case.

### **FINDINGS**

5. Intervention of the Institution of Ombudsman Sindh saved the academic year of the complainant and redressed her grievance.

### **DECISION**

6. 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 upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 01<sup>st</sup> November, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/4045/RL-42(LKA) 2020
<i>Name and address of the complainant:</i>	Mr. Manthar Ali R/o Village Hussainabad, Taluka Bakrani, District Larkana.
<i>Name of the Agency complained against:</i>	Irrigation Department.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zulqarnain Abro, Regional Director, Larkana.
<i>Vetted By:</i>	Mr. Zamir Ahmad Khan, Advisor 'Z'
<i>Subject:</i>	<b>ALLEGED DELAY IN REPAIR OF TUBEWELL, VILLAGE HUSSAINABAD, TALUKA BAKRANI.</b>

#### THE COMPLAINT

Mr. Manthar Ali, filed an application received on 08.10.2020 against Irrigation Department stating therein that in the year 1983, a tubewell was installed by the Government at his village Hussainabad which was running till 1998. Since then it was out of order for which he filed several applications before Secretary, Irrigation, Executive Engineer, Ratodero but with no response. He, therefore, requested us for intervention in the matter.

#### 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), receiving mandatory Affidavit on Form 'A', and other relevant documents*”, report was called from the Agency. The Executive Engineer, Larkana Drainage Division vide letter No.XEN/LDD/DB/1823 dated 02.11.2020 reported that the Contractor has started the work of Boring / Re-Bore of Tubewell which was done on 01.11.2020, however, other work would be completed within short time. A copy of said report was received by the complainant to file rejoinder on 03.11.2020. The complainant filed rejoinder on 30.11.2020, wherein he reported that the construction work of Tubewell was under progress.

3 The Investigating Officer fixed the matter for hearing the parties on several dates viz: 03.11.2020, 18.11.2020, 10.12.2020, 23.02.2021. During course of hearing held on 23.02.2021, the complainant Mr. Nisar Ahmed Leghari, Executive Engineer, Larkana Drainage Division, Larkana, Makhdoom Mohammad Saleh, Executive Engineer, Tubewell Division, Ratodero and Mr. Hafeez-ur-Rehman, Assistant Engineer, Larkana Tubewell Division were present. The Executive Engineer, Larkana Drainage Division, Larkana, submitted his report No.XEN/LDD/DB/460 dated 22.02.2021 wherein he pointed out that Pump House and Duty Room alongwith fitting of machinery has been completed on 15.01.2021 and presently the Tubewell was working properly. It was further reported that necessary demand notice for installation of new Electric Energy Transformer of 25 K.V.A was paid on 22.02.2021 and installation of new Transformer will be completed by SEPCO. The complainant during course of said hearing also filed an application wherein he stated that his grievance regarding installation of Tubewell has been redressed and did not want further enquiry into the matter.



4. The matter was again fixed for hearing the parties on 18.03.2021, wherein the complainant, Mr. Hafeez-ur-Rehman, Assistant Engineer, Tubewell Sub Division, Larkana and Mr. Khaleel Rehman, Sub-Engineer, Larkana Drainage Division were present and filed report No.XEN/LDD/DB/670 dated 17.03.2021 of Executive Engineer, Larkana Drainage Division, Larkana which revealed that work for installation of Electric Transformer of 25 K.V.A. at Village Hussainabad was in progress by WAPDA and would be completed within 03 days.

5. Later on, the Executive Engineer, Larkana Drainage Division, Larkana vide his letter No.XEN/LDD/DB/690 dated 19.03.2021 reported that Electric Transformer of 25 K.V.A at SCARP Tubewell near Village Hussainabad has been installed by the WAPDA on 18.03.2021 and at present all necessary work of above Tubewell is completed in all respects.

### **CONCLUSION**

6. In view of above position, the complaint stands redressed and is disposed of accordingly.

Given under my hand and seal of the office



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 27<sup>th</sup> July 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/2777/2019/NWS-93
<i>Name and address of the complainant:</i>	Mr. Abdul Aleem Khan s/o Abdul Ghani Khan R/o A-II-837/273, Mohalla Golimar near Shah Latif K.G. School, District Shaheed Benazirabad.
<i>Name of the Agency complained against:</i>	Administrator, Municipal Committee, Nawabshah.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED NON-HANDING OVER POSSESSION OF PLOT NO.103, AWAMI COLONY, NAWABSHAH ALLOTTED TO THE COMPLAINANT IN THE YEAR-1979.</b>

### THE COMPLAINT

Mr. Abdul Aleem Khan filed a complaint dated 03.07.2019 that he was allotted plot no:103, area 120 square yards, located in Awami Colony Nawabshah vide Allotment Order No. EB/901 dated 24.10.1979 by the Administrator, Municipal Committee Nawabshah. He approached the CMO, Municipal Committee (MC) Nawabshah to deliver physical possession of the plot but no response. He sent applications to higher authorities but his matter yet not resolved. Aggrieved by that, he solicited intervention of this institution.

### PROCEEDINGS

2. The complaint 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, Municipal Committee Nawabshah for report vide letter dated 19.08.2019 who in response, reported vide his letter dated 15.10.2019 that complainant had already taken over physical possession of the plot through Assistant Engineer, Public Health Engineering, Division vide his office letter No.ACB/18 dated 25.11.1979. The complainant vide rejoinder dated 28.10.2019 denied of taking physical possession of the plot. This office continued correspondence with the agency and complainant since last two years in order to resolve his issue. The case was heard on different dates and the matter was resolved during hearing on 30.08.2021. The representative of the agency produced site plan of the plot and informed that physical possession of the plot handed over to the complainant who confirmed the contention of the agency and offered thanks of this institution in redressal of his grievance.

### FINDINGS

4. The investigation established mal-administration of the agency as the site plan and physical possession of the plot were not handed over to the complainant since 1979. His grievance is redressed on the intervention of this institution.



## **DECISION**

5. 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 the office



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 24<sup>th</sup> November, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/CH/4227/2021/RM-58
<i>Name and address of the complainant:</i>	Mr. Ali Khan Jiskani R/o C-125, old Wahadat colony, Hyderabad.
<i>Name of the Agency complained against:</i>	District Education Officer (Primary), Mirpurkhas.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zulfiqar Ali Junejo, T.I. Regional Director, Mirpurkhas.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED NON-POSTING OF SCHOOL TEACHER AT GBPS AT VILLAGE ALI KHAN JISKANI, TALUKA JHUDDO.</b>

### THE COMPLAINT

Mr. Ali Khan Jiskani filed a complaint dated 13.08.2021 that GBPS at his village is functional since 1951. The school teacher was retired in 2019 but no new teacher is yet posted by the agency despite his efforts. 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 submission of mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the DEO (Primary) Mirpurkhas for report vide letter dated 24.09.2021. In response, Taluka Education Officer (TEO), Jhuddo informed vide letter dated 15.10.2021 that school teacher is posted at GBPS Ali Khan Jiskani who has joined his duty. The complainant appeared before Investigation Officer, Mirpurkhas on 18.10.2021, filed written statement wherein he confirmed agency report. He requested to close further investigation on his complaint.

### FINDINGS

4. There was mal-administration of the agency as no teacher was posted at GBPS after retirement of teacher in 2019. His grievance is redressed on the intervention of this institution.

### DECISION

5. 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 the office

Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 19<sup>th</sup> November, 2021



*Annual Report 2021*



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/RD/DDU/35/2019
<i>Name and address of the complainant:</i>	Mr. Haji Ayoub Jamali, R/o Village Haji Ayoub Jamali, Taluka Johi, District Dadu.
<i>Name of the Agency complained against:</i>	District Education Officer (DEO) (Primary) Dadu.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Nadir Ali Jamali, Regional Director, Dadu.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali Advisor-N.
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED CLOSURE OF GBPS AT VILLAGE AYOUB JAMALI, TALUKA JOHI.</b>

#### THE COMPLAINT

Mr. Haji Ayoub Jamali filed a complaint dated 09.04.2019 wherein he alleged that GBPS at his village is non-functional since last 10 years due to non-posting of school teacher. He approached the agency but no response. Aggrieved by that, he solicited intervention of this institution.

#### PROCEEDINGS

2. The complaint 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 DEO (Primary) Dadu and Taluka Education Officer (TEO) Johi for report vide letter dated 19.04.2019, followed by 10 reminders. After protracted correspondence, the TEO Johi informed vide letter dated 09.02.2021 that school teacher is posted at GBPS at village Ayoub Jamali and school is functional.

4. The agency report was sent to the complainant for rejoinder vide letter dated 23.02.2021 but no response received despite issuance of 03 reminders.

#### DECISION

5. 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 the office



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 06<sup>th</sup> October, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/TTA/37/2016
<i>Name and address of the complainant:</i>	Mr. Muhammad Ismail s/o Anwar Buriro, R/o Village Suleman Buriro, P/o Ghulamullah, Taluka Mirpur Sakro, District Thatta.
<i>Name of the Agency complained against:</i>	Irrigation Department Thatta
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ahmed Mughal, Regional Director, Thatta.
<i>Subject:</i>	<b>REQUEST FOR APPOINTMENT AS BELDAR AGAINST DECEASED QUOTA BASIS AS THE FATHER OF COMPLAINANT EXPIRED DURING SERVICE ON 02.04.2013.</b>

#### THE COMPLAINT

Mr. Muhammad Ismail S/o Anwar Buriro, filed a complaint against Irrigation Department received in the Regional Office Thatta on December 28, 2016, requesting for appointment as Beldar against Deceased Quota because his father had expired during service on 02.04.2013. He, therefore, solicited our intervention for his appointment on Deceased Quota and resolve his problem.

#### PROCEEDINGS

2. The complaint was admitted for investigation u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act-1991 (as amended upto date). The matter was taken up with the Agency and after protracted correspondence, the Executive Engineer, Thatta, submitted his report dated 28.06.2021 that complainant, Mr. Ismail s/o Anwar Buriro, had been appointed as Beldar in his Division against Deceased Quota on 26.03.2021. He also submitted copy of Service Book and joining report of complainant.

3. The complainant also appeared before the Investigating Officer and submitted statement that his grievance had been redressed on the intervention of this Institution. He, therefore, requested for closing further proceedings in the matter.

#### FINDINGS

4. Since the grievance of the complainant has been redressed after having been appointed against Deceased Quota, no further action is called for.

#### DECISION

5. 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; 13<sup>th</sup> September, 2021

*Annual Report 2021*



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/287/R.Thar/18
<i>Name and address of the complainant:</i>	Mr. Nisar Ahmed, S/o Late Paroo Khan, R/o Village Missri Shah, Taluka Nangarparkaar, District Tharparkar
<i>Name of the Agency complained against:</i>	Education Department, Tharparkar @ Mithi.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Muhammad Riaz Rajput, Regional Director, Tharparkar @ Mithi.
<i>Vetted By:</i>	Syed Qamar Razi Naqvi Consultant-B
<i>Subject:</i>	<b>COMPLAINT AGAINST EDUCATION DEPARTMENT THARPARKAR @ MITHI FOR APPOINTMENT ON DECEASED QUOTA.</b>

### THE COMPLAINT

Mr. Nisar Ahmed filed a complaint dated 17.01.2018 alleging therein that his father, Late Paroo Khan, PST, had expired during service. He submitted that he was son and was a Master Degree Holder who had applied for a job of Non-Teaching Staff, BPS-01 to 15, on Deceased Quota. He had also submitted letter of Director School Education, Elementary/Secondary & Higher Secondary, Mirpurkhas Division, Mirpurkhas, to Mr. Dolatram, District Education Officer, Elementary/Secondary & Higher secondary, Tharparkar, for vacancy position of Non-Teaching Staff, BPS 01 to 15. According to him vacancies were available in the office of Director School Education, Mirpurkhas, but still his case was kept pending. He therefore, sought our intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted for investigation under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act-1991 (as amended upto date) subject to submission of Affidavit on form 'A'.

3. Notice was issued to the District Education Officer, Elementary/Secondary & Higher Secondary, Tharparkar @ Mithi, vide office letter dated 17.01.2018. He informed, vide his letter dated 18.01.2018, that presently there was no post of Non-Teaching Staff (Junior Clerk) lying vacant in Secondary & Higher Secondary Schools. However, 15 cases of Secondary side had been recommended for appointment against Deceased Quota which were still pending. This case pertained to the office of the District Education Officer Primary, Tharparkar @ Mithi.

4. Report of the Agency was sent to the complainant, for his rejoinder, if any. In response the complainant informed that DEO, Elementary/Secondary & Higher Secondary, Tharparkar, had submitted his report dated 18.01.2018 in which he had stated that no post of Junior Clerk was lying vacant. He further stated that in the report dated 22.06.2016, three posts of Junior Clerks had been shown vacant since 2016.



5. Regional Director, fixed the date of hearing. The complainant remained absent and DEO, Elementary/Secondary & Higher Secondary Tharparkar, submitted his report dated 20.02.2018 that 13 Middle Schools had been upgraded to High School but the Notification of up-gradation was still awaited, till such posts could not be filled. The complainant did not attend the hearing and no reply of rejoinder was submitted by him. After that the complainant was called on 28.12.2020, on his Mobile Phone to intimate the latest position of his case, who in response attended the office of Investigating Officer, Tharparkar @ Mithi on 28.01.2021. He filed a written statement that his grievance had been redressed after intervention of this Institution and that he had been appointed and he had joined his duty as Chowkidar (BPS-01) w.e.f 26.02.2019. He was also thankful to this Institution for redressing his grievance. As such he wanted to withdraw his complaint and requested that the same may be filed as redressed.

#### **DECISION**

6. In view of the 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; 22<sup>nd</sup> April, 2021



## Selected Cases

### **DECISION**

<i>Complaint No.</i>	POS/3927/2021/38/KHS
<i>Name and address of the complainant:</i>	Mr. Saad Ali, R/o. Street No. G-11, Taj Masjid Road, Agra Taj Colony, Lyari, Karachi.
<i>Name of the Agency complained against:</i>	(i) District Municipal Corporation (South). (ii) Sindh Solid Waste Management Board, South Zone.
<i>Name &amp; 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>	<b>ALLEGED INACTION ON THE COMPLAINTS DESPITE COMMITMENT MADE BY THE OFFICIALS CONCERNED REGARDING INSANITARY CONDITIONS DUE TO NON-AVAILABILITY OF SWEEPERS IN THE AREA FOR LAST FIVE YEARS. REQUEST FOR INTERVENTION.</b>

### **THE COMPLAINT**

Mr. Saad Ali, filed an online complaint on 27.07.2021 stating therein that he is residing in street G-11, Taj Masjid Road, Agra Taj Colony, Lyari and alleged insanitary condition of his street / area, due to non-availability of sweepers in the area for the last five years. He further alleged that he made complaints to the authorities and commitment was made by the concerned officials, but no action was taken. He, therefore, 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 Municipal Commissioner, District Municipal Corporation (South) Karachi and the Executive Director (Ops-I), Sindh Solid Waste Management Board, South Zone, Karachi vide letter dated: 26.08.2021 for report.

3. While report from the Agency was awaited, a letter of thanks was received on 28.09.2021 from the complainant that prompt action was taken by the agency on intervention of this Institution and his grievance has been resolved.

4. Subsequently, the Executive Director-I (Operations), Sindh Solid Waste Management Board, Government of Sindh, Karachi vide his letter dated: 27.09.2021 forwarded a copy of report dated: 08.09.2021 of Regional Manager (South), Chngyi Kangjie Sanitation Engineering Company Pakistan (Pvt.) Ltd. The said report revealed that previously in UC-I (Agra Taj Lyari Zone) 14 private sanitary workers were deployed and now 20 more private sanitary workers have been detailed w.e.f. 06th August. He added



that previously old age Sanitary Workers of DMC were deployed at Street No. G-11, Taj Masjid Road, (complainant's area) as such the same could not be cleaned properly, however, now private sanitary workers deployed over there are cleaning the said area on regular basis, upon which the complainant also showed his satisfaction.

5. Later on, another letter of thanks / appreciation was received on 11.10.2021 from the complainant who re-affirmed redressal of his grievance on intervention of this Institution.

### **FINDINGS**

6. The matter has been resolved as per report of the Agency dated: 27.09.2021 and complainant's letter of thanks received on 11.10.2021, hence, no further action is required.

### **DECISION**

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

Given under my hand and seal of the office



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 08<sup>th</sup> November, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/ROS/SKK-24/2020
<i>Name and address of the complainant:</i>	Professor Bahir Ahmed Bhayo and Professor Sultana, R/o. H. No A-69, Govt. Employees Housing Society, Shikarpur Road, Sukkur.
<i>Name of the Agency complained against:</i>	District Accounts Officer, Sukkur
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Mahkum Din Qadri Director, Regional Office, Sukkur.
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh, Advisor-K.
<i>Subject:</i>	<b><u>ALLEGED NON-PAYMENT OF LEAVE ENCASHMENT IN LIEU OF L.P.R TO THE COMPLAINANTS.</u></b>

### THE COMPLAINT

Prof. Bashir Ahmed Bhayo and Sultana Memon, retd. Associate Professors, Govt. Degree College, Sukkur filed a complaint on 20.02.2020 regarding alleged non-payment of Leave Encashment in lieu of L.P.R to them by the District Accounts Officer, Sukkur. They, 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 upto date) and after receiving of mandatory Affidavit on Form "A" and other relevant documents, the matter was taken up with the District Accounts Officer, Sukkur vide this office letter dated: 26.02.2020. In response, he vide his report dated: 13.03.2020 informed that previously leave of employees of vacation availing departments was calculated at the rate of one day for each calendar month excluding 02 months of vacation period. Lateron, the Accountant General Sindh vide its circular dated: 30.10.2019 issued instructions that the vacation availing departments employees would earn 10 days leave in a year. Following such instructions his office sought further clarification from the Section Officer (SR-II), Govt. of Sindh, Finance Department, Karachi that whether two months of vacation period will be credited in the leave account of employees or otherwise but the reply was still awaited.

3. A copy of said report was sent to the complainant for their rejoinder vide this office letter dated: 08.06.2020 followed by reminder dated: 02.07.2020. In response, they submitted their rejoinder dated: 15.07.2020 that District Accounts Officer, Sukkur has issued certificate that they are entitled to leave encashment of L.P.R for 365 days but payment has not been made to them.

4. The District Accounts Officer, Sukkur submitted another report dated: 12.10.2020 informing that after seeking clarification from Finance Department payment of Leave Encashment has been made to the complainants through off cycle payroll through their banks accounts as follows:



- i. Mr. Bashir Ahmed dated: 07.08.2020 amounts of Rs.1.3 million.
  - ii. Ms. Sultana Memon dated: 07.08.2020 amount of Rs.1.3 million.
5. Later on, the complainants also confirmed the receipt of their Leave Encashment payment vide their letters dated: 11.11.2020.

### **FINDINGS**

6. On the intervention of this Institution, the problem of complainants has been resolved which is confirmed by them vide letter dated: 11.11.2020. Hence, no further action is required.

### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 04<sup>th</sup> February, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/RBH/46/2016
<i>Name and address of the complainant:</i>	Dr. Abdul Aziz S/o. Ilyas Khaskheli, R/o. Village Ishaque Khaskheli, Taluka & District Badin
<i>Name of the Agency complained against:</i>	Public Health Engineering Department, District Badin.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Soomro, Director, Regional Office, Badin
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K.
<i>Subject:</i>	<b><u>ALLEGED DELAY IN COMPLETION OF WATER SUPPLY SCHEMES OF VILLAGE ABDUL HAMID JUNEJO AND OTHERS LOCATED AT COASTAL BELT AREA BY THE CONTRACTOR SHOAIB AND OFFICERS OF PUBLIC HEALTH DEPARTMENT.</u></b>

### THE COMPLAINT

Dr. Abdul Aziz Khaskheli filed a complaint on 26.05.2016 stating therein that the Public Health Engineering Department started five water supply schemes of village Abdul Hamid Junejo, Seerani and others, situated at coastal area as a facility of drinking water for the villagers, but the contractor Shoaib and officials of Public Health, left the water supply Schemes incomplete and misappropriate the Government funds. In this regard, he approached the higher authorities of Public Health Engineering Department, but nothing was heard. Being aggrieved by that, 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), after receiving mandatory Affidavit on Form "A" and other relevant documents. Thereafter, the report was called from the Executive Engineer, Public Health Engineering Department, Badin vide this office letter dated: 31.05.2016. After constant following he submitted report vide his letter dated: 18.11.2019 and informed that water supply scheme Abdul Hamid Junejo Seerani and Bhadhmi were completed and made functional. As regards, water supply schemes Sabho Khan Chang and Rhugra Memon, the R.O Plants were installed and completed by Sindh Coal Authority through Pak-Qasis Company for safe drinking water for the villagers.

### REJOINDER OF THE COMPLAINANT

3. A copy of above mentioned report was sent to the complainant vide this office letter dated: 26.11.2019 for filing his rejoinder. After follow up, he appeared before the Investigating Officer and submitted a written statement stating that due to efforts taken by this Institution, his problem has been solved and the water supply schemes made functional. He therefore, extended his profound gratitude and further requested for closure of his case file.



## **FINDINGS**

4. With the Intervention of this Institution, the problem of the complainant has been solved and all the five water supply schemes of villagers of coastal area have been completed and made functional as facility of drinking water for the villagers. The complainant has also confirmed the completion of water supply schemes vide his written statement dated: 30.06.2021. Hence, no further action is required.

## **DECISION**

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



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 26<sup>th</sup> July, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/1273/KHE-186/17/Adv-Z
<i>Name and address of the complainant:</i>	Muhammad Altaf, Quli, KMC House No.102, First Floor, Mustafa Arcade, Musa Lane, Khada Market, Karahi.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation (KMC).
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zamir Ahmad Khan, Advisor 'Z'
<i>Subject:</i>	<b>INORDINATE DELAY IN PAYMENT OF SALARY OF SECURITY GUARD (BPS-05) AGAINST WHICH HE WAS PROMOTED IN THE YEAR 2008</b>

### THE COMPLAINT

Mr. Muhammad Altaf filed a complaint on 19.04.2017 stating that he has been performing his duty at Safari Park as a Quli (BPS-2) for the last 22 years. He was promoted from Quli (BPS-2) to Security Guard (BPS-5) on 31.12.2008. He alleged that difference of salary has not been paid as yet despite joining as a Security Guard and also pay fixation was not made. Therefore, he sought our intervention in the matter.

### PROCEEDINGS

2. At the very beginning 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 the complainant has finally approached this Office after having filled with dismay over his long pending pay fixation for last 08 years on his promotion. Though for resolving such grievance of recurring loss of salary, he continued rendering from one Office to another without redressal. Thus, 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) to inquire about either such inattention on the part of the Agency was based upon (any) lawful ground? Codal formalities completed in terms of mandatory Affidavit on Form-A and other relevant documents.

3. The matter was taken up with the Agency vide this office letter dated 25.05.2017. In response, the Agency submitted report that the complainant was promoted as Security Guard (BPS-5) in 2018 vide letter No.Sr.Dir.(HRM)/Dir./Estt)/2018/446 dated 19.02.2018. His salary in (BPS-05) has been adjusted/fixed in the payroll of Safari Park KMC w.e.f. 03.06.2019. The Agency added that HRM Department KMC issued order No.CDGK/DO/HR/4494/2008 dated 31.12.2008 for promotion but no post of Security Guard was vacant in Safari Park before 2019.

### FINDINGS

4. The Complainant, vide his rejoinder dated 02.12.2020 has stated that his problem has been resolved and all remaining dues were paid to him and now he is taking salary of Security Guard from 03.06.2019 regularly. Being satisfied, he has expressed his deep gratitude to this Institution and requested to stop further proceedings in the matter.



## **CONCLUSION**

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

Given under my hand and seal of the office



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 01<sup>st</sup> April, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/ROG/GTK-08/2019
<i>Name and address of the complainant:</i>	Mr. Niaz Ahmed S/o Muhammad Usman Chachar, R/o Village Muhammad Ishaque Chachar, Kham, P.O. Qadirpur, Taluka & Distt. Chotki.
<i>Name of the Agency complained against:</i>	Health Department,
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Shafi Muhammad Shah Regional Director, Ghotki.
<i>Vetted By:</i>	Mr. Zamir Ahmad Khan, Advisor 'Z'
<i>Subject:</i>	<b>COMPLAINT AGAINST LADY QUACK MS. SHAHEEN KAUSAR.</b>

### THE COMPLAINT

The above complaint was filed on 09-04-2019 by Mr. Niaz Ahmed Chachar against lady quack Ms. Shaheen Kausar who was running private clinic at her home under the name of "**Fatima Maternity Home**", near Shelton Hotel at Bypass Road, Ghotki City. There were quacks in Ghotki particularly the above named lady quack but no action was taken by Health Department. The complainant requested for our intervention.

### 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. The matter was taken up with the Sindh Health Care Commission (SHCC) being the regulatory authority of public and private health care delivery system in the province for investigation and legal action.

3. The Sindh Health Care Commission informed vide their letters dated 21.05.2019, 08.07.2019 and 19.02.2020 that an inspection/enquiry was held into the complaint. The said facility was run by Ms. Shaheen Kausar but no documents of qualification were shown at the time of physical inspection. The visiting Inspection Team also found that unethical conduct / malpractice was being executed at "**Fatima Maternity Home**". Therefore, on the basis of such observations, the said facility was sealed on 09.05.2019 with imposition of fine of Rs.25,000/-.

4. The complainant was provided with the copy of reports alongwith enclosures received from SHCC for his rejoinder. The complainant ultimately appeared on 12.01.2021 and filed his rejoinder stating therein that he was satisfied with the action taken by this Institution and his grievance stands resolved. He requested that further proceedings into his complaint may be closed.

### DECISION

5. 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 (Amendment Act, 2012), direct the Sindh Health Care Commission and local administration to keep watch and ensure it doesn't start again, and also take strict legal action against any other such quack facility.



6. The complaint is disposed of as "resolved".

Given under my hand and seal of the office



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 01<sup>st</sup> April, 2021



## Selected Cases

### DECISION

<i>Complaint No.</i>	POS/2506/2020/HYD/134
<i>Name and address of the complainant:</i>	Mr. Ghulam Hussain Shaikh, R/o. H.No.G-136, Masoodia Colony, Tando Mir Mahmood, Katchi Abadi, Hyderabad.
<i>Name of the Agency complained against:</i>	Managing Director, WASA/H.D.A.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Abdul Wahab Memon, Consultant/Regional Director, Regional Office, Hyderabad.
<i>Vetted By:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>ALLEGED NON-SUPPLY OF POTABLE WATER IN MASOODIA COLONY HYDERABAD SINCE LAST 20 YEARS.</b>

### THE COMPLAINT

Mr. Ghulam Hussain Shaikh filed a complaint dated 10.06.2020 against WASA/H.D.A. wherein he alleged non-supply of potable water in the area of Masoodia Colony and Jurial Shah Colony, Tando Mir Mahmood katchi Abadi Hyderabad since last 20 years. 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 upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. The matter was taken up with the Managing Director, WASA, HDA Hyderabad vide this office letter dated 28.10.2020. The case was fixed for hearing on 03.03.2021, both parties appeared before the Investigation Officer, Regional Office, Hyderabad and heard. The Executive Engineer, HESCO Affairs WASA, HDA Hyderabad submitted report dated 03.03.2021 that the grievance with regard to non-supply of potable water has been resolved and residents of the area are getting water regularly. The complainant also confirmed the same and informed that due to intervention of this Institution, they are getting water regularly and grievance stands resolved. He requested to issue directions to WASA authorities to ensure regular supply of water in future to the residents of the area. He extended thanks and requested to close further proceedings on his complaint.

### DECISION

4. 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, I hereby direct the Managing Director, WASA to ensure regular supply of water to the residents of Masoodia Colony and Jurial Shah Colony, Tando Mir Mahmood Katchi Abadi Hyderabad, as per their undertaking.



5. This also disposed of two (2) other complaints bearing Nos. POS/2646/2020/HYD/136 & POS/2114/2020/HYD/132 filed by the same complainant against the agency on same issue on above lines.

Given under my hand and seal of the office



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 15<sup>th</sup> April, 2021



## ***Success Stories***



## **Success Stories**

### **The Complaint:**

Mr. Adnan Khan filed complaint on 11.02.2020 before the Ombudsman Sindh against Local Government Department regarding removal of Garbage from play ground located in front of GOR - II, Sindhi Muslim Society and control of stray dogs in the area. The complaint was admitted on 12.02.2020 and notice was issued to the Agency concerned.

### **Action:**

In compliance with the notice the Director Administration, DMC East informed that stray dogs are being killed about 20-30 in a month on regular basis. The Chief Sanitary Inspector SSWMB Jamshed Zone reported that garbage from the play ground has been cleared.

### **Result:**

The complainant vide his letter dated 09.04.2021 confirmed that his grievances about street dogs and removal of garbage has been resolved. However, damaged portion of boundary wall of playground needs to be constructed for which matter was taken up with the Agency. In the meanwhile the Ombudsman Secretariat Instruction got attention of Local Public Representative and the garbage dustbin was removed from the play ground and it has been developed as Family Park and is now open for women and children.



## **Success Stories**

### **The Complaint:**

*In the last week of September'21 the news about nonfunctional of Reverse Osmosis (R.O) plant from a long time in Masu Bhurgari Hyderabad got attention of Hon'ble Ombudsman Sindh. He directed Regional Director Hyderabad to visit the site and see how it can be made functional.*

### **Action:**

*The R.D visited to site on 01.10.21 with XEN PHED, Hyderabad, Deputy DEO Hyderabad and gave direction to restore it.*

### **Result:**

*The same was restored by PHED on 08.10.21. The RD visited the R.O plant site and saw the R.O plant in working condition. The area people extended their thanks to Ombudsman institute for the prompt action on the news clipping.*





## Success Stories

### The complaint:

Mr. Qasim Akhtar filed an online complaint on 01.04.2021 before the ombudsman Sindh against Motor Registration Wing, Excise, Taxation and Narcotics Control Department, Government of Sindh about not updating his car purchasing with Registration No. AAS-992 entry in computerized system. The complaint was admitted on 20.04.2021 and notice was issued to the agency concerned.

### Action:

In compliance the Motor Registration Wing, Excise, Taxation and Narcotics Control Department, Government of Sindh reported on 27.08.2021 that ownership in the name of Mr. Qasim Akhtar (complainant) has been updated in the computer record of Excise and Taxation Department.

### Result:

The complainant Mr. Qasim Akhtar confirmed that his online record has been updated about ownership of his vehicle and also thanked the Ombudsman Sindh for resolving his issue. The Ombudsman Office has also checked from the website of Excise and Taxation Department and confirmed the entry.

#### Online Vehicle Verification List

Registration No.	Make	Engine No.	Action
AAS-992	HONDA CIVIC 1997	D15B-3266665	<a href="#">View Details</a>

#### Online Vehicle Verification View

HONDA CIVIC 1997		AAS-992 Sindh
Registration No AAS-992	Make HONDA	
Registration Date 27 Feb 1997	Tax Payment Dec 31, 2021	
Engine No D15B-3266665	Vehicle Model CIVIC	
Body Type SALOON	Owner Name QASIM AKHTAR	
Model Year 1997	Seating Capacity 4	
CPLC Vehicle is Clear	Safe Custody PURCHASER are advised to contact MR Wing for avoiding dispute on this subject vehicle.	
Horse Power 1500	Class of Vehicle PR	

## **Success Stories**

### **The Complaint:**

*Mst. Saban Bibi, resident of Chak No.70, Shumali Risala No.08, District Sargodha filed a complaint on 08.06.2015 regarding alleged delay in transfer of family pension to her in respect of her unmarried brother who retired from service as Head Constable, Police and died on 15.10.2013 and her mother also passed away in 2001. In this connection, she had approached A.G. Sindh but there was no response from his office since last three months. Being aggrieved, she solicited intervention of Ombudsman Secretariat.*

### **Action:**

*The complaint was admitted and matter was taken up with A.G Sindh on 26.06.2015 and in 2018 after constant persuasion the A.G office informed that documents such as Heirship Certificate duly signed by Tehsildar, Family Registration Certificate issued by NADRA, No-Source of income Certificate, No-Marriage Certificate issued by concerned Union Council, 03 photographs and Death Certificate etc, were missing and the same are to be provided. The lady being old of more than 70 years took more than a year to furnish required papers to A.G and monthly pension was released to her w.e.f 01.02.2019 but not the arrears for which she was required to appear physically before Accounts Officer along with required documents which was also done but it took her another year to comply.*



### **Result:**

*Finally as a consequence of constant persuasion and relentless efforts of Ombudsman office she was able to get monthly family pension as well as arrears in respect of her late brother. Thus her almost 9 years long ordeal came to an end.*



## Success Stories

### The Complain:

Mst Shagufta Shaheen wd/o Ali Asghar, Ex-Mali in Sindh House, filled a Complaint on 24.05.2011, before Provincial Ombudsman Sindh against Works & Service Department, Government of Sindh. She alleged that her husband Ali Asghar died during service on 10.11.2008 and after passing two years of his death she has not been provided pensionary benefits.

### Action:

The complaint was admitted and matter was taken up with the concerned agencies about her Pensionary benefits such as G.P fund, Pension (75%), Financial Assistance, Group Insurance, Benevolent Fund on the directives of Provincial Ombudsman Sindh. After relentless efforts of this office she received family pension and all her pensionary 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.

### Result:

The complainant son confirmed to Provincial Ombudsman Sindh that his mother received all pensionary benefits.

  
 File No: AQ/19/2/Y/2021/DO/CR/2021-22  
 PROVINCIAL BOARD OF MANAGEMENT  
 SINDH GOVERNMENT SERVANTS BENEVOLENT FUND  
 SERVICE GENERAL ADMINISTRATION &  
 CO-ORDINATION DEPARTMENT  
 Karachi, dated: 2021  
 01/06/2021

To: The Manager,  
Allied Bank Limited,  
Karachi.

SUBJECT: PAYMENT OF MONTHLY AID OUT OF BENEVOLENT FUND TO THE  
BENEFICIARIES OF SINDH BENEVOLENT FUND (BDF)  
Please find enclosed herewith Sindh Bank Limited, Court Road Branch bearing  
cheque no 29346780, dated 01-06-2021 amounting to Rs. 528,465/- (RUPEE FIVE HUNDRED  
TWENTY EIGHT THOUSAND FOUR HUNDRED SIXTY FIVE ONLY) on account of monthly  
aid out of Benevolent Fund for payment to bank account of beneficiaries.  
2. It is requested that the amount of Rs. 528,465/- may be transferred to bank accounts as  
mentioned below:

S. No:	Name of Beneficiary	CNIC Beneficiary	Bank Account No:	Branch	Amount
1	Rukhsana Malik Wd/o Zahid Hussain	42000-7406364-8	00100358023/20017	Noor M (Br) Hyd.	62,500
2	Amna	43203-8152664-8	001-006232544/001-3	Sq. Bunder, Larkana	50,000
3	Nazeer Begum Wd/o M. Siddique Memon	43504-1084793-2	00100378015/0010	Barrage Road	110,000
4	Aisha Wd/o Muhammad Ali Sohito	44204-7912127-4	10067-192040014	Shahdadpur	51,290
5	Moshin Raza S/o Ali Asghar	37402-2205496-9	00100-57272630010	Rawalpindi	234,675
					Total Rs/- 528,465/-

(RUPEE ONE HUNDRED FIFTEEN THOUSAND FIVE HUNDRED ONLY)

In addition to you are also requested that:

- > After remittance of amount in the relevant bank account numbers, the statement of disbursement may be furnished for reconciliation of accounts.
- > In case of non-remittance, the share of amount of beneficiary may be refunded to Sindh Bank DDO Account through pay order/ cross cheque.
- > All concerned beneficiaries may also please be informed accordingly.
- > Please furnish details of Demand / inactive accounts as mentioned in list as provided by this office.

  
 MOHAMMAD LOMER QURESHI  
 ACCOUNTANT GMF  
 0333-3522889



## Success Stories

### The Complaint:

Mst Asma Khanum filed complaint on 01.07.2020 before the Ombudsman Sindh against School Education Department regarding delay in appointment of her son against deceased quota as her husband Muhammad Faheem Akhter Khan died while on duty.

### Action:

The complaint was admitted and referred to the agency for submission of comments.

### Result:

Finally the complainant acknowledged vide her letter dated 11.08.2021 that her son has received appointment letter on 24.06.2021. Thus grievance has been resolved.



NO:DEO/PRV/DQ/REC/WEST/(345-49)2021

OFFICE OF THE  
DISTRICT EDUCATION OFFICER  
(PRIMARY) DISTRICT KARACHI WEST  
Dated: 24/06/2021

#### READ

1. Summary approved by the Chief Secretary Sindh No. SO (S-V) DQ 225/2018, Dated: 25.04.2019.
2. DDC letter No DC (West)/ADC-1/Establishment Deceased/KAR/99/2021, Dated: 04.06.2021.
3. Other letter issued vide this office letter No DEO/PRV/DQ/REC/WEST (1251-54)2021, Dated: 10.06.2021.

#### ORDER:

Consequent upon his/her written consent to the terms & condition those were offered to him/her for the post, along with the copies of the required documents:

**Mr. MUHAMMAD AHMED AKHTAR S/O LATE MUHAMMAD FAHIM AKHTAR KHAN**  
CNIC: 42201-7190843-2, is hereby appointed as **NAIB QASID (BPS-01)** & is posted at **GOVT. GIRLS PRIMARY SCHOOL FRONTIER COLONY SITE, TOWN (FEMALE)** Karachi.

On the following terms & conditions:

1. His/ Her appointment for the post shall be purely temporary basis, with the probation period of ONE YEAR to be calculated from date of his/her joining.
2. He/ She will be paid monthly salary according to his/her scale plus allowances or as elaborated by the competent authority.
3. He/ She shall undergo/ be ready for any department training/ courses/ academic activity for which he/she would be nomination/ chosen/ assigned for.
4. He/ She shall not submit any request for his/her transfer from place of posting during the probation period however the Government shall have right to make such a transfer, whenever felt necessary.
5. He/ She will abide by the Government rules/ regulation/ instruction as a Government servant, including RSG (Special Power) 2000.
6. He/ She will be entitled to avail "Leave", as admissible to the other Government Servants.
7. He/ She will not liable to try his/her level best to represent/ perform/ expose his/her as a role model Pakistan Citizen, & an elevated socially skilled person within and out of the institution, to better represent his/her country/ department.
8. He/ She are required to submit fifteen days notice or fifteen days salary in lieu of notice, if intends tender a resignation from the post.
9. He/ She will not be allowed TA/DA or any other special allowance to join his/her duties.
10. This order is being issued subject to with drawl, amendment and cancellation, without assigning any reason thereof which cannot be challenged/ suit/ appealed at any forum including court of law.
11. This order is subject to verification/ authentication of his/her documents/ testimonials by the head of institution/ Drawing & Disbursing Officer (not below than BPS-17) under intimation to this and the controlling officer(s).

(SHAHID HUSSAIN SHAIKH)  
DISTRICT EDUCATION OFFICER  
(PRIMARY) DISTRICT KARACHI WEST

#### Copy for information to:

1. The Accountant General Sindh, Karachi.
2. The Director School Education Primary, District Karachi West, Karachi.
3. Deputy Commissioner/ Chairman DRC, District Karachi West, Karachi.
4. The Incumbent Concerned.

DISTRICT EDUCATION OFFICER  
(PRIMARY) DISTRICT KARACHI WEST

## **Success Stories**

### **The Complaint:**

Mr. Muhammad Zahid Ali, in his complaint dated 15.04.2021, alleged that he was nominated for award of Gold Medal by the Sindh Board of Technical Education, Karachi, as he passed / completed the Diploma of Associate Engineering (Power Technology), with distinction. The Award Ceremony had to be held at Governor House in 2011, but he was not contacted till date by authorities concerned. He, therefore, took resource of this Institution for getting his legitimate honour.

### **Action:**

The matter was taken up with the Agency i.e. Sindh Board of Technical Education, Karachi. After Protracted correspondence, the Law Officer of SBTE vide report dated 23.11.2021 informed that the medal and merit certificate of the complainant was handed over to the Principal of concerned College but was not conferred due to unknown reasons. However, the Gold Medal and Merit Certificate were sent to this Institution to hand-over the same to the complainant.

### **Result:**

The Gold Medal as well as Merit Certificate was handed over to the complainant by Provincial Ombudsman Sindh on 01.12.2021.





## Success Stories

### The Complaint:

Syed Qasim Ali, Proprietor M/s. Munir Store Karachi filed complaint on 11.04.17 before the Ombudsman Sindh against Services & General Administration Department, (SGA & CD) regarding delay in payment of outstanding dues for the works completed by the complainant. The complaint was admitted on 13.04.2017 and notice was issued to the Agency concerned.

### Action:

In compliance of the notice, the Section Officer (CTC) SGA&C Department enclosed copies of sanction orders amounting to **Rs. 1,694,970/-**. However after deduction of GST & Income tax, the Accountant General Sindh had issued a cheque No. **3684408** dated 02.03.2020 amounting to **Rs. 1,330,480/-** in favour of M/s. Munir Store, Government Contractor, a General order supplier.

### Result:

The agency also endorsed copy of receipt dated 02.03.2020, of above said Cheque received by Mr. Qasim Ali on behalf of M/s. Munir Store.



## **Success Stories**

### **The Complaint:**

Mr. Muhammad Raza filed complaint on 07.12.2020 alleging construction of illegal 5<sup>th</sup> & 6<sup>th</sup> floor on the roof of Fatima Heights, Jamshed Quarters, Soldier Bazar, Parsi Colony Karachi. He alleged that Sindh Building Control Authority Karachi had failed to stop illegal construction despite his repeated requests/reminder.

### **Action:**

The complaint was taken up with the Director General and Director, Jamshed Town-I SBCA, Karachi. As a result, the SBCA authorities sought Police help for demolition of illegal Construction. The Provincial Ombudsman Sindh also passed Decision dated 06.07.2021 for removal of illegal construction.

### **Result:**

The Assistant Director, District East SBCA reported that demolition action was taken and 02 rooms of pent house at 5<sup>th</sup> Floor, constructed illegally were demolished.

The complainant through his letter dated 11.11.2021 acknowledge that the decision has been implemented.





## Success Stories

### **The Complaint:**

Mrs. Gul Bano, complained that she has been receiving bills from KW&SB in her name under Consumer No.E-0430153000A at her residential address A-24, Muhammad Ali Housing Society, Karachi. She has been paying these bills regularly.

Suddenly, KW&SB started sending bills of irrelevant consumer No.E 0430 036 000 with the name of Mahmooda Begum, demanding payment of Rs.625,294/-.

### **Action:**

The matter was taken up with KW&SB. The representative of the Agency admitted that the complainant's case was genuine and accordingly the matter was rectified.

### **Result:**

Finally, the complainant acknowledged that her grievance has been resolved.

26 June 2020



To,  
Mr. Rafique Ahmed  
Deputy Director,  
Office of the Regional Director Karachi East,  
Provincial Ombudsman (Mohtasib)  
SIND SECRETARIAT.  
KARACHI.

Subject: Alleged issuance of irrelevant water bill to complaint for payment  
vide consumer no. E-0430-036-000 in the name of Mahmooda  
Begum.

Dear Sir,

I received your letter No. POS /567/KHE/18/2934 dated 10.06.2020. I say thanks,  
your office co-operated and addressed my complaint to the office of director  
billing for resolving the matter.

They the office of director billing has stopped sending wrong bill of consumer no.  
E-0430-036-000 at my residence but I have noted through your letter that the  
case is still pending in rectification committee KWSB.

I am hopeful that this matter will be resolved.

Thanks

Cordially yours

Gul Bano  
A-24 Muhammad Ali Society  
Karachi.

16.09.2020  
D.O.



## Success Stories

## ***The Complaint:***

Mr. Ghulam Qadir filed a complaint dated 29.04.2021 wherein he alleged that his agriculture land is irrigated from Water Course No: 10-R Chakar minor. His turn on water course starts at 3:00 p.m. on Sunday but Assistant Executive Engineer and Beldar stopped /closed module at that time in order to extort bribe for supply of irrigation water. Aggrieved by that, he solicited intervention of this institution.

### **Action:**

Report was called from the Agency. The Superintending Engineer ordered an enquiry on the complaint and issued necessary directions to the Executive Engineer Nasir Canal Division for supply of irrigation water.

### ***Result:***

*The enquiry was carried out, his grievance was redressed on the intervention of this Institution.*



## Success Stories

### The Complaint:

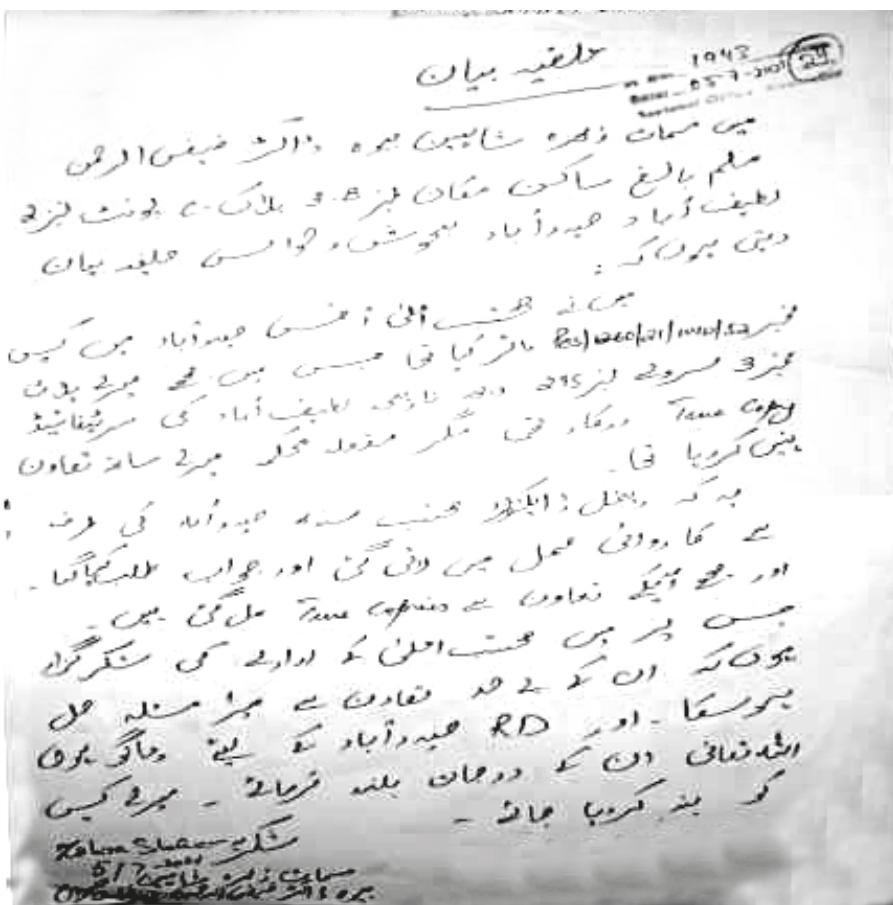
Mst. Zohra Shaheen filed a complaint dated 01.03.2021 wherein she alleged non-issuance of computerized certified true copy of her purchased plot no. 3, survey no. 295, admeasuring 1442 sq. ft, situated at Hali Road, Hyderabad after mutation. She approached the Mukhtiarkar Revenue Latifabad for certified true copy but no avail. Aggrieved by that, she solicited intervention of this institution.

### Action:

This office issued notice to the Assistant Commissioner and Mukhtiarkar Revenue Taluka Latifabad for report vide letter dated 01.04.2021. In response, the Mukhtiarkar Latifabad informed vide letter dated 07.06.2021 that revenue record in respect of plot in-question is entered in the name of complainant vide entry No: 484 dated 03.03.2005 of V.F-VII-B Deh Nareja. The same entry / khata is also scanned in the PRC, Board of Revenue Sindh, Hyderabad.

### Result:

The computerized certified true copy is issued to her and grievance redressed, which was confirmed by the complainant vide rejoinder dated 05.07.2021.



★



## Success Stories

## The Complaint:

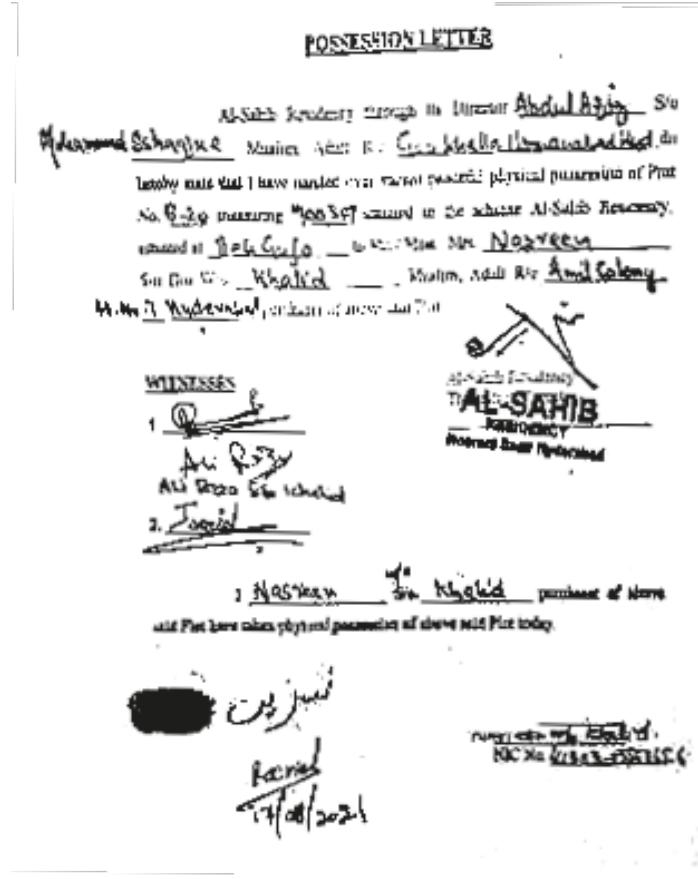
Mst. Nasreen wd/o Khalid filed a complaint dated 10.07.2020 saying that she had paid total amount of booking price of her plot No.20/B at Al-Sahib Housing Scheme, Hyderabad but the builder demanded extra charges amounting to Rs.200,000/- (Two Hundred Thousands) for possession. She approached the Commissioner, Hyderabad but to no avail. Aggrieved by that, she solicited intervention of this institution.

### **Action:**

The agency SBCA, Hyderabad was approached for report. The Deputy Director, SBCA Hyderabad vide letter dated 12.03.2021 required all relevant documents and copy of agreement with the builder, and the complainant provided the same vide her letter dated 21.05.2021.

### **Result:**

After hearing in this Secretariat, it was informed that sale deed has been executed before the Sub-Registrar City Hyderabad in favour of complainant and builder agreed to deliver physical possession of the plot. The complainant was satisfied on handing over physical possession of the plot as informed vide her letter dated 23.08.2021.





## Success Stories

## **The Complaint:**

Mr. Muhammad Anwar filed online complaint dated 17.06.2021 wherein he alleged that he is visiting the offices of Assistant Commissioner and Mukhtiarkar Digr for the issuance of sale certificate of his land since last 04 months but being delayed without any reasons. Aggrieved by that, he solicited intervention of this institution.

### Action:

This office issued notice to the Mukhiarkar Digi for report vide letter dated 19.07.2021 who in response, submitted written statement dated 05.08.2021 that the sale certificate has been issued to the complainant and his grievance is redressed.

### **Result:**

*The complainant's son Muhammad Bilal confirmed the receipt of sale certificate and grievance redressed.*



## Success Stories

### The Complaint:

Mr. Ali Khan Jiskani filed a complaint dated 13.08.2021 that GBPS at his village is functional since 1951. The school teacher was retired in 2019 but no new teacher is yet posted by the agency despite his efforts. Aggrieved by that, he solicited intervention of this institution.

### Action:

This office issued notice to the DEO(Primary) Mirpurkhas for report vide letter dated 24.09.2021. In response, Taluka Education Officer (TEO), Jhuddo informed vide letter dated 15.10.2021 that school teacher is posted at GBPS Ali Khan Jiskani who has joined his duty.

### Result:

The complainant confirmed the joining of teacher at GBPS Ali Khan Jiskani in October 2021 on the intervention of this institution.



NO. SO(P-II) 01(77) / 2021  
SCHOOL, EDUCATION & LITERACY DEPARTMENT  
GOVERNMENT OF SINDH  
Karachi, dated, the, 05th October, 2021

### ORDER

Mr. Deedar Ali, PST, PID. No. 10827472, Govt. Boys Primary School Kalidad Bhumbhlo (Serial Code. 405040153) District Mirpurkhas is hereby transferred and posted at Govt. Boys Primary School Ali Khan Jaskani District Mirpurkhas (Serial Code. 405040029) with immediate effect till further orders.

II  
Concerned District Education Officer ensure relieving / joining entry in the Service Book of Mr. Deedar Ali, PST

-CHULAM AKBAR LAGHARI-  
SECRETARY TO GOVT. OF SINDH

NO. SO(P-II) 01(77) / 2021; Karachi, dated, the, 05th October, 2021

A copy is forwarded for information and necessary action i.e:-

1. The Director School Education (Primary) Mirpurkhas
2. The Director (IIR&T) School Education & Literacy Department, Karachi
3. The District Education Officer (Primary) District Mirpurkhas
4. The District Accounts Officer, District Mirpurkhas
5. The P.S to Minister for Education & Literacy, Sindh, Karachi
6. The P.S to Secretary, School Education & Literacy Department, Karachi
7. The Teacher concerned
8. The official website
9. The office order file

SECTION OFFICER (P-II)





## ***Success Stories***

## ***The Complaint:***

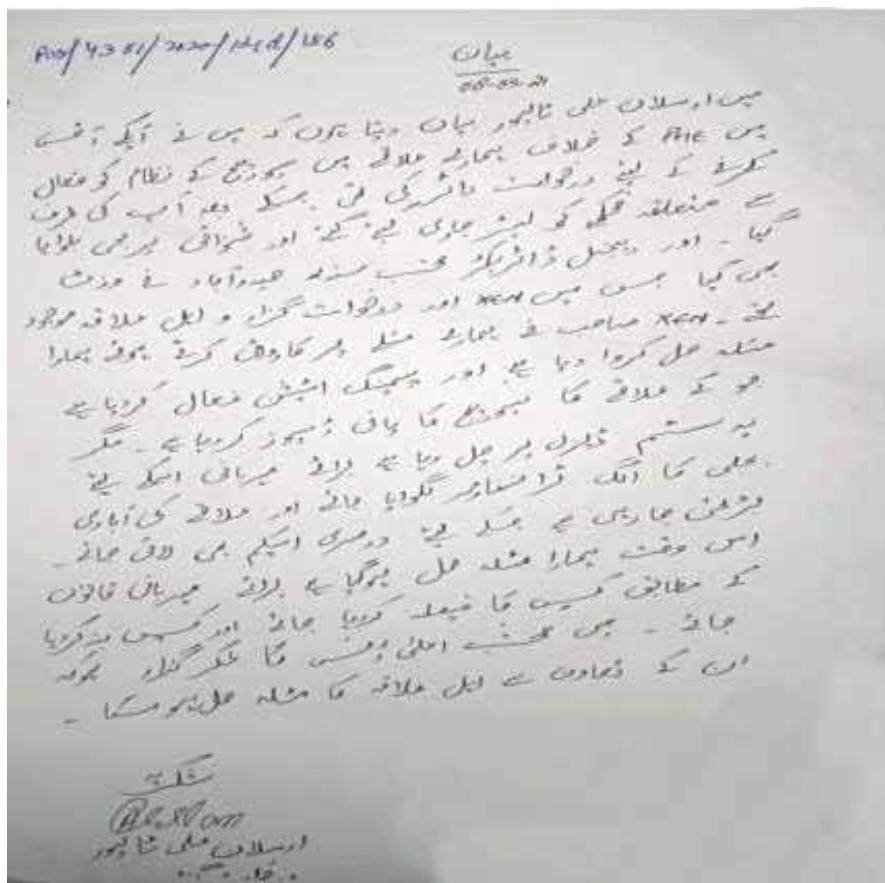
Mr. Arslan Ali Talpur filed a complaint dated 02.11.2020 wherein he alleged insanitation and damaged sewerage system of village "Bhai Khan Talpur", U.C Tando Saindad, since last many years. He approached the Executive Engineer, Public Health Engineering Division, Tando Muhammad Khan but to no avail. Aggrieved by that, he solicited intervention of this institution.

### Action:

The complainant was admitted and notice was issued to XEN, Public Health Engineering & Works, Tando Muhammad Khan for report. The XEN reported that Rural Drainage Scheme of village Bhai Khan Talpur was completed in 1990 and sewerage system was damaged in 2011 due to heavy rain. However disposal of sewage can be restored with generator.

### **Result:**

The site was visited by the Investigating Officer, Hyderabad on 08.09.2021 in the presence of Executive Engineer, Public Health Engineering and the complainant and it was observed that Rural Drainage Scheme, Bhai Khan Talpur is clear and pumping station is found functional which disposes sewage through generator. The complainant also satisfied on the redressed of his grievance with the intervention of this institution.



## Success Stories

### The Complaint

Mr. Jawaid Ahmed made a complaint, alleging therein that despite completing all codal formalities for a refund of the excess amount of Rs.53,500/- deposited mistakenly, has not been refunded to him.

### Action

The matter was taken up with MDA. The representative of the Agency reported that the excess amount of Rs.53,500/- deposited by the complainant had already been refunded to the complainant.

### Result

Finally, the complainant acknowledged that his grievance has been resolved.

To,

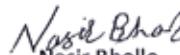
The Provincial Ombudsman

Karachi

Subject: Case No. KDA/ DLM/ A.D/APC/2021/41 Dt. 20/09/2021/POS/ 1092/ 2021/DG-I.

Dear Sir,

I offer my thanks to you and state that I want to withdraw the complaint as grievances has been redressed by the competent Authority. Kindly issue me a NOC to let me approach the authorities to get balance work accomplished I authorize Imran to collect the same from you.

  
Nasir Bhollo  
House No D-88/I/II/  
Clifton Block V Karachi  
Mob: 0321-3759918





## ***Public Acknowledgements***





[www.NowPakistan.com](http://www.NowPakistan.com)

[www.NowNews.pk](http://www.NowNews.pk)

[www.NowCric.com](http://www.NowCric.com)

OFFICE OF REGIONAL DIRECTOR,  
PROVINCIAL OMBUDSMAN (MOHTASIB)  
KARACHI-EAST



DATED: 01-03-2021

Dear Sir (s),

REF: **COMPLAINT AGAINST JOINT STOCK COMPANIES STAFF  
(REGISTRAR OF FIRMS) GOVT. OF SINDH DATED: 12-01-2021  
VIDE # POS/150/KHE/05/21-550**

SUB: **WITHDRAWAL OF COMPLAINT MENTIONED ABOVE**

Kindly refer to the above, this is pertinent to bring to your kind knowledge that the issue mentioned above has been resolved and Certificate of Registration of Firm bearing **No. 1387 of 2020-21** is issued on **26-02-2021** from Registrar of Firms, Karachi. enclosed copy of certificate herewith.

I, the undersigned and involved in this matter, highly appreciate your good office for your kind and whole-sale dedication in resolving the said issue as per law. As far as the future of this Country is concerned, being ordinary or an official person, we all have to come forward and take active part against mal-administration and corrupt practices in order to keep our head and hopes high.

Therefore, I hereby withdraw the above mentioned complaint as such the problem has been resolved.

I will remain highly obliged

Thanking You!  
\_\_\_\_\_  
M/S. NOW NEWS NETWORK  
Partner: Mairaj Akhtar



*Annual Report 2021*



Kind Attention Mr. Manzoor Ali Awan,  
Consultant-F,  
Secretariat Provincial Ombudsman  
(Mohtasib) Sindh,  
Shahrah-e-Kamal Ataturk,  
Opp: Sindh Secretariat,  
Karachi.

Subject: **COMPLAINT REGARDING ALLEGED ILLEGAL CONSTRUCTIONS OF 5<sup>TH</sup> AS FLATS**  
**& 6<sup>TH</sup> AS OPEN ROOF OF THE BUILDING (FATIMA HEIGHTS) PLOT NO. JM1/167**  
**PARSI COLONY NO.2 SOLIDER BAZAR JAMSHEED EAST**  
**CASE FILE NO. POS/5424/2020-F**

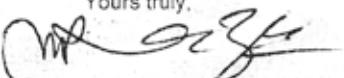
With reference to the above subject complaint.

I would like to inform you that the SBCA authority demolished one portion on 15<sup>th</sup> June, 2021 and the remaining portion will be demolished voluntarily in coming days by the persons who constructed illegal portion on open roof.

I, therefore, withdraw my complaint. Further if in case any illegal construction will be made by any one on open roof in terms of illegal extra flats so I will intimate to your department accordingly.

Thanking you,

Yours truly,

  
MUHAMMAD RAZA S/O ROSHAN ALI  
CNIC NO. 4230197482837  
CELL NO. 0333-2157247  
FLAT NO. 203 FATIMA HEIGHTS  
OPP: NISHTER PARK, PARSI COLONY NO.2  
SOLIDER BAZAR JAMSHEED TOWN (EAST)

Karachi 23 June, 2021



## SABIL WALI MASJID

Registration Number 225  
Bahaduar Yar Jhang Road, Karachi

29 October 2021

The Honourable Provincial Ombudsman (Mohtasib) Sindh  
Secretariat Provincial Ombudsman (Mohtasib) Sindh  
1<sup>st</sup> Floor State Life Insurance Building # 3  
Dr. Ziauddin Ahmed Road  
Karachi



Sub: Complaint regarding Leakage of Potable Water due to Installation of Defective Valves at Ground Floor of Sabil Wali Masjid allegedly damaging the Structure of the Building. Inaction on the Complaints also alleged, Request for Intervention

Ref: Online Complaint dated 1 September 2020 (Case No. POS/3477/2020/G)

Dear Sir

Further to my letter dated 18 October 2021 I request you to kindly close the above referred case on successful resolution of our long outstanding complaint for leakage of water from the defective water valves of Karachi Water and Sewerage Board (KWSB). As required a copy of my CNIC is enclosed for your records.

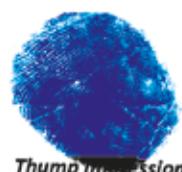
I once again take this opportunity to thank you and your team for your relentless efforts to resolve our long outstanding complaint for leakage of water from the defective water valves of KWSB.

Allah SWT bless you and your team.

Thanking you

Yours sincerely

  
Mohammad Salim  
Member, Managing Committee





POS/321/2017/KC

To,

Regional Director Karachi Central.

SUBJECT:- Complaint against Cancellation of admission to B.ED Program on the Ground of Non-Completing ADE Program.

Respected Sir:-

My name is Maira Jabeen. I took admission in two year B.ED Program from government elementary collage (hussainabad). After two year B.ED degree completion I applied for B.ED honour degree in govt college of education Block 15 F-B Area Karachi. when I was applying for B.ED honours degree my third semester one paper are not cleared But F-B Area college give me admission after knowing all of these things. and after admission I gave paper of 5th, 6th & 7th semester without any difficulty but in last stage when 8th semester paper scheduled collage administrative department tell me that university of karachi cancelled my degree. because my third semester paper are not cleared & I am not eligible to do paper for 8 semester but they had not tell me all of these criteria before admission that this type of issue I had faced in future. Me ED my two other

friends (midhat Sabir & maha Khan) that had facing the same issue had requested to Principle & other management in many times but they did not give me good response. After a lot of demotivation we had decide to go in Provincial ombudsman we tell all detail of our case in respected Judge. Judge had listened our issue with full focus & they start negotiation with Karachi University & FB area collage Principle.

At that time Provincial ombudsman helped us a lot & they had do their all of effort for our issue resolution & after a few days negotiation and as per order of Provincial ombudsman our College & affiliated Karachi university decided that they take our special exam & our issue resolve after a lot of effort & we got our B.ED honours degree Alhamdulillah. Now I got my B.ED honours degree.

I am very thankful to Provincial ombudsman & now i am requested to Provincial ombudsman that they closed this file because this issue is resolved.

Thankyou

Best Regards-

Maina Tabeen (M.T)

Date :- 24-08-2021



To,

Mr. Zahid Hussain Buriro  
THE LEARNED REGIONAL DIRECTOR,  
PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH,  
REGIONAL OFFICE,  
JACOBABAD.

**SUBJECT: COMPLAINT AGAINST THE TAPEDAR CONCERNED WHO ALLEGEDLY  
NOT SUBMITTING THE REPORT IN RESPECT OF UNJUSTIFIED ENTRY IN  
THE REVENUE RECORD MADE IN THE YEAR 2009 IN RESPECT OF LAND  
OF THE COMPLAINANT ETC. REQUEST FOR INTERVENTION.**

R/Sir,

I the complainant namely Ishfaque Ali S/o Mohammad Khan Jakhrani had filed subject mentioned complaint bearing case No: POS/1600/ROJ-52(JBD)/2021 which is pending in your good office against revenue authorities. It is further stated that my required grievance as mentioned by me in my ONLINE complaint dated: 16-03-2021 has now been redressed away by the Additional Deputy Commissioner - I Kashmore @ Kandhkot due to intervention and sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad and for which I am very thankful to Mr. Zahid Hussain Buriro 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 revenue 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. The P.S. copy of Order of A.D.C-I Kashmore @ Kandhkot vide his office letter No: Reader/- 4506/2021 Kandhkot dated: 08-11-2021 and P.S. copy of my C.N.I.C are enclosed herewith.

Yours Most Obediently

(ISHFAQE ALI JAKHRANI)  
S/o Mohammad Khan  
Jakhrani  
R/o Village Mohammad  
Khan Jakhrani Taluka  
Kandhkot District  
Kashmore @ Kandhkot.  
Cell No: 0334-3235300  
and CNIC No: 43504-  
0388430-7

Dated: 18/11/2021



The Regional Director Provincial,  
Ombudsman (Mohtasib),  
Karachi East.



**SUB: ALLEGED DISCRIMINATION IN SUPPLY OF PORTABLE WATER TO  
THE COMPLAINT LAST ONE MONTH DUE TO MALPRACTICES OF  
VALUE MAN ETC**

Dear Sir,

Received your letter No. POS/3261/ KHE/191/20 900 dated 24.03.2021, we are very happy and pleased to inform you that the water shortage issue in our area has been resolved by you and the efforts and hard work by the department of **Karachi Water & Sewerage Board**.

Sir now we are having water in our pipelines and tanks, we hope that there will be no issues of water in near future.

We appreciate your efforts and energetic hard work of concern department.

Thanking you,

Yours Faithfully,

**(Muhammad Rehan Pasha)**  
155 C.P. Berar Society Block-3  
Alamgir Road Karachi.

Dated: 16.04.2021



Statement

I Dr. Ghulam Ghutazra Yemoor filed a complaint against Health & Finance Dept. regarding delay in reimbursement of medical charges. After filing my complaint your good office taken action & issued various letter to Health & Finance Dept. Finally the AG Sindh has issued one Cheque No. 9107723 dt 11-06-2021 & I have been deposited in my bank account, which was Cleared. At present my matter was resolved and I am satisfied. It is therefore requested to please stop further proceedings on my case & Close the same.

I am very thankful to your institute for help & cooperation.

*Ghulam Ghutazra Yemoor*  
7/7/2021  
Dr. Ghulam Ghutazra Yemoor  
(complainant)



## HEALTH TECH PAKISTAN

Sale & Service of Medical Equipment

Provincial Ombudsman (Mohtasib)  
Karachi (East)



Date: 25<sup>th</sup> March 25, 2021

Ref# 050/HTP/2021

**SUBJECT: ALLEGED IN ORDINATE DELAY IN PAYMENT OF OUTSTANDING DUES AMOUNTING TO RS: 836,250/- FOR WORK DONE BY THE COMPLAINT'S FIRM.**

Honorable Sir,

Reference of your above noted subject, We have received said amount in subject by agency. Our liabilities are cleared.

Your Cooperation highly appreciated.

Thanking you



Ansar Ullah Khan  
M/s Health Tech Pakistan

Office # 316, 3rd Floor, Kehkshan Mall, Main Tariq Road, Karachi - Pakistan. Tel: 021-34320160

Email: [healthtechpakistan@gmail.com](mailto:healthtechpakistan@gmail.com)

*Annual Report 2021*

۷۹۴

تاریخ 8-7-2021

رہیان

آئندہ نالی محمد عتمان سیون و بیان دیاں توانہ مون توہان جی  
 آئس یم مٹا ب می دکانی یا بند رشتہ) کرائی لارڈ رہواست  
 کیجی ھئی. درہواست کو بیٹھ کا ہو توہان جی آئس  
 کار را ٹھیک کیجی ھئی. یہ ایک سامنہ ڈھارنے کو وارن کان  
 جواب طلبی کیجی ھئی. کے دائری کریم محسب اعلیٰ  
 پاٹ جگھہ جی و رکھ کیجی ۔

ھن وقت ہنا کس جی کارروائی نان مطمئن  
 آھیان ۴ سراب جی دکان جو مالک نالی یا  
 چند را ب اس ائمہ پیپر کی ڈنگاھی نہ ھوا اس ائمہ  
 پیپر م درج تیل گالھیں جا پا پید رہندی ۔

ھنرمان کوڑک جی کارروائی دکان مطمئن آھیان  
 یہ لکھ رش کریان توانہ چانون جیا مطابق ھن کس  
 جو قیصلوکیو و می یعنی ھن کس نان دسے بردار  
 نیان نو. ھر بانی کری کس لئی بند کیو و می ۔

ھن محسب اعلیٰ قید را باد جو تو لائٹو آھیان مهمن  
 منہجی ہد دھنی یہ منہجی کس کی انصاف سان ہدو

درہواست لکھار

مولوی محمد عتمان سیون  
 طالب المولی کالوہنی لند

لکھی مت ۲۰ جنابہ میو بائی  
محنت سب سند (یونیورسٹی آفیس  
میل بیو) خاصہ.

POS	UPS
Door No	978
Dated: 22-12-2021	

جناب اعلیٰ: اوہانیلی دل جی  
گھر نئے سات شکریوادا  
کریان نو تا اوہانیلی عدالت  
ہان فیصلو ملٹ کا نبوع  
لوکل گورنمنٹ ج پارٹی نہیں ہوتے  
کوئا کی نوکری جو اجدر مورفہ  
20-8-2021 کی جاری کیوں کاپوئے L.P. ہے  
ہیدر آباد مدنہ سبھو کیسے سناور کیوں  
چینی آفیس غبلے ہاونسل ہیدر آباد مورفہ  
14-12-2021 کی آفیس لیئر جاری کیوں ہون  
17-12-2021 کی ۵/۱ جی عمدبی کیے گیوں  
جودت علیہ اوہان منہبی مدد ہی  
اوہان جو شکر گزار آہیاں

Pos/4011/2020/KM/201



21-12-2021



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ  
نَسْكَانُهُ وَلَعْمَرْهُمْ يَأْرُونَهُ  
سَعْيُهُ سَعْيٌ سَعْيٌ  
نَسْكَانٌ نَسْكَانٌ

بخدمت جناب راہد حسین بروہ  
املی ہدیہ مایھم آفیس جیسے ہب آباد



شکرلو ادا گرٹ لار  
Letter of Thanks.

جناب اعلیٰ : آئد ہر ہزار قسطیت ہر دام خالوتہ برواء  
علیٰ حکمہ کو سو مالیں جنہیں کام عینہ تی گریاں  
تہ ہنہنہوں میں ملیٰ ملکہ کو سو جیسے ہو  
وہ نامہ ٹاہید ہو جیسے فوت تی دیوان  
لائے مان ملکہ اعلیٰ سندھ کی آئی لائی  
دیکھو اسٹ کھٹھی ہم ہو موئی چنکھنی آپ لئی  
کرائی ڈلو اذ لائے مان چنائے ٹاہد حسین  
لارڈ سیھنی جائی گریں سیھنی آفیس جیسے ہب آباد  
جن ہو شکرلو ادا گیانہ تی ڈی ملکہ اعلیٰ  
سندھ کی ادا ہے اجوتہ دل سان سکرگار آہیاں  
کی دھنکی آہیاں ہناداہی کی اللہ تعالیٰ ودیع  
ترفی ڈیتی تہ جھیں ہی ھسپت لاجام ڈیزیب  
ستھیں ڈی رکان مانہن تی الفناو ڈیاری ڈیجھنہ  
پی مھریاں نی سانہ مانہ فریب ڈی بیمار عردار جو

کھنبل مسلو حل شو



سیمات ہر دام خالوتہ برواء  
علیٰ حکمہ کو سو وین امام بارگاہ مکار  
کرڑھی خیرو نہل جیسے ہب آباد

### بيان

بیان مصہات بھراں نیکوہ حسین بخشی بیان دینی ہوں نہ میں  
 نے ایک افسس میں اپنے مزروع شکوہ پری میشن کی ادائیگی  
 میں تائپر کے ٹول سے ایک افسس میں ڈوبے ہکے  
 نہ خلاف درخواست دائر کی ہی۔ حکم کے بعد ایک طرف  
 سے کاروائی مل میں لائی گئی اور مختلف مکھوں کو پڑھ  
 جائی کیونگے اور مختلفہ مکھے دو میں نے ہکم دیا اور  
 کو پیش کیے کو پیش کیے بیان اور اڑاکنے کی مکھے  
 ہکم کو پیش کیے اور پڑھ لئے کیونگے کاروائی کی گئی  
 اور مختلفہ مکھے نے پڑھ جائز ہم کو نیلم کرنا پڑا  
 پیش کا کسی کی منظوری دے دی یا نہ اور مختلفہ مکھے کی  
 طرف سے DAO کو پڑھ دیا گیا۔ اور پڑھ اکاؤنٹ  
 میں پیش اتنا شرعاً ہو گئی ہے۔ اب میں بکل ملکی  
 ہکم برائے پیش رکھی میں کسی ختم کرنا چاہیے  
 اور میں ٹکسٹ اکاؤنٹ میں اور دائر کیڑہ ہسپڑا باد  
 کی ملکہ گزار رہوں نہ ان کو تھاواہ سے میرا  
 سادھے ہر لانا ملہ مل سو سکا۔



مصہات بھراں نیکوہ حسین بخشی  
 درخواست گزار

Pos - 233/2019



حترم چناب محنتیب اعلیٰ

اسلام علیکم

بپن سلام عرض کیا ہے میکہ آپ کے معتبر ادارے کے ذریعے میں نے ڈیکریڈ کوٹہ کے تحت لفڑی کی جرخواست جمع کروائی تھی۔ اس کے لیے آپ نے میرے ساتھ بھرپور تعاون رکھا اور میری کاوشوں کو بپرخواز کار لائے میں ایسی کردار ادا کیا۔ الحمد للہ! آپ کے بھرپور تعاون سے ڈیکریڈ کوٹہ کے تحت ڈی-ائیم-سی سینٹرل میں میری یوں شنگ بجیت ٹائٹم کیسروں کو گئی ہے۔

میرے مشغول وقت میں آپکے ادارے نے صیری بے حد بہر کی جس کے لیے میں لریکا اور آپکے ادارے کا بے نتیجا مشکل رہوں اور پہنچ دل سے شکر ادا کرنا ہے ہوں۔ آپکے ادارے کے تعاون سے میں مکمل ہم لوگوں کے بھی تعاون کی امید رکھتا ہوں۔

آپ کا بے حد شکر یہ

محمد فراز فون نمبر 0312-2347959

تاریخ 6/Sep/2021

دستخط - حسن

بیان

08-03-21

میں اوسلان علی ٹالبرو بیان دیتا ہوں کہ میں نے اپنے آپ سے  
میں PHE کے خلاف یہاں پر علاقے میں سیکوریٹ کے نظام کو فعال  
کرنا کے لئے درخواست ڈائرکٹی فی بھکے بعد آپ کی طرف  
سے متفقہ عمل کو لیٹر جاری بھی گئے اور شہزادی برجی بلایا  
پیا۔ اور دینگل ڈائرکٹر ہنسپ سندھ ٹیکنیکل ایجاد فی وزٹ  
بھی کیا جس میں XEN اور درخواست گزار و لیل علاقہ موجود  
ہے۔ XEN صاحب فی یہاں پر مثلے درخواست کرنے ہوئے یہاں  
مثلہ حل کروادیا ہے اور یہ میمنگ اسٹیشن فعال کروادیا ہے  
جو کہ علاقے کا سیکوریٹ کا ڈپانی ڈسکوڈ کر دیا ہے۔ مگر  
پہ سسٹم دیکھ دیا ہے بلکہ یہ براہ میریانی ایکٹ لیٹ  
جیلی کا ایک ٹرانسپارنٹ گلوبیٹ جائے اور علاقے کی آبادی  
بڑھنے جا رہی ہے جملے لیٹ دیکھ اسکم بی لافی جائے۔  
اس وقت یہاں مثلہ حل ہو گا ہے براہ میریانی قانون  
کے مطابق کسی کا فیصلہ کروادی جائے اور کسی بیندری  
جائے۔ میں ہنسپ اعلیٰ ہنسپ کا ٹکر گزار کرو  
ان کے قیادوں سے لیل علاقہ کا مثلہ حل ہو سکا۔

شکریہ

Abid Ali

اوسلان علی ٹالبرو

درخواست گزار

## Press Coverage

### The Nation

29 APR 2021

#### Ombudsman directs WASA to ensure water supply to Hyderabad localities

OUR STAFF REPORTER  
KARACHI

Ombudsman Sindh Ajaz Ali Khan while disposing of two separate complaints has directed the Managing Director (MD), WASA, Hyderabad, to ensure regular supply of potable water to the residents of Masoodia Colony, Jurial Shah Colony and residents of street No 4 Islam Nagar.

According to a handout issued on Wednesday, two separate complaints were filed before the Ombudsman Sindh by M/s Ghulam Hussain Shaikh and Ameeruddin and others for non-supply of potable water in their respective areas. The complaints were admitted and assigned to Regional Director, Provincial Ombudsman's Regional Office, Hyderabad, who took up the matter with the authorities concerned in WASA Hyderabad and heard the parties.

During the proceedings, the Executive Engineer concerned reported that the grievances of the complainants had been redressed. The complainants in both the cases while confirming about water supply at present requested for directives to the authorities to ensure regular supply in the future. The Ombudsman Sindh has expressed his satisfaction that after his intervention, the residents of Masoodia Colony, Jurial Shah Colony and street No 4 of Islam Nagar Hyderabad are getting regular supply of water and also instructed the Managing Director WASA Hyderabad to ensure regular supply of water as per undertaking submitted during proceedings.

### DAWN

26 May 2021

#### Ombudsman resolves issue of water supply to village

KARACHI: Sindh Ombudsman Ajaz Ali Khan has expressed his satisfaction over resolving the issue of repairing a damaged water pipeline of Deh 108, opposite Noor CNG Mirpurkhas, on his intervention.

A man named Faisal Mukhtiar filed a complaint in January 2021 with the ombudsman office, saying there had been an inordinate delay of five to six years in repairing the damaged water pipeline by the officials of the public health engineering department despite repeated approaches. As a result people had been facing problems due to regular interruptions in the supply of water, said a statement issued here on Tuesday.

The complaint was admitted and assigned to regional director, Provincial Ombudsman Regional Office Mirpurkhas, who took up the matter with the authorities and heard the parties.

The executive engineer concerned reported that the damaged water pipeline of the area had been repaired and matter stood resolved.

The complainant thanked the ombudsman for providing assistance in resolving the long-pending issue of the area.—APP

### THE NEWS

INTERNATIONAL  
Monday

March 29, 2021

Shahzaib 14, 1443 A.H.

#### Ombudsman expresses concern over delay in family pension cases

By our correspondent

Provincial Ombudsman Sindh Ajaz Ali Khan has expressed concerns over inordinate delay in the grant of family pensions to the legal heirs of deceased government employees by the office of the Accountant General (AG) Sindh.

A 70-year-old woman, Saban Bibi, had filed a complaint on June 8, 2015, in the ombudsman's office about delay in the grant of family pension in respect of her unmarried brother who died in October, 2013.

The matter was taken up with the office of the AG Sindh and it took them three years to locate her pension

papers as there was also a long list of pre-requisites to be fulfilled by the complainant.

The complaint was made by her not once but twice and the procedure was so cumbersome that it took her two years to complete all the formalities. Finally, with constant persuasion and concerted efforts of the institution of the ombudsman, she was able to get the monthly pension along with all the consequential dues in January 2021, after five years.

Due to this, the provincial ombudsman has called on the AG Sindh to review the entire procedure of the grant of family pension.

### The Nation

18 JUN 2021

#### Widow gets pension after 18 years

OUR STAFF REPORTER  
KARACHI

On Provincial Ombudsman's intervention widow of a policeman got pension after 18 years of the death of constable Hussain Bux. Sindh Ombudsman secretariat received a complaint filed by Mst Bhirai widow of police constable Hussain Bux in March 2018 stating that pension benefits were not allowed to her on the grounds that her husband had less than 10 years qualified service.

Hussain Bux was appointed

as police constable on 11-02-1991 and died during service on 21-03-2000. The Provincial Ombudsman Sindh Ajaz Ali Khan admitted the complaint and took it up with concerned authorities including Sindh Home Secretary and a case for condoning deficient period of 10 months and 20 days in qualifying service was submitted so that the widow could avail the pension benefits. With approval of the Finance Department concerned District Accounts Officer Hyderabad confirmed the payment to widow.







## Press Coverage

**DAWN**  
KARACHI Tuesday, September 7, 2021

# Ombudsman wants action against private institute for jeopardising students' career

The educational institution abandoned a four-year course after two years citing financial losses

By Imran Ayub

KARACHI: The Sindh ombudsman on Monday directed the provincial government to launch an inquiry and take action against a private educational institution for "jeopardising the career of students" by deciding to discontinue its four-year degree course of BSc in food sciences just after two years on grounds of "falling revenue".

The decision from the Sindh ombudsman, many believe, would serve as a precedent in protecting rights of students and their parents mainly at private educational institutions where unilateral decisions by the respective managements often bring multiple challenges, including financial, for them.

"Azar Ali Khan, Ombudsman Sindh has directed the Secretary, Sindh Higher Education Commission and Chairman, Chartered Inspection & Evaluation Committee, HEC, to hold enquiry, take appropriate legal action against Dadabhoi Institute of Higher Education for jeopardising the career of students on the ground of financial losses and take immediate steps so that no private institution/university in future should arbitrarily

decide the fate of students," said a statement issued after the decision.

"The orders were passed on the complaint filed by Ms Rida Nazeer and other students in April 2021 alleging that management of Dadabhoi Institute of Higher Education arbitrarily decided to discontinue the four-year degree course of BSc Program in Food & Sciences Technology, after two years, after compelling them to sign the consent forms for transfer to other institutions though they were allowed admissions for a degree program of four years. They, therefore, solicited intervention for securing their academic career."

The complaint, it said, was admitted and taken up with the authorities concerned. In response, Dadabhoi Institute of

Higher Education in its reports while admitting the facts stated that due to a low number of admissions and falling revenue on account of not achieving the target of admission of at least 50 students, it was decided by the committee to close the programme, however, efforts were being made to transfer or accommodate the students in other universities, it added.

"The Sindh HEC was also of the view that though the Institute was facing difficulties in continuing the program due to falling revenue proceeds, it was required to serve the interest of the students and education, so that they did not suffer and that Dadabhoi Institute was also bound to ensure either to continue teaching remaining courses or get these students properly transferred or admitted in

any of the other universities offering the said course."

The investigation, the statement added, established that the institute discontinued the offered programme after two years, on the ground of falling revenue, without considering the interest of the students and thus violated the provisions of law.

The Sindh ombudsman directed the secretary, Sindh Higher Education Commission, and the chairman, Chartered Inspection & Evaluation Committee, HEC to hold an inquiry and take appropriate legal action against the institute for jeopardising the career of students on account of financial losses and also take immediate steps so that no private institution or university should arbitrarily decide the fate of students just on the basis of monetary losses.



## Regional Director of Sindh Ombudsman's office Muhakimuddin Qadri visits RHC Salehpur

By Nareesh Kumar

SALEHPUR: The Regional Director of the Sindh Ombudsman's office, Muhakimuddin Qadri paid a visit to the Rural Health Centre Salehpur on Tuesday. He visited different wards of the RHC and reviewed the facilities being provided to the people. He met with the patients and enquired about the facilities being provided to them. The civil society leaders were also by Ahsan Bihari, Rahim Bhai, Maher, Ghulam Hussain Bhamthiro and others also met with the



Regional Director and visited him about the problems faced by the people of Salehpur due to the lack of facilities at the Rural Health Centre. While talking to the area people, Regional Director Qadri assured to take necessary steps to improve the facilities of RHC Salehpur due to the lack of facilities at the Rural Health Centre. While talking to the area people, Regional Director Qadri assured to take necessary steps to improve the facilities of RHC Salehpur due to the lack of facilities at the Rural Health Centre.

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## عام طور تي پچاويندر سوال

### چلدرین ڪمپلینتس آفيس

سنڌ سرڪار جي ڪنهن به اداري یا ڪارپوريشن سان جيڪڏهن توهان کي ڪاشڪايت آهي ته اداره محنتسب سنڌ کان مدد وٺو اوهان جي ڏهن ۾ محنتسب سنڌ جي اداري متعلق پيدا ٿيندر سوالن جا جواب اسان هيٺ ڏئي رهيا آهيون ته جيئن توهان کي طریه ڪارٽي عمل ڪرڻ ۾ آسانی ٿئي

س: بارن جي شڪايت جي آفيس (CCO) ۾ شڪايت درج ڪرائڻ جي فيس (POS) س: بارن جي شڪايت جي آفيس (CCO) جو صوائي محنتسب سنڌ  
قيام جو منصب چا آهي؟

ج: شڪايت درج ڪرائڻ جي ڪاٻه فيس ناهي ۽ ان جون سڀئي خدمتون بنا معاوضي انجراء ڏئيون وينديون آهن.

س: چا من کي بحیثيت شڪايت ڪنڌ ڪوڊکیل مقرر ڪرڻ جي ضرورت هوندي؟  
ج: جي نه ان جي ڪاٻه ضرورت ناهي.

س: هي آفيس حڪومت جي انتظامي امور ۾ ڪھڙي طرح فائديمند ثابت ٿيندي؟  
ج: قانون جي عملداري، بلا معاوضا ۽ تحفظ ۽ اختياران جي جائز استعمال کي ڀقيني بنائي ۾  
حڪومت جي حقيري مفادر ۽ تحفظ ۽ اختياران جي جائز استعمال کي ڀقيني بنائي ۾  
آفيس پر ڪوش ڪندي.

س: هن آفيس ۾ ڪھڙي قسم جون شڪايتون درج نه ٿينديون?  
ج: (i) جيڪي پهريان درج تي جڪيون آهن ۽ جن تي ڪاروائي تي جڪي آهي.  
(ii) جنهن تي ڪنهن عدالت جي طرفان ڪوہ فيصلو ٻڌايو ويو هجي يا جيڪو عدالت ۾ ھلنڌي هجي.

س: شڪايت جي چند چاڻ ۽ ان جي ازالي جي ڪاروائي ۾ ڪيترو وقت گھريل هوندو آهي؟

ج: هي آفيس ڪنهن مسئلي کي 2 کان 3 مهين جي عرصي ۾ حل ڪرڻ جي ڪوش  
ڪندي آهي، ان عرصي ۾ گهٽ وڌائي شڪايت جي نوعيت سان گانديايل آهي.  
س: چا صوبي جي انتظامي مشينري (ڊائچ) ۽ بالاختيار ادارا محنتسب جي فيصلو  
جا پايند هوندا؟

ج: بلڪل، هو محنتسب جي فيصلو جا پايند هوندا.  
س: چا محنتسب جو تعاون حاصل ڪنڌ ٻو ڪنهن قانوني عدالت سان رجوع ڪرڻ  
جا ٿندا نه هوندا؟

ج: پهرين ڳالهه اها ته جيڪڏهن اوهان جو ڪيس عدالت ۾ هلي رهيو آهي ته هن آفيس ۾  
اوهان جي شڪايت قبول نه ڪئي ويندي، جيڪڏهن اوهان هن آفيس کان شڪايت وابس  
ڪري ورتو آهي ۽ اوهان ان مان مطئن نه اهيو ته اوهان هن آفيس کان شڪايت وابس  
وٺن کان بعد ڪنهن به عدالت سان رجوع ڪري سگهونا.

س: چا صرف ڪراچي هر محنتسب سڀڪريت جي صدر آفيس ۾ ٿئي شڪايت داخل  
ڪرائي سگهان ته؟

ج: اهو ضروري ناهي، اوهان اسان جي ڪنهن به علاقتي جي آفيس ۾ شڪايت داخل ڪرائي سگهونا.

ج: (CCO) بارن جون شڪايتون وصول ڪرڻ ۽ صوائي محنتسب سنڌ طرفان ڀونيسيف جي تعارف سان آفيس قائير ڪئي وئي آهي، ان جو مقصد خاص طور تي صوبي ۾ بارن جي حقن مسئلن ۽ انهن سان ٿيندر زيادترين جي روڪنار ڪرڻ آهي.

س: بارن جون شڪايتون وصول ڪرڻ جي آفيس ڏار قائير ڪرڻ جي ضرورت پيش ڇو آئي؟

ج: پاڪستان بارن جي حقن جي بابت اقوام متحده جي قرارداد جو اقاري آهي جنهن جي مطابق پاڪستان قانوني طور تي پايند آهي ته بارن جي حقن جي متعلق شڪايتون ٻڌڻ ۽ ان جي ازالي جو ظاهر تشكيل ٿئي ۽ بارن جي حقن جو تحفظ کي پهترائي.

س: بارن جي شڪايت جي آفيس (CCO) ۾ ڪھڙي قسم جي شڪايت قابل قبول ۾ هوندي آهي؟

ج: سنڌ جي سمورين سرڪاري آفيسن، ادارن، جنهن ۾ ڀوليس، جيل، تعليمي ادارا، ڀتيمير خاتا، ريماند هورمن، ۽ اسيتالون وغيره شامل آهن جتي بارن سان ٿيندر زيادترين جي متعلق شڪايتون درج ڪرائي سگهون نهون.  
س: بارن جي شڪايت جي آفيس (CCO) بارن جي لا ۽ ڪھڙي طرح فائديمند آهي؟  
ج: (CCO) بارن جي تحفظ جو ماحول قائير ڪرڻ جي لا ۽ هڪ اهر ڪردار ادا ڪندي ۽ حقن جي بابت شڪايت جي ازالي لا تتحقق، وڪالت ۽ بارن جي متعلق بین ادارن جنهن ۾ غير سرڪاري ادارن (NGOs) سان رابطي جي ذريعي ڪپليت فارم مهيا ڪندي.

س: ڪير بارن جي شڪايت جي آفيس (CCO) ۾ شڪايت درج ڪرائي سگهي تو  
ج: ڪو ۾ پار يا ان جي نمائندجي طور تي ڪو به بالع فرد ذاتي طور تي تحريري درخواست شڪايت جمع ڪرائي سگهي تو ڀا فون ذريعي ۽ اي ميل وغيره به موڪلي سگهي جي تو

س: بارن جي شڪايت جي آفيس (CCO) من کي بطور شڪايت ڪنڌ ڪھڙي ڳالهه جي ڀقين دهاني ڪرائي ٿندو؟

ج: ان ۾ بنا ڊيرانصاف تائين مفت رسائي، تسللي بخش ٻڌڻ ۽ نشيجا خير ڪاروائي شامل آهي، جيڪا هر بار (18 سان جي عمر تائين) جي لا ۽ بنا فرن، مذهب، ذات يا تنهي جي مدد فراهم ڪئي ويندي.

س: چا ڇان معاملي ۾ صوائي محنتسب باختيار آهي؟

ج: هي ها! صوبي سنڌ جي ايڪ مجره 1991 جي تحت قائير ٽيل محنتسب سنڌ کي ان معاملي ۾ بنيادي قانون جي تحت ڪاروائي جواختيار حاصل آهي.

س: چا مان سنڌي زيان ۾ شڪايت درج ڪرائي سگهان ته؟

ج: بلڪل، اوهان سنڌي اردو يا انگريزني ۾ شڪايت درج ڪرائي سگهونا.

## عام طور تي پچياويندر سوال

### محنسن جي اداري مي شکایت پیش کرن جو طریقو

سوال: حکومت جي انتظامي شاخن کي هن آئيس مان ڪھئي هر حاصل تي سگھي تي؟

جواب: قانون جي برتری تکڑو ۽ ستو انصاف، حکومت جي حائز حقن جو تحفظ وغیره.

سوال: ڪھئن شکایتون تي ڏيان نڈو پوندو

جواب: (1) داخل ٿيل اهي شکایتون جن تي اڳ ئي عمل ڪيو ۽ ۾ جي.

(2) اهي شکایتون جن تي ڪورٹ نیصلو پڻائي چڪي هجي يا ان وٺ اڪلاء هيت هجن.

(3) اهي شکایتون جيڪي بين محسنسن جي داڻري ۾ ايندیون هجن.

(4) بیڪار ٿيل شکایتون

سوال: بیڪار ٿيل شکایتون مان چا مراد آهي؟

جواب: الزاميل بدانظامين کان تي مهمنا پوءِ داخل ڪيل شکایتون بیڪار سڌن جن ٿئن.

سوال: چا بیڪار ٿيل درخواستن جي گنجائش آهي؟

جواب: ها، اهو محنسن جي اختيار ۾ آهي ته هو ڪجهه مخصوص حالتن تحت اهڻيون درخواستن پڻ جو گيروين قرار ٿئي.

سوال: حاج ۽ تدارک ۾ ڪيٽرو وقت لڳي سگھي ته؟

جواب: گھوٽڪري بن ٻاتن مهمن ۾ شکایت حل ٿي ويندي آهي ٻر ڪڌن ڪڌن ڪيس جي نوععت تي ٻارو مدار آهي.

سوال: چا محنسن جي نیصلو تي عمل صوبائي انتظاميا لاءِ لازمي آهي؟

جواب: ها، اهو لازمي آهي.

سوال: جي ڪڌن محنسن جي فيصلو سان سهمت نه هجان ته؟

جواب: جي ڪڌن تو هان سمجھو ٿا ته نیصلو انصاف پريو نه آهي ته تو هان تي ٢٠ ڏينهن اندر سڌن جي گورنر کي درخواست ڪري ڪھئو ٿا، ان تي ڪو ٻڌن نامو جاري ڪري سگھي ته.

سوال: چا محنسن سڌن جي مدد سان پنهنجي ڪورٽ ٻر ڀجخ جي حق تان هت نه ٿو کنان؟

جواب: پهرين ڳالهه ته هي آئيس ان ڪيس تي غور نه ڪندي جيڪو ڪورٽ ۾ اڪلاء هيت آهي پوءِ به جي ڪڌن اسانجي مدد حاصل ڪيو ٿا ۽ ڪارواني مان مطمئن نه آهي تو هان ڪھئي به وقت هن آئيس مان ڪيس تان هت ڪلن بعد ڪنهن ڪورٽ ٻر ڀجي ڪھئو ٿا.

سوال: صوبائي محنسن سڌن جي آئيس جي قيام جو ڪھئو مقصد آهي؟

جواب: صوبي اندر انتظامي ڪو تاهين خلاف شکایت ڪڌن جي مسئلن کي حل ڪرڻ.

سوال: چا سڌن جو محنسن اڳ ڪيو ٿو جي بالادستي کان آزاد آهي؟

جواب: ها، سڌن صوبي جي محنسن جي آئيس جي قيام جو ايڪ 1991 ع تهت محنسن پنهنجي ڪمن ڪاربن ۾ خود مختيار ۽ آزاد آهي.

سوال: محنسن ڪھئي قسم جو شکایتون پڻي ۽ حل ڪري سگھي ته؟

جواب: محنسن سڌن حکومت جي سڀني ادارن سان لاڳاپيل بدانظامي جون شکایتون پڻي سگھي ٿو، سوء اشکایتون جي جيڪي وفائي محنسن.

وفائي تيڪس محنسن، اشورنس محنسن ۽ ٻينڪنگ محنسن جي اختياران هر اچن ٿيون.

سوال: چا محنسن وٽ ڪا شکایت ڪري سگھان ٿو؟

جواب: ها ڪو ٻڌن مالهوسادي پني تي صحیح ٿيل شکایت محنسن وٽ داخل ڪري سگھي ٿو جنهن تي تڪلي لڳائڻ جي ڪاٻ ضرورت نه آهي، ڪنهن به ڪمنام ڀاڪڙي درخواست تي غور نه ڪيو ٿيندو.

سوال: چا محنسن پنهنجي شکایت پڻ جو ٿي ڦيندو؟

جواب: ها، جي ڪڌن ان سان ڪڏا هينيان دستاويز شامل هجن.

(1) شناختي ڪارڊ جي ڪاٻي (شکایت ڪندڙجي)

(2) هڪ عدد قسم ناموشامل هوندو جيڪو هيد آئيس ڀاريجنل آئيس مان

بنائي جي حاصل ڪري سگھي ٿو.

سوال: چا مان پنهنجي شکایت سڌن ۾ داخل ڪري سگھان ٿو؟

جواب: ها، بلڪل سڌن، اردو ۽ انگريز ۾ درخواست جمع ڪرائي سگھي ٿي.

سوال: اهئي شکایت داخل ڪراڻ ۾ منهجو ڪيٽرو خرج ايندو؟

جواب: شکایت ڪرڻ جو ڪو ٻه خرج نه ٿو پوندو.

سوال: چا شکایت ڪندڙ کي وڪيل جي ضرورت آهي؟

جواب: نه بلڪل نه آهي.

سوال: چا مان صرف پنهنجي شکایت مرڪزي آئيس ڪراچي ۾ داخل ڪري سگھان ٿو؟

جواب: ضروري نه آهي، تو هان اسان جي ڪنهن به علاقائي آئيس ۾ داخل ڪرائي سگھو ٿا.

سوال: شکایت ڪندڙ محنسن جي آئيس مان ڪھئي اميد رکي سگھي ٿو؟

جواب: انصاف تائين سستي پهچ، صحیح پڻائي، لڀائي مداخلت، جلد انصاف ۽ محنسن جي فیصلن تي ترت عمل.

موجوده محتسب سندھ هڪ تجربیکار ۽ قابل شخصیت جو مالک جناب اعجاز علی خان آهي، جنهن جي سربراھي ۾ هي ادارو عوامي شکایتن جي ازالی لاءِ جاڪوڙ ڪري رهيو آهي، ان ڳالهه ۾ ڪو به شڪ نه آهي ته هي ادارو عوام جو هڏڻوکي ۽ انهن جي مسئلن جي حل لاءِ ڪوشان آهي.



## محتسب جو ادارو

### منظور علی اعواث

محتسب جو ادارو وفاق کان بعد سپ کان پھریائین 1991 ع ۾ سند ۾ قائم ٿيو، هن اداري جو اصل مقصد ڪنهن به صوبائي محکمي یا آفيس طرفان ڪنهن به شخص سان ٿيندڙ حق تلفي، قانون جي ابتر ڪم ڪرڻ، نالنصافي یا ڪنهن جائز ڪم ۾ چاڻي واڻي دير ڪرڻ وغیره وغیره ۾ ان جي قانوني طرقي سان مدد ڪرڻ آهي ۽ کيس جلد کان جلد انصاف ڏيارڻ آهي، اهڙا مسئلا جيڪي اڳ ۾ ئي ڪورٽ ۾ هلندر ھجن اهي هن اداري جي دائري اختيار ۾ نه ٿا اچن، محتسب جي قانون ۾ ڪورٽ وانگر نه ته ڪو وکيل ڪرڻو ٿو پوي ۽ نه ئي بگهو طرقيه ڪار آهي، بلڪه عام فرد صوبائي کاتي یا ان جي آفيسر خلاف شڪايت ڪڻي اچي سگهي ٿو، هن اداري جو صوبائي هيد ڪوارٽر سند جي گاديء ڪراچي ۾ آهي، جڏهن سند جي تقريرين هر ضلعي هيد ڪوارٽر ۾ ريجنل آفيس آهي، جنهن جو سربراهم تجريبيڪار ريجنل دائريڪٽر آهي، ڪو به فرد یا افراد بذات خود یا ٿپال ذريعي پنهنجي شڪايت بمعه حلف نامون ۽ شناخي ڪارڊ جي ڪاپي سان گڏ سندی، اردو یا انگريزي ۾ صوبائي محتسب ڏانهن ايڊریس ڪري یا واسطڍار ضلعي جي ريجنل دائريڪٽر ڏانهن موڪلي سگهي ٿو، شڪايت اي ميل ذريعي پڻ موڪلي سگهجي ٿي.

ڏئو ويو آهي ته هن مهل تائين مختلف محڪمن ۽ آفيسن خلاف هزارين شڪايتون اداري کي موصول ٿيون جن مان وڌي تعداد جو تدارک ڪيو ويو، ان ۾ مختلف قسم جون شڪايتون جهڙو ڪ پينشن، بینوولينٽ فند، زمين جا معاملا ، مقامي سترائي، ترقياتي ڪمن ۾ دير ۽ اهڙا معاملا جيڪي چاڻي واڻي رولڙي جو شڪار رهيا انهن کي جلد کان جلد حل ڪرايو ويو، ساڳئي طرح بين مختلف آفيسن ۾ هلندر مسئلن کي جن ۾ رڪاوٽون هيون انهن کي جلد حل ڪرڻ جا احڪامات جاري ڪيا ويا.

## عام طور پر پوچھے جانے والے سوالات

### چلڈرنر کمپلینٹس آفس

- س: کیا میں سندھی زبان میں شکایت درج کرو سکتا ہوں؟  
ج: یقیناً! آپ سندھی، اردو یا انگریزی میں شکایت درج کرو سکتے ہیں۔
- س: CCO میں شکایت درج کروانے کی کیا فیس ہے؟  
ج: شکایت درج کروانے کی کوئی فیس نہیں ہے اور اس سلسلے کی تمام تر خدمات بلا معاوضہ انجام دی جاتی ہیں۔
- س: کیا مجھے بحثیت شکایت کنندہ کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟  
ج: جی نہیں اس کی کوئی ضرورت نہیں۔
- س: یہ دفتر حکومت کے انتظامی امور میں کس طرح کے فائدے کو لیتھی ہتھے گا؟  
ج: قانون کی عملداری، بلا معاوضہ اور بلا تاخیر انتظامی انصاف کی فراہی حکومت کے حقیقی مفادات کا تحفظ اور اختیارات کے جائز استعمال کو لیتھی ہتھے گا میں یہ دفتر ہر پوکوش 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  
با جو کسی عدالت میں زیر الدو ہوں۔  
(iii) جو کسی دوسرے مختص کے دائرہ کار میں آتی ہوں۔
- س: شکایت کی تیتیش اور اس کے ازالے کی کارروائی میں کتنی مدت دکار ہوتی ہے؟  
ج: یہ دفتر کسی مسئلے کو 2 سے 3 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔  
تاہم اس مدت میں کمی بیشی شکایت کی نوعیت پر مختص ہے۔
- س: کیا صوبے کی انتظامی مشینری اور با اختیار ادارے مختص کے فیصلے کے پابند ہوں گے؟  
ج: بالکل۔ وہ مختص کے فیصلے پر عملدرآمد کے پابند ہیں۔
- س: کیا میں مختص کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا اقدار نہیں ہوں گا؟  
ج: پہلی بات تو یہ کہ آگرہ آپ کا کیس عدالت میں زیر الدو ہے تو اس دفتر میں آپ کی شکایت قول نہیں کی جائے اسی۔ 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 مختص سیکریٹریٹ کے صدر دفتر میں ہی شکایت درج کرو سکتا ہوں؟  
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جن تی تفصیل تاب میں موجود ہیں) میں شکایت درج کرو سکتے ہیں۔

- س: چلڈرنر کمپلینٹس آفس (CCO) کا صوبائی مختص سندھ (POS) میں قیام کیا مقصود ہے؟  
ج: CCO، صوبائی مختص کی جانب سے یونیف کے اشتراک سے قائم کیا گا  
ہے۔ اس کا مقصود خصوصی طور پر صوبے میں بچوں کے حقوق کے مسائل اور ان کے ساتھ ہونے والی زیادتیوں کے معاملات میں ان کی دادری کرنا ہے۔
- س: چلڈرنر کمپلینٹس آفس کو علیحدہ قائم کرنے کی ضرورت کیوں پیش آئی؟  
ج: پاکستان بچوں کے حقوق کے بارے میں اقوام متحده کے کوشاں کا دستخط لندنہ  
ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جو مدداریاں عائد ہوتی ہیں اجسی 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 تشكیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شامل ہے۔
- س: CCO میں کس قسم کی شکایات قبلی قبول ہوتی ہیں؟  
ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں، شمول پولیس، جیل، تعالیٰ اداروں، تیم خانوں، ریمانڈ ہو مزار اپیالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات سننے اور اس کے ازالے کا نظام نہ ہونے کی صورت میں اس کی تشكیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شامل ہے۔
- س: CCO بچوں کے لئے کس طرح فائدہ مند ہے؟  
ج: CCO بچوں کے تحفظ کا مالوں 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 مہیا 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 ذاتی طور پر یا تحریری طور پر دخواست جمع کرو سکتا ہے یا پھر کسی اور ذریعے سے مثلاً ای میل وغیرہ سے بھی بھج سکتا ہے۔
- س: CCO اس سلسلے میں بھج طور پر شکایت کنندہ کس بات کی لیفین دہانی کردا تا  
ہے؟  
ج: اس میں بلا تاخیر انصاف تک مفت رسانی، تسلی بخش شفاؤتی اور نتیجہ خیز کارروائی شامل ہے جو ہر بچے (18 سال تک کی عمر تک) کے لئے بلا لحاظ فرق، نمہب، ذات یا لپکر کے مدفراء ہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی مختص سندھی طور پر با اختیار ہے؟  
ج: جی ہاں! صوبہ سندھ کے ایکٹ بھری 1996ء کے تحت قائم شدہ دفتر مختص کے مطابق اسے اس معاملے میں بنیادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔

## عام طور پر پوچھے جانے والے سوالات

### محتسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے

ج: قانون کی بالادستی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہی، جائز حکومت کے مفادات کا تحفظ اور صوابیدی اختیارات پر منصافانہ عملدرآمد۔

س: کس قسم کی شکایت دفتر میں قبول نہیں کی جاتی؟

ج: (۱)۔ ایسی شکایات جو پہلے منظور ہو کر کارروائی سے گزر چکی ہو۔  
 (۲)۔ کسی عدالت میں زیر ساعت ہو یا جس پر فیصلہ 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: بدانظامی 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 صوابیدی پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظور 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 اختلاف ہو سکتا ہے اگر شکایت سے متعلق ضروری کوئی اضافہ (Particulars) مکمل ہونے میں وقت لگے۔

س: کیا محتسب کے فیصلوں پر صوبے کی انتظامی اور عاملانہ مشتری 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 تمیں دن کے اندر گورنر سندھ کو عرض داشت (Representation) کیج سکتے ہیں جو مناسب سمجھنے پر نظر ثانی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محتسب سندھ سے مدد لیئے 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 جا سکتے ہیں۔

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 اختار ہے؟

ج: جی ہاں یہ نامیاتی قانون کے تحت خود اختار ہے اور اپنا فریضہ محتسب سندھ ایکٹ 1991ء کے تحت انجام دیتا ہے۔

س: کس قسم کی شکایت سے محتسب سندھ کا تعلق ہے؟

ج: ایسی شکایت جو حکومت سندھ کے تمام حکاموں میں سے کسی بھی بدانظامی کے زمرے میں آتی ہو۔ ماسوا ان کے جو وفاقي محتسب سندھ یا خصوصی محتسبین مثلاً لیکس محتسب، بینکنگ محتسب، انشورس محتسب کے دائرة اختیار میں ہوں۔

س: کیا میں محتسب سندھ کو شکایت پیش کر سکتا ہوں؟

ج: کوئی بھی شخص سادے کافنڈ پر شکایت لکھ کر اپنے دستخط سے پیش کر سکتا ہے۔ اس امپ لگانے کی ضرورت نہیں ہے۔ گنام یا فرضی نام پر شکایت قابل قبول نہیں ہوتیں۔

س: کیا میری شکایت دفتر میں منظور کر لی جاتی ہے؟

ج: جی ہاں۔ اگر اس کے ساتھ آپ کے قوی شناختی کارڈ کی فوٹو کاپی اور حلف نامہ جو بدانظامی دفتر مہیا 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 تحریک جاسکتی ہے۔

س: محتسب سندھ کے دفتر میں شکایت رجسٹر ہونے پر کیا خرچ آتا ہے؟

ج: دفتر کی جانب سے بدانظامی خدمت پیش کی جاتی ہے۔

س: شکایت گزارکی حیثیت سے کیا وکیل کی ضرورت ہوتی ہے؟

ج: نہیں۔ قطعی ضرورت نہیں ہے۔

س: کیا اپنی شکایت محتسب سندھ میکٹریٹ کے ہیئت آفس میں بھیجا جائیے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی ریجنل آفس میں بھیج سکتے ہیں جن کے پیچے اس کتاب کے آخر میں دیے گئے ہیں۔

س: میری شکایت پر محتسب سندھ سے کیا توقع رکھی جاسکتی ہے؟

ج: بدانظامی انصاف تک رسائی، توجہ کے ساتھ ساعت، نتیجہ خیز مداخلت، محتسب سندھ کے فیصلے کا جلد از جلدا اطلاق۔

س: حکومت کی انتظامی طاقت کے آگے محتسب سندھ کے دفتر سے کیا توقع رکھی جاسکتی ہے؟

عدالت عالیہ کے سامنے کسی قانونی کارروائی کے دوران اس کی طرف سے کی گئی تحریک پر یا خود اپنی تحریک پر کسی ایجادیں یا اس کے افسران یا ملازمین میں سے کسی کے خلاف بدنظامی کے کسی الزام کی تحقیقات کر سکے گا۔۔۔۔۔ مگر شرط یہ ہے کہ اومبدز مین{Ombudsman} کو ایسے معاملات کی تفییش و تحقیق کرنے کا کوئی اختیار نہیں ہو گا جو۔۔۔۔۔

(الف) اسے کوئی شکایت، استصواب یا تحریک وصول ہونے کی تاریخ پر پاکستان میں اختیار مجاز کسی عدالت یا عدالتی ٹریبون یا ایوارڈ میں زیر سماحت ہوں، یا۔۔۔۔۔

(ب) پاکستان کے امور خارجہ پاکستان کے کسی بیرونی مملکت یا حکومت کے ساتھ تعلقات یا معاملات سے متعلق ہوں، یا۔۔۔۔۔

(ج) پاکستان یا اس کے حصے کے دفاع یا پاکستان کی برقی، بحری اور فضائی افواج یا مذکورہ افواج سے متعلق قوانین پر مشتمل معاملات سے متعلق ہوں یا ان سے مربوط ہوں۔

اس ادارے کے قیام کا اصل مقصد عام لوگوں کو سستا اور جلد انتظامی انصاف فراہم کرنا ہے اور یہ ادارہ اپنے اس مقصد میں خاصی حد تک کامیاب ہے۔



## ۲- تعریفات

اس ایکٹ میں تاویتکیہ کوئی امر موضوع یا سیاق و سبق کے منافی نہ ہو۔

☆ ”ابجنسی“ سے صوبائی حکومت کا کوئی محکمہ، کمیشن یا دفتر یا صوبائی حکومت کی طرف سے قائم کردہ یا منضبط کردہ کوئی آئینی کار پوریشن یا دیگر ادارہ مراد ہے، مگر اس میں عدالت عالیہ شامل نہیں ہے۔

☆ ”بدانتظامی“ میں

(اول) کوئی ایسا فصلہ، قانونی کارروائی، سفارش، ترک فعل یا ارتکاب شامل ہے۔

(ا) جو قانون، قواعد یا ضوابط کے خلاف ہو مسلمہ دستور کار یا طریق کار

سے انحراف ہوتا وقتنکیہ یہ نیک نیتی اور جائز و جوہ سے نہ ہو، یا

(ب) جو گمراہ کن، بے قاعدہ یا غیر معقول، خلاف انصاف، جانب دار، موجب ظلم یا امتیازی ہو

یا۔۔۔

(ج) جو غیر متعلقہ موجبات پر مبنی ہو۔۔۔ یا۔۔۔

(د) جس میں فاسد یا نامناسب محکمات مثلاً رشتہ، بے ایمانی، پاسداری، اقربانوازی اور انتظامی زیادتیوں کے لئے انتظامی اختیارات کا استعمال یا ایسا کرنے سے کوتاہی یا انکار شامل ہو۔۔۔ اور۔۔۔

(دوم) فرائض اور ذمہ داریوں کی انجام دہی یا بجا آوری میں غفلت، بے تو جہی، تاخیر، ناقابلیت، نااہلی اور نالائحتی شامل ہے۔

۳- ”دفتر“ سے امبدز مین (OMBUDSMAN) کا دفتر مراد ہے۔

۴- امبدز مین {Ombudsman} سے دفعہ ۳ کے تحت مقرر کردہ صوبائی امبدز مین {Ombudsman} برابر صوبہ سندھ مراد ہے۔

۵- ”مقررہ“ سے اس ایکٹ کے تحت وضع شدہ قواعد کی رو سے مقررہ مراد ہے۔

۶- ”سرکاری ملازم“ سے مجموعہ تعزیرات پاکستان بابت ۱۸۶۰ع کی دفعہ ۲۱ میں دی گئی تعریف کے مطابق کوئی سرکاری ملازم مراد ہے اور اس میں کوئی وزیر، مشیر، پارلیمانی سیکریٹری اور کسی ابجنسی کا حاکم اعلیٰ، ناظم یا دیگر افسر یا ملازم یا رکن شامل ہے، اور

۷- ”عملہ“ سے دفتر کا کوئی ملازم یا مور مراد ہے اور اس میں شریک ارکان عملہ، مشیر ان خصوصی، مشیر ان، فرقہ ایں، افسران رابطہ اور ماہرین شامل ہیں۔

صوبائی محتسب کا دائرہ اختیار، کاربائی منصبی اور اختیارات

(۱) کسی شخص متضرر کی شکایت پر گورنر یا صوبائی اسمبلی، جیسی بھی صورت ہو، کی طرف سے کسی استھواب پر عدالت عظمی یا کسی

ہو۔ بعد ازاں بعض یورپی ممالک نے بھی اس تصور کو اپنایا۔ کچھ نے نام میں ترمیم کر کے اسے Parliamentary Commissioner کا نام دے دیا۔ جیسے نیوزی لینڈ۔ کہیں اس کو انپکٹ جرzel کا نام دیا گیا اور کہیں پلک یا سٹیشن ایڈوکیٹ کہا گیا۔ لیکن اس قسم کے تمام اداروں کی بنیادی روح انتظامیہ سے کسی حد تک آزادی ہے۔

محتسب سے ملتے جلتے اداروں کا تصور ہمیں چین میں ۲۲۱ قم میں Qin Dynasty اور بعد میں کوریا میں Joseon Dynasty میں بھی ملتا ہے۔ جہاں بادشاہ کی طرف سے براہ راست مقرر کردہ خفیہ افسر صوبوں اور سرکاری عمال کی نگرانی کے لئے بھیجا جاتا تھا۔ Roman Tribune بھی اسی قسم کا ایک عہدہ تھا جسکی ذمہ داری عام شہریوں کو سرکاری عمال کی بے جانا انصافیوں سے بچانا تھا۔ محتسب کی ایک اور شکل خلیفہ راشد حضرت عمر بن خطاب رضی اللہ تعالیٰ عنہ کے زمانے میں ”دیوان المظالم“ اور ”قاضی القضاۃ“ کی تھی۔

### یاکستان کا نظام اخساب

پاکستان کے دستور کو دیگر ممالک کے دساتیر پر اس اعتبار سے فوقيت حاصل ہے کہ اس میں ادارہ اخساب کے قیام کا تصور موجود ہے جس پر عمل درآمد کے لئے وفاقی ادارہ اخساب قائم کیا گیا۔ مختلف اداروں میں اس ادارے کے قیام کے لئے سفارشات مرتب کی گئیں۔ 1973 کے آئین میں اس ادارے کے قیام کو دوبارہ ضروری قرار دیا گیا لیکن عملی کارروائی نہ ہونے کی بنا پر اس ادارے کا قیام دس سال تک تعطیل کا شکار رہا۔ بالآخر 1983 میں سابقہ سفارشات کی روشنی میں ”وفاقی محتسب“ کے قیام کے بعد ”جسٹس سردار محمد اقبال“ کا تقرر بطور ”وفاقی محتسب“ ۸ اگست 1983 کو کیا گیا۔

اسلامی دستور کے لئے وضع کردہ دفعات میں اس اخسابی ادارے کی بنیادی ذمہ داریوں میں حکومتی ملازمین کے خلاف عوامی شکایات کے ازالہ کے علاوہ یہ بھی لازم قرار دیا گیا تھا کہ پاکستان کا ادارہ اخساب نیکیوں کو پروان چڑھائے گا اور برائیوں کا سد باب کرے گا۔

### سنده میں محتسب کا تقرر

سنده میں صوبائی محتسب کا ادارہ ۲۳ جنوری ۱۹۹۲ء کو بذریعہ صوبائی اومبڈز مین (Ombudsman) کے دفتر کے قیام کا ایکٹ ۱۹۹۱ء (سنده ایکٹ نمبر ۱۹۹۲ء) عمل میں آیا اور جناب ایم و سیم کو ادارے کا پہلا سربراہ مقرر کیا گیا۔ موجودہ سربراہ جناب ابی جاز علی خان ادارے کے چھٹے سربراہ ہیں۔

### مختصر عنوان، وسعت اور آغاز نفاذ:

- ۱۔ یا ایکٹ صوبائی اومبڈز مین (Ombudsman) برائے صوبہ سنده کے قیام کے ایکٹ ۱۹۹۱ء کے نام سے موسم ہوگا۔
- ۲۔ یہ پورے صوبہ سنده پر وسعت پذیر ہوگا۔
- ۳۔ یہ ۱۱ اگست ۱۹۹۱ء سے نافذ اعمال ہوگا۔

## محتسب کا ادارہ - پس منظر اور مقاصد

ضمیر احمد خان

عہد رسالت ﷺ میں اگرچہ احساب یا الحسبة کے نام سے باقاعدہ کوئی ادارہ موجود نہیں تھا لیکن اس عہد میں دوسرے کئی اداروں کی طرح ادارہ احساب بھی مسلمہ اصولوں کے مطابق بعض انتظامی عہدوں سے عبارت تھا۔ حضور اکرم ﷺ نے ریاست مدینہ میں برا یوں کی روک تھام کے لئے مختلف باصلاحیت افراد کو امر بالمعروف اور نہیں عن الممنکر کے لئے تعینات فرمایا تھا اور خود آپ ﷺ بطور ”محتسب اعلیٰ“ ان کی نگرانی فرمایا کرتے تھے۔ بعد میں مختلف اسلامی ریاستوں نے اسی نجح اور طریقہ کار کو اپنایا کرتے تھے اپنے ادوار میں باقاعدہ احسابی ادارے قائم کئے۔

اس سلسلے میں آنحضرت ﷺ کا طرز عمل دیکھا جائے تو یہ بات واضح ہوتی ہے کہ آپ ﷺ نے صرف محتسب کا فریضہ سر انجام دیتے تھے بلکہ منصب قضا بھی آپ ﷺ کے پاس تھا۔ اسلامی ریاست کی حدود و سیع ہونے پر آپ ﷺ نے مدینہ سے باہر مختلف صحابہ کرام کو منصب قضا پر فرمایا۔ آپ ﷺ کے اس طرز عمل سے یہ بات پتہ چلتی ہے کہ ”محتسب“ کے عہدے پر فائز کئے جانے والے شخص میں کم از کم وہ شرایط ضرور موجود ہوئی چاہیں جو ایک قاضی میں موجود ہوتی ہیں لہذا محتسب کے منصب پر فائز کئے جانے والے شخص میں فقہ اسلام کی بیان کردہ شرائط قضا کی موجودگی ضروری ہے۔ اسی طرح محتسب کی معزولی میں بھی ان شرائط کو مدنظر رکھنا بے حد ضروری ہے تاکہ شفافیت کا عمل برقرارہ سکے۔

اکثر فقہی و اسلامی تاریخ پر لکھی گئی کتابوں میں اس موضوع پر موارد موجود ہے۔ اس کے علاوہ الگ مستقل کتابیں بھی تحریر کی گئیں ہیں جن میں امام ابن تیمیہ کی کتاب ”الحجۃ فی الاسلام“، ضیا الدین السنانی کی نصاب ”الاحسان“، سرفہرست ہیں نیز محمد غزالی کی ”احیا علوم الدین“، ابن جوزی کی ”منہاج القاصدین“، اور علی الماوردی کی ”الا حکام السلطانیہ“ میں احساب، محتسب اور دائرہ احساب کے بارے میں مباحثہ موجود ہیں۔ اردو زبان میں ساجد الرحمن صدیقی کی ”اسلام میں پولیس اور احساب کا نظام“، مولانا سید محمد متنہن ہاشمی کی ”اسلامی حدود اور ان کا فلسفہ مع اسلام احساب“، بھی اسی سلسلے کی کرثیاں ہیں۔

عہد جدید میں محتسب کا تصور سب سے پہلے ۱۸۰۹ء عیسوی میں سوینڈن میں پیش کیا گیا جس کا مقصد ایک ایسی نگرانی تھیں کیا قیام تھا جو انتظامیہ سے آزاد رہتے ہوئے عام شہریوں کے حقوق کی حفاظت کرے۔ اس سے پہلے ۱۷۱۳ء عیسوی میں سوینڈن کے بادشاہ چارلس II نے سپریم محتسب (Hogste Ombudsmanen) کا ادارہ قائم کیا تھا۔ اگرچہ اور انتظامی افسران قانون کے مطابق ذمہ دار یا ادا نہ کرتے تو سپریم محتسب کو انہیں سزا دینے کا اختیار تھا۔ ۱۷۱۹ء عیسوی میں سپریم محتسب کے دفتر کا نام بادشاہ چارلس II کے نام پر ہو گیا۔ Chancellor of Justice

لفظ Ombudsmand کی جڑیں قدیم زبان کے لفظ or umbodsmaor سے ملتی ہیں جس کے معنی ہیں ”نمائندہ“ اور ”باختیار شخص“ جو کسی اور کے لئے کام کرے۔ محتسب کے عام معنی ہیں دستور کے تحت مقرر کردہ ایسا شخص جو عام شہری کی طرف سے انتظامی انصاف کے عدم حصول کے خلاف پیش کی گئی شکایت کی تحقیقات اور تفتیش کر کے انتظامی انصاف کے حصول میں مدد و معاون

اس ادارے سے سندھ کے عوام صوبے کے تمام سرکاری دفاتر اور پولیس، جیل خانہ جات، تعلیمی ادارے، پتیم خانے، ریمانڈ ہومز اور سرکاری اسپتالوں اور بچوں کے ساتھ ہونے والی زیادتی کی شکایات کر سکتے ہیں کوئی بھی شخص اپنی شکایت ایک سادہ کاغذ پر لکھ کر دے سکتا ہے یہ ادارہ بلا تفریق رنگ و نسل ذات پات و مذہب کے اپنی کارروائی کرتا ہے کیوں کہ اس ادارے کو 1991ء کے قانون کے تحت تمام کارائیاں کرنے کا اختیار ہے۔

صوبائی مختص کا یہ ادارہ حکومتی انتظامی امور میں اختیارات کے جائز استعمال کو یقینی بنانے اور بلا تحریک انصاف کی فرائیں میں اہم کردار ادا کرتا رہا ہے۔ اسی لیے یقیناً یہ عوامی مفادات کے تحفظ کا اہم ادارہ بن چکا ہے اور حکمِ الہی کی زندہ تغیر نظر آتا ہے۔

”النصاف کرنے والے اللہ کو پسند ہیں۔“



## ”النصاف کرنے والے اللہ کو پسند ہیں۔“

سید قمر رضی نقوی

سنده میں صوبائی مختصہ کے ادارے کا قیام 1991ء میں عمل میں آیا۔ صوبائی مختصہ کا یہ ادارہ دراصل حکومت سنده کے زیر انتظام اداروں کی کارکردگی کا نہ صرف جائزہ لیتا ہے بلکہ ان میں ہونے والی بدعوائیوں اور کرپشن سے متعلق شکایات کی تحقیقات کرتا ہے اور حکومتی اہلکاروں کی بے پرواہی اور قانون سے صرف نظر کو اور غفلت کے شکار اہلکاروں کے خلاف مکملہ جاتی کارروائی کا بھی حکم دیتا ہے اور شکایت کرنے والوں کے حقوق کی بھرپور حمایت کرتا ہے اور مناسب کارروائی کے بعد رشوت خوری، اقربا پروری، اختیارات کا ناجائز استعمال، بے ایمانی، بدانظامی کا تادبی کارروائیوں سے ازالہ کرتا ہے۔

صوبائی مختصہ کا یہ ادارہ غریب عوام کے لیے روشنی کی ایک بڑی اہم کرن کی مانند ہے۔ جناب اعجاز علی خان کی سربراہی میں مختصہ کا یہ ادارہ عوامی مشکلات و شکایات کے ازالے کا نہ صرف ایک اہم ذریعہ ہے بلکہ غریب عوام کو ستا ترین اور بلا معاوضہ النصاف فراہم کرتا ہے۔

صوبائی مختصہ کے ادارے کی یہ خوبی ہے کہ غریب عوام بغیر کسی تردد کے اپنی شکایات ایک سادہ کاغذ پر عام فہم زبان میں لکھ کر صوبائی مختصہ کے دفتر میں جمع کر سکتے ہیں جس پر ادارہ ضروری کارروائی کا عمل شروع کر دیتا ہے اور انصاف کی فراہمی کو یقینی بنانے میں اہم کردار ادا کرتا ہے۔ سب سے اہم بات یہ ہے کہ یہ ادارہ بغیر کسی وکیل/فیس کے براہ راست شکایت کنندہ کی شکایت سنتا ہے اور ان کی شکایات کو دوڑ کرنے کے لیے سرگرم رہتا ہے یہی وجہ ہے کہ عوام اس ادارے پر بے پناہ یقین رکھتے ہیں اور عوام میں خصوصاً غریب اور بے بس لوگوں میں اس ادارے کی قبولیت اور انصاف کے حصول کا یقین بڑھتا ہی جا رہا ہے۔ یہ بات بھی اپنی جگہ طے ہے کہ جس معاشرے میں انصاف کا حصول آسان ہوگا اور لوگوں کو ان کے دروازے پر انصاف ملتا ہو، ہی معاشرہ ترقی کرتا ہے۔ یقیناً صوبائی مختصہ کا یہ ادارہ اپنے سربراہ اعجاز علی خان کی سربراہی میں ستا اور مذہر انصاف فراہم کرتا ہے اور عوامی خدمت کے فروغ میں اپنا بھرپور کردار ادا کر رہا ہے۔ جس سے دنیا بھر میں اس ادارے کو اہمیت حاصل رہی ہے۔

خود مختار اور نیم مختار کار پوریشنر میں متعین افسران و ملازمین کے طرز عمل کو سنتا اور لوگوں کے لئے آسان ترین طریقہ سے انصاف کی فراہمی کو یقینی بنانا ہے۔ اس ادارے کو اخونڈوں لینے اور اس کے فیصلوں کے احکامات پر عمل درآمدہ کرنے والے افراد اور اداروں کے خلاف قانونی و انصبائی کارروائی کرنے کا اختیار بھی حاصل ہے۔

صوبائی مختصہ سندھ کے فیصلوں میں ریلیف فراہم کرنے کی مجموعی شرح 62% فیصد ہے 2009 میں مختصہ سندھ کے زیر سرپرستی چلدرن کمپلینٹ آفس قائم کیا گیا جس کا مقصد صوبائی اداروں کی طرف سے بچوں کے حقوق کے متعلق کی بدانظامی کی صورت میں بچوں کی شکایات کا فوری ازالہ کرنا ہے۔ متاثرہ شکایت کندگان کی شکایت کا موضوع شکایت سادہ کاغذ پر بغیر کسی فیس یا چارج زکی ادا نیگل کے مختصہ کے کسی بھی علاقائی یا ضلعی دفاتر یا ہیڈ آفس واقع سندھ سکریٹریٹ، شہراہ کمال اتابرک، کراچی، کسی بھی دفتری اوقات میں دستی جمع کروائی جاسکتی ہے۔ علاوہ ازیں اپنی شکایات بذریعہ ڈاک، کوریرس، ای میل، ویب سائٹ یا ہیلپ لائن پر بھی بھیجی جاسکتی ہے۔ یہ بات قابل ستائش ہے سینکڑوں افراد اس ادارے سے فوری، ستا انصاف حاصل کر چکے ہیں۔ کیونکہ اس ادارے کے قیام کا بنیادی مقصد ہی ان لوگوں کی مدد کرنا ہے جس کسی نہ کسی سرکاری مکملہ بشریکیہ وہ محکمہ صوبائی سندھ حکومت کے دائرہ اختیار میں آتا ہو۔ جیسے سندھ پولیس، بلدیاتی ادارے کے ایم سی، کے ڈی اے، سندھ بلڈنگ کنٹرول اتھارٹی، ایجوکیشن، سرکاری تعلیمی ادارے جن میں اندر وون سندھ قائم یونیورسٹیز وغیرہ سے واسطہ پڑتا ہوئیں وہ محکمہ کا حصہ ان کی مدد اور دادرسی نہیں کر پاتے ایسے لوگ صوبائی مختصہ سندھ کے ادارے سے رجوع کر سکتے ہیں جہاں متعلقہ ملازمین ان کی مدد و رہنمائی کر کے انکی دادرسی کو یقینی بناتے ہیں۔

تو قع کی جاسکتی ہے کہ عوام آگاہی مہم کے نتیجہ میں صوبائی مختصہ کی اہمیت کو سمجھ سکیں گے اور انھیں اپنے مسائل کے حل کے لئے موجود ایسے ادارے سے مدد لینے کے موقع نظر آئیں گے



## النصاف کی فرائی کا خود مختار ادارہ

ضمیر احمد خان

یہ ایک حقیقت ہے کہ وطن عزیز میں انصاف کا حصول نہایت کھن کام ہے۔ جس میں بلاشبہ سرمایہ کا بے دریغ ضیاء کے علاوہ وقت کا ضیاء بھی کافر ہوتا ہے۔ یوں صارف اپنے شکایات کے جلد ازالہ کا خواب دل ہی میں رہ کر پیوستہ خاک ہو جاتا ہے۔ ہمارے ہاں کچھ سرکاری اداروں میں کام کرنے والے افراد کی کارکردگی نہایت غیر ذمہ دارانہ دیکھی گئی ہے۔ عام آدمی اپنے جائز کام کے لئے بھی اس وقت تک ناکام رہتا ہے جب تک وہ اپنے اس کام کی انجام دہی کے لئے رشوت کی مد میں روپے پیسہ خرچ نہ کرے۔ عین ممکن ہو کہ رشوت کی مد میں وصولی کرنے والے اہل کاروں کی پوری پوری چین ان اداروں میں کام کر رہی ہوتی ہے۔ سرکاری مکاموں اور اداروں اور ان کے زیر انتظام خود مختار اداروں کی ناہلی کا تجزیہ کرنے کے بعد صدر، اسلامی جمہوریہ پاکستان نے ایک آرڈیننس کے ذریعہ مختص کے اداروں کے قیام کی ضرورت کو محسوس کیا تاکہ عوام کو اپنے جائز کاموں کے سلسلہ میں عدالتوں سے منصفی کی امید میں چکرنا کاٹنے پڑیں۔ ایسے میں ایسے لوگوں کے لئے مختص کے ادارہ ان کی اس پریشانی کے عالم میں امید کی کرن اجاگر کرنے میں اہم کردار ادا کرتا ہے۔ مختص کے معنی ہیں ”اختساب کرنے کے“ یعنی ملک میں راجح دستور و قوانین کی روشنی میں بلا خوف و خطر انصاف کے تقاضوں کو ملحوظ خاطر رکھنا، عدل سے کام لینے والا یعنی ”عادل“۔ مختص کے ادارہ اپنے شکایت کندہ گان اور ایجنسیوں کی دادری کے لئے ایک ہمدرد دوست کی مانند اپنے فرائض منصبی بحسن خوبی بھجا تا ہے۔ اس ضمن میں سنی نقشبندیہ کے نظریہ فکر کے حامل ایران سے تعلق رکھنے والے فارسی صوفی حضرت بائزید بسطامی رحمۃ اللہ علیہ کے بقول ”عدل کے بغیر ملک ویران اور اجڑا ہو جاتے ہیں“، عدل و انصاف کے زمرہ میں سیانے کچھ یوں کہہ گئے ”النصاف کی ایک گھڑی برسوں کی عبادت سے بہتر ہے“

اس ادارے کی خاص بات یہ ہے کہ شکایت کندہ کے لئے دوسری فاضل عدالتوں کی طرح نہ کسی وکیل ساتھ لانے کی شرط رکھتا ہے اور نہ ہی شکایت کے ازالہ کے لئے کسی قسم کا معاوضہ وصول کرتا ہے۔ صوبہ سندھ کے زیادہ تر اضلاع میں اس ادارے کے ضلعی دفاتر قائم ہیں تاکہ کسی بھی ضلع یا اس کے گرد نواح کے شکایت کندہ کو مختص تک رسائی کو آسان بنایا جاسکے۔ ان دفاتر میں ابتدائی طور پر شکایت کی نوعیت کے مطابق چھان بین کر کے کیس کی تیاری کی جاتی ہے۔ شکایت درج کرتے وقت صارف کو اپنی نادرہ سے جاری کردہ حالیہ قومی شناخت کا روپی اور مقرر کردہ فارم اے (Half Name) پیش کرنا لازم ہے۔ جس کے تحت شکایت کندہ کی شکایت بمع متعلقہ دستاویزات متعلقہ صوبائی حکومت کے زیر انتظام ادارے کو مناسبت بصرہ کے لیے ارسال کی جاتی ہے اس ہدایت کے ساتھ کے ادارے یا ایجنسی کی جانب سے رپورٹ پندرہ ایام کے دوران میں ہر قیمت پر فاضل مختص آفس پہنچ جانی چاہیے۔ اس ادارے کے قیام کا بنیادی مقصد صوبائی حکومت یعنی سندھ حکومت کے زیر سرپرستی سرکاری مکانے، ادارے یا اس کے زیر اثر

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