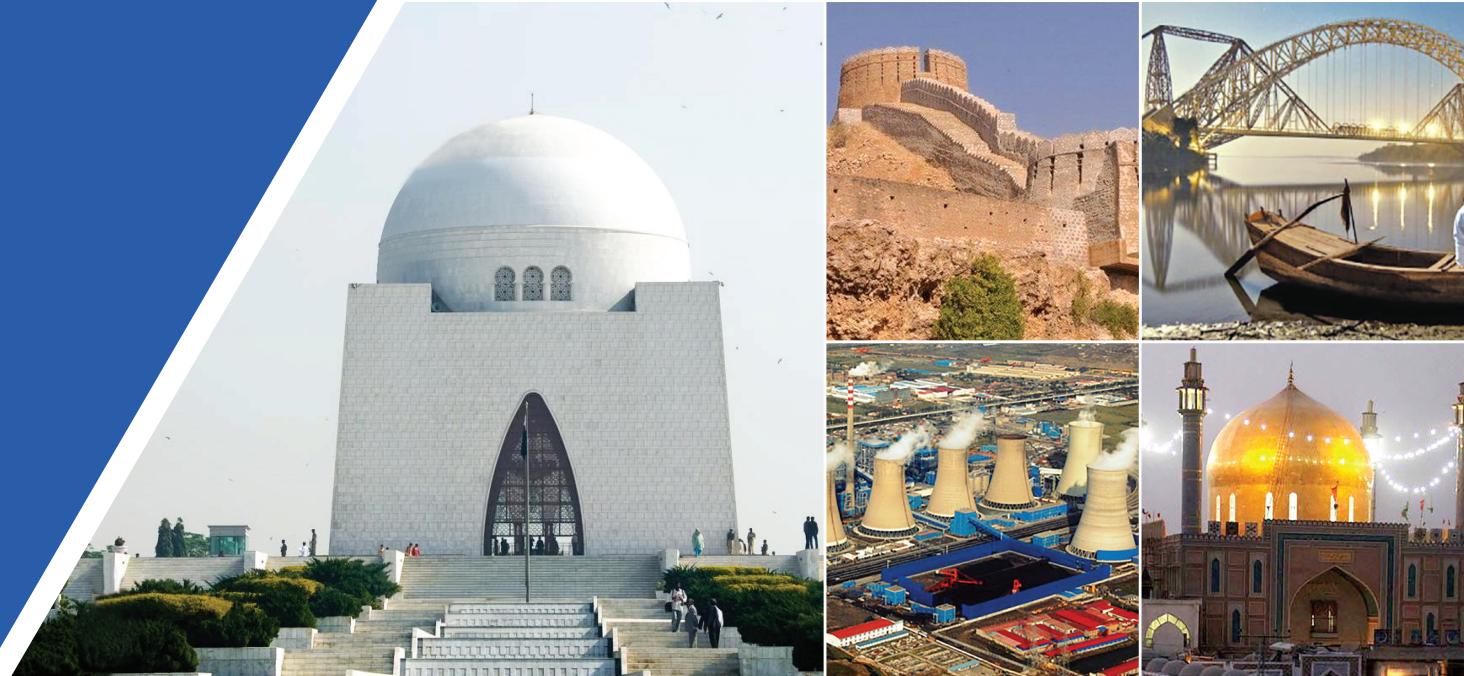




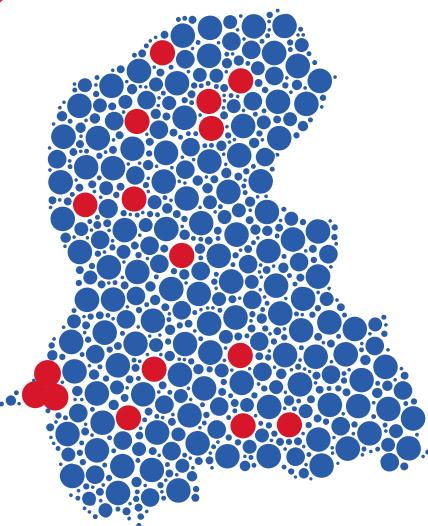
# 2020 ANNUAL REPORT



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

ہمارا عزم  
انتظامی انصاف کی مفت اور فوری فراہمی

**PROVINCIAL  
OMBUDSMAN  
SINDH, PAKISTAN**



# OMBUDSMAN SINDH



## ANNUAL REPORT 2020

Presented to Honourable Chief Minister, Sindh



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

إِنَّ اللَّهَ يَأْمُرُ  
بِالْعَدْلِ وَالْإِحْسَانِ

(النحل-90)

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

اللّٰہ تعالیٰ توهان کی عدل و احسان جو حکم ذئیٰ تو

**ALLAH COMMANDS YOU FOR  
JUSTICE AND KINDNESS**



# ACKNOWLEDGEMENT

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

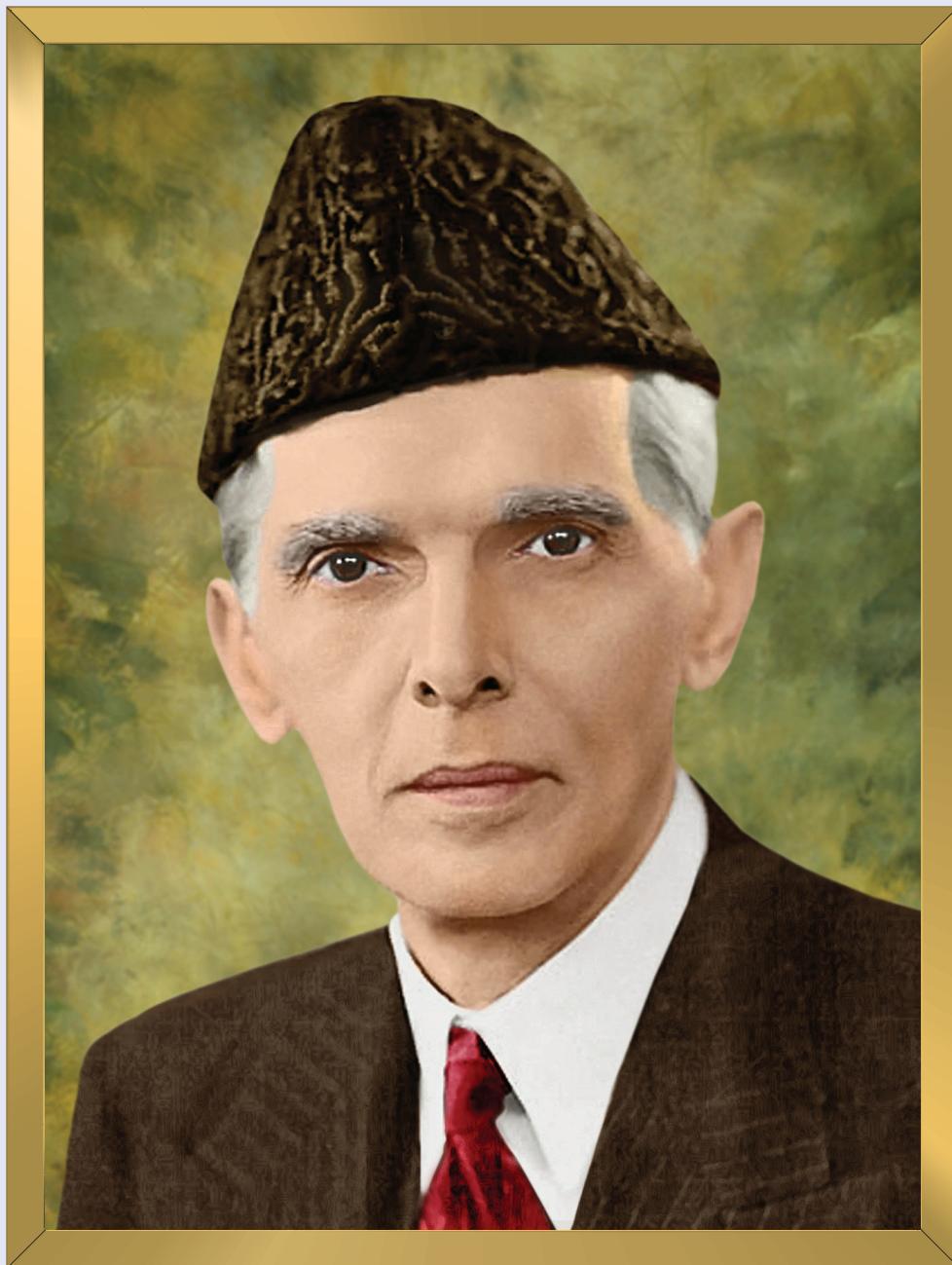
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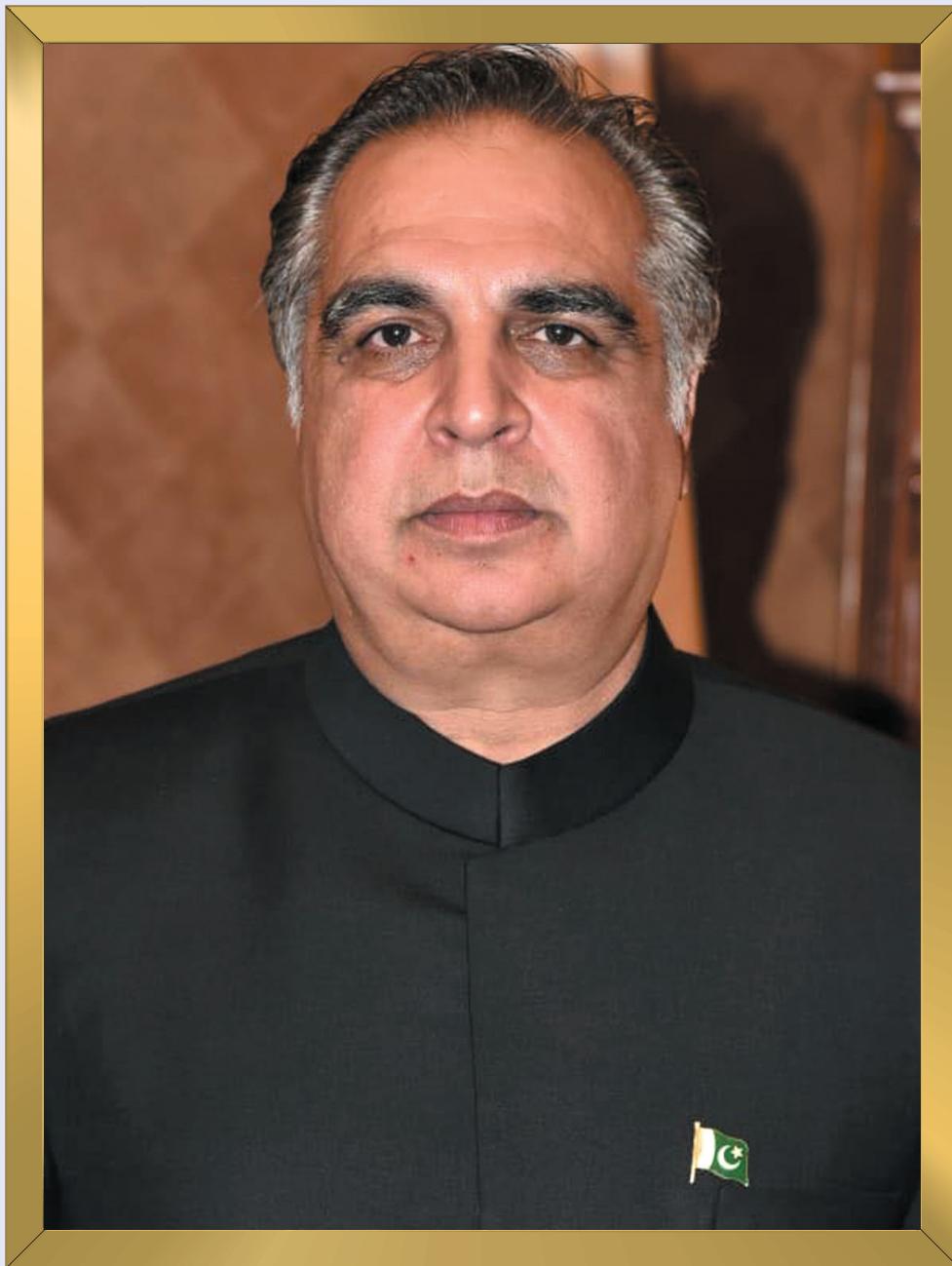
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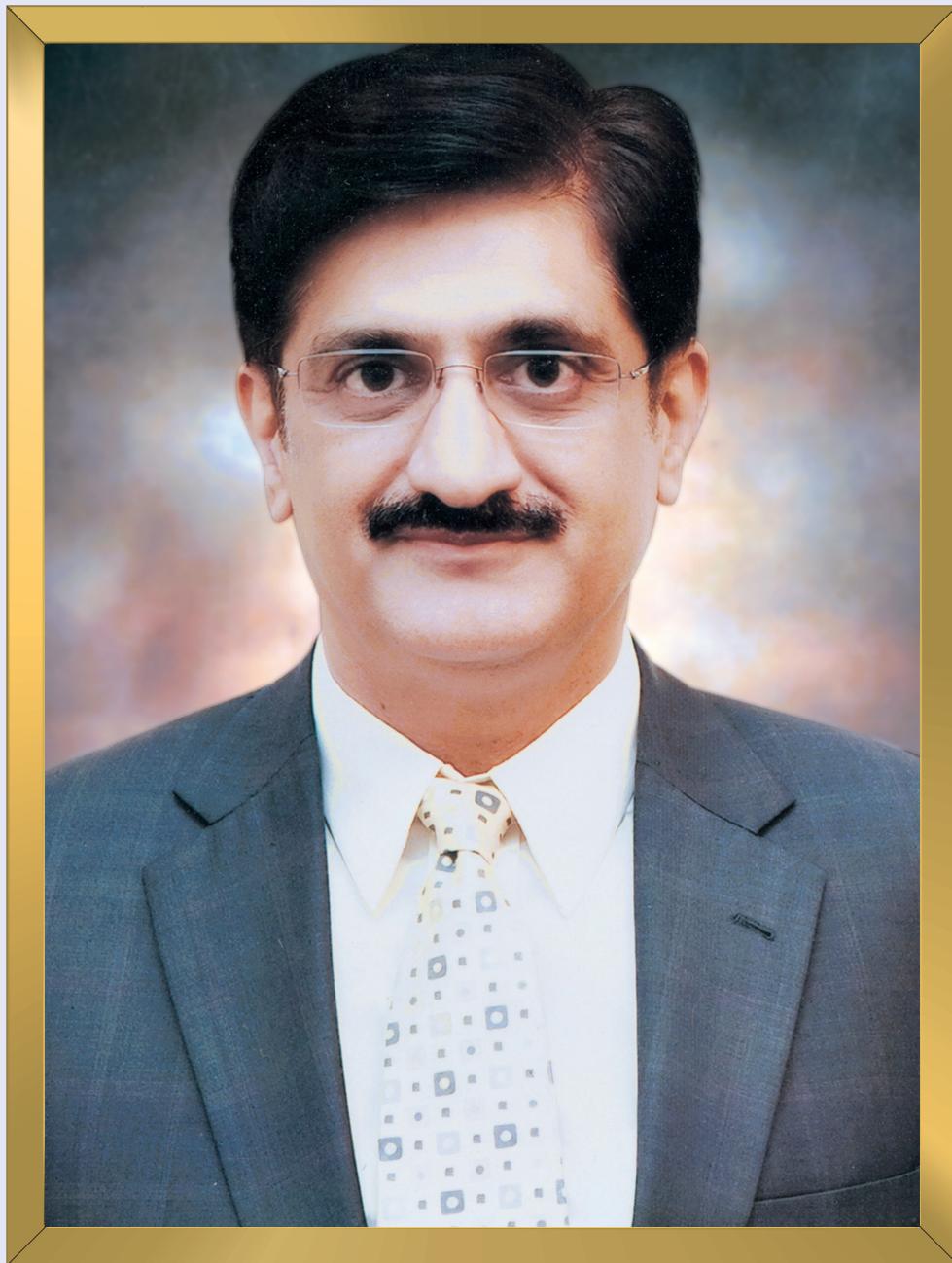
**Quaid-e-Azam Muhammad Ali Jinnah**  
Founder of the Nation





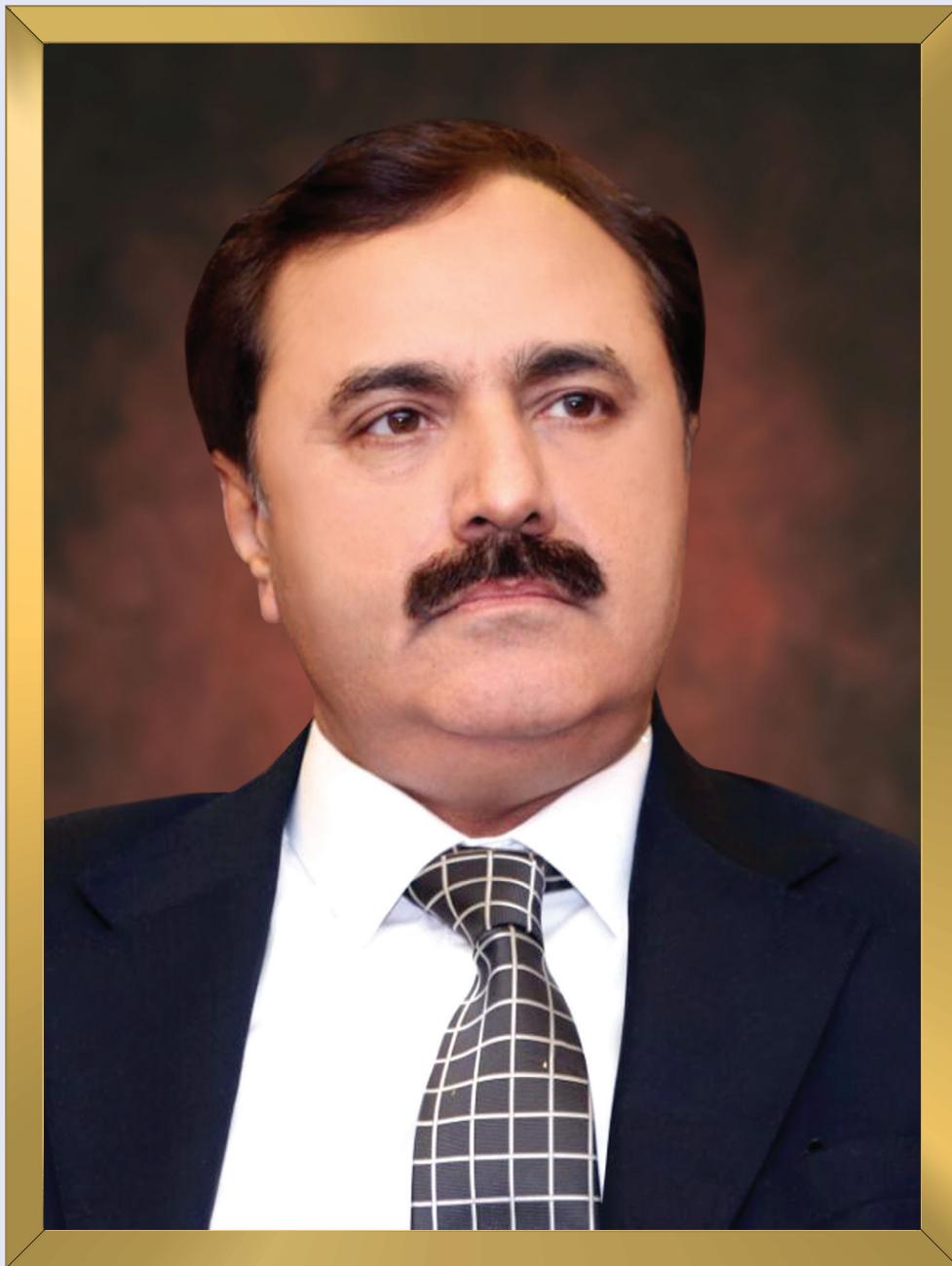
**Imran Ismail**  
Honourable Governor, Sindh





**Syed Murad Ali Shah**  
Honourable Chief Minister, Sindh





**Ajaz Ali Khan**  
Provincial Ombudsman, Sindh





بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِيْمِ



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

Dear *Chief Minister Sir*

السلام عليكم

It gives me immense pleasure to present my annual report for the year 2020. This year was marred by the menace of corona virus due to which the working of all the offices throughout the world including our country remained subdued. The POS office also had to work in a hybrid mode in view of lockdowns, partial attendances, and home based working.

2. Despite the above restraining factors the office and its officers continued with same zeal and did their best to achieve their targets which were set soon after assuming the office of the POS by the undersigned. These targets were based on two factors; cases pending due to delayed response from the concerned agencies, and secondly, those cases which were pending since many years and had become dormant due to various factors including non-prosecution by the complainants.

3. It was observed that there was a huge backlog of very old and dormant cases. After careful scrutiny it was ascertained that there were about ten thousand cases which needed to be disposed of as there was no possibility of their further progress. Special measures were put in place to address this issue and I feel happy to report that during the last one year we were able to dispose of 10,485 cases leaving a balance of about eight thousand cases at the end of the year. Here I would like to acknowledge and appreciate the efforts of my Advisors, Consultants, Regional Directors, and my office team for putting in extra efforts to complete this humongous task.

4. As I had indicated in the last year's report challenges remain the same which is delayed response from the agencies---although there has been some improvement---but still a lot is needed to be done. Similarly, implementation of decisions is another area which requires a lot to be done. But here I must add that your support by issuing the Directive to all the agencies with regard to implementation of decisions played a major role along with proactive approach of all the investigation officers, the response of the agencies have improved, in some cases it was observed that even after issuance of first notice to the agency the grievance of the complainants was redressed, which is a very positive sign.



5. An important addition in this year's annual report is the introduction of analysis of the causes of maladministration in various departments. The Investigation Officers dealing with specific departments were tasked to carryout analysis of the complaints and common causes of these and also suggest measures for the departments to carryout in order to improve governance in their departments. This is an important measure which will help and assist the departmental heads to bring about required changes / improvements.
6. The POS Act 1991 empowers the Ombudsman to take action on his own accord where he feels the matter of public interest and urgent intervention is needed to redress the public grievance. In this regard such action was taken in cases of public interest, and it's my pleasure to state that in these cases relief was provided in a record time.
7. Research is another aspect that is mandated by the POS Act 1991, therefore, this year with the assistance of International Ombudsman's Institute (IOI) it was decided to a carryout a research on the 'Issues of Girls Education in Sindh', the Sindh Education Foundation has been tasked with this assignment. This Research is now at the final stages and it will be presented to your goodself and the IOI shortly.
8. Similarly, the Children Complaint Office (CCO) has been fully reactivated and in this regard meetings were held with all stakeholders including the UNICEF. An elaborate program of activities have been agreed upon which is in the final stages of approval with the UNICEF and the same will be launched in this coming year.
9. Like in the previous years, this year too we maintained a very active interaction and liaison with the IOI of which we are a member. Many web based meetings / webinars were attended. I would like to appreciate and acknowledge the IOI for highlighting our achievements in their regular news bulletin. Similarly, we are an active member of the Forum of Asian Ombudsmen; I thank the Forum for their activities including the online trainings organized which were participated by us also.
10. In the end I would like to thank you for your support to this office and look forward to such cooperation which would result in improvement in governance at the grass root levels and provide relief to large number of people aggrieved by the maladministration and high handedness of lower functionaries of the state.

*With Kind Regards,*

Yours *Sincerely*

*AJAZ ALIKHAN*  
AJAZ ALIKHAN

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



## BRIEF PROFILE OF MR. AJAZ ALI KHAN

Mr. Ajaz Ali Khan became the 6th Provincial Ombudsman for the province of Sindh, Pakistan, he was sworn in by the Honorable Governor of Sindh on 24-02-2020 at Karachi. He has been a career Civil Servant and has served in different provinces of the country besides at the Federal Capital i.e. Islamabad.



Mr. Ajaz Ali Khan joined the Civil Service of Pakistan after qualifying Central Superior Services Examination (CSS) in the year 1982. During his long career he has served in various positions in the field as well as secretariat; starting from Assistant Commissioner / Sub Divisional Magistrate, to Deputy Commissioner / District Magistrate, to Secretary and Additional Chief Secretary in the Provincial Government, and rose to positions in the Federal Government as Federal Additional Secretary and Federal Secretary before retiring in the year 2017.

During these long years Mr. Khan had the distinction of heading many Provincial Government Departments including Energy, Mining, Food, Agriculture, Planning & Development (as Additional Chief Secretary), etc. and in the Federal Government he served as Additional Secretary to the Federal Ombudsman, Additional Secretary Ministry of Water and Power, and Executive Director of the State Owned Premier Insurance Company viz. State Life Insurance Corporation, and on promotion as Federal Secretary, Ministry of Narcotics Control.

Besides the above, Mr. Khan also served on the Boards of various companies such as Hubco Power Company, Security Papers Limited, Sindh Engro Coal Mining Company, Lakhra Coal Development Company Limited, etc.

Mr. Khan also served as the Managing Director of the Thar Coal Energy Board which paved the way for the first ever mining and power generation project based on indigenous Thar coal which brings in huge import substitution and savings for the country and revenues for the province, besides providing base load energy for the energy starved country.

During his stint with the Federal Ministry of Water and Power Mr. Khan was instrumental in reviving and expediting the CASA-1000 Project which will bring-in clean and green energy from Central Asian states of Tajikistan and Kyrgyzstan to Pakistan via Afghanistan; besides this Project is expected to open up new avenues of trade and cultural interaction between South Asia and Central Asia. Similarly, Mr. Khan played a key role in expediting Dasu Hydropower Project to overcome the acute power shortages faced by the country.

Post retirement Mr. Khan joined M/s Alpha Insurance Company as its Managing Director and CEO, thereafter, he joined the Sindh Public Service Commission (SPSC) as its Member, before being sworn in for the current assignment.

Mr. Khan has done his graduation in Commerce from University of Karachi, and Masters in Public Administration from the Arkansas State University, Jonesboro, USA. He has travelled widely on official assignments, and also has had the privilege of leading Pakistan Delegation to various countries on multiple occasions.



## 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

#### To be opened shortly

- Tando Allahyar
- Sanghar
- Jamshoro
- Shikarpur



*PERFORMANCE  
REVIEW*





## Performance Review

### RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2020

Provincial Government Agencies .....	5,735
Federal Government Agencies .....	313
Total .....	<u>6,048</u>

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

Admitted for investigation u/s 10 .....	1,202
Admitted for investigation (complaint of children issues) .....	22
Suo-Moto .....	01
Admitted U/s. 33 .....	04
Forwarded to the Agencies for necessary action (including 07 children complaints) .....	1,002
Not entertained (Deferred/Anonymous/Pseudonymous) .....	1,260
Advised to approach the concerned higher authorities or await action by authorities .....	2,244
Total .....	<u>5,735</u>

### NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Private matters.....	08
Service matters.....	254
No case of mal-administration .....	467
Subjudice .....	17
Anonymous/Pseudonymous .....	337
No personal grievance .....	03
Time barred .....	74
Advice Tendered.....	100
Total .....	<u>1,260</u>

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## AGENCY WISE COMPLAINTS DURING THE YEAR 2020

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1,354
2	Education & Literacy Department	813
3	Revenue Department	534
4	Karachi Metropolitan Corporation	338
5	Local Government and Housing Town Planning Department	336
6	Karachi Water & Sewerage Board	437
7	Sindh Building Control Authority	396
8	Irrigation Department	147
9	Health Department	223
10	Karachi Development Authority	139
11	Works & Services Department	82
12	Accountant General Sindh	94
13	Auqaf, Religious Affairs Zakat & Ushr Department	20
14	Agriculture, Supply & Prices Department	47
15	Malir Development Authority	36
16	Excise, Taxation and Narcotics Department	35
17	Public Health Engineering and Rural Development Department	64
18	Hyderabad Development Authority	63
19	Cooperation Department	54
20	Industries & Commerce Department	15
21	Food Department	10
22	Transport & Mass Transit Department	8
23	Forest & Wild Life Department	14
24	Sindh Employees Social Security Institution	15
25	Sindh Public Service Commission	17
26	Labour and Human Resources Department	27
27	Services, General Administration & Coordination Department	16
28	Lyari Development Authority	14
29	Finance Department	27
30	Enquiries & Anti Corruption Establishment	20
31	Home Department	15
32	Social Welfare Department	6
33	Live Stock & Fisheries Department	6
34	Environmental Alternate Energy	14
35	Population & Welfare Department	5
36	Law and Parliamentary Affairs Department	3
37	Culture, Tourism and Antiquities Department	7
38	Sports & Youth Affairs Department	7
39	Mines & Mineral Department	2
40	Information Science& Technology Department	4
41	Information & Archives Department	11
42	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	260
43	Federal Government Agencies	313
<b>TOTAL</b>		<b>6,048</b>



## AGENCY WISE ADMITTED COMPLAINTS DURING THE YEAR 2020

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	80
2	Education & Literacy Department	165
3	Karachi Metropolitan Corporation	99
4	Karachi Water & Sewerage Board	226
5	Revenue Department	107
6	Local Government and Housing Town Planning Department	116
7	Sindh Building Control Authority	82
8	Irrigation Department	54
9	Karachi Development Authority	40
10	Work & Services Department	21
11	Health Department	24
12	Accountant General Sindh	50
13	Malir Development Authority	12
14	Public Health Engineering and Rural Development Department	25
15	Agriculture, Supply & Prices Department	14
16	Excise, Taxation and Narcotics Department	15
17	Cooperation Department	9
18	Industries & Commerce Department	9
19	Food Department	2
20	Lyari Development Authority	4
21	Transport & Mass Transit Department	1
22	Hyderabad Development Authority	36
23	Auqaf, Religious Affairs Zakat & Ushr Department	1
24	Finance Department	11
25	Sindh Employees Social Security Institution	6
26	Services, General Administration & Coordination Department	4
27	Forest & Wild life Department	2
28	Population & Welfare Department	3
29	Labour and Human Resources Department	2
30	Sports & Youth Affairs Department	1
31	Environmental Alternate Energy	2
32	Home Department	3
33	Information Science & Technology Department	3
TOTAL		1,229



## AGENCY WISE DECISION DURING THE YEAR 2020 INCLUDING OLD PENDING CASES

S.NO	NAME OF AGENCY	NO.OF CASES
1	Karachi Water and Sewerage Board	708
2	Education & Literacy Department	1,488
3	Police Department	1,824
4	Revenue Department	1,344
5	Local Government and Housing Town Planning Department	1,009
6	Karachi Development Authority	334
7	Karachi Metropolitan Corporation	757
8	Irrigation Department	662
9	Health Department	383
10	Works & Services Department	393
11	Sindh Building Control Authority	275
12	Accountant General Sindh	136
13	Malir Development Authority	59
14	Food Department	45
15	Agriculture, Supply & Prices Department	128
16	Industries & Commerce Department	40
17	Excise, Taxation and Narcotics Department	45
18	Forest & Wild Life Department	39
19	Finance Department	87
20	Public Health Engineering and Rural Development Department	95
21	Auqaf, Religious Affairs Zakat & Ushr Department	115
22	Hyderabad Development Authority	105
23	Sindh Employees Social Security Institution	28
24	Cooperation Department	88
25	Social Welfare Department	5
26	Labour and Human Resources Department	171
27	Population & Welfare Department	13
28	Transport & Mass Transit Department	12
29	Services, General Administration & Coordination Department	11
30	Sports & Youth Affairs Department	2
31	Information & Archives Department	4
32	Live Stock & Fisheries Department	13
33	Inforamation Technology Department	4
34	Home Department	9
35	Sindh Public Service Commission	4
36	Mines & Mineral Department	3
37	Lyari Development Authority	13
38	Enquiries & Anti Corruption Establishment	15
39	Culture, Tourism and Antiquities Department	11
40	Environmental Alternate Energy	8
<b>TOTAL</b>		<b>10,485</b>



## DETAILS OF REPRESENTATION TO GOVERNOR

	Jan to Dec. 2020	Oct. 1991 to Dec. 2020
Representations received	30	661
Representations decided	32	658
Accepted	Nil	58
Upheld the Decision	32	600
<hr/>		
Pending with Governor Sectt.	2	3



## AGENCIES-WISE CHILDREN COMPLAINTS (SEPTEMBER-2009 TO DECEMBER-2020)

S. No.	NAME OF AGENCY	NO. OF CASES
1	Education & Literacy Department	578
2	Police Department	108
3	Health Department	23
4	Zakat & Ushr Department	5
5	Revenue Department	7
6	Works & Services Department	9
7	Karachi Metroplitan Corporation	13
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	Auqaf, Religious Affairs Zakat & Ushr Department	2
15	Karachi Development Authority	2
16	Malir Development Authority	1
17	Federal Government Agency	1
<b>TOTAL</b>		<b>★ 763</b>



## CHILDREN COMPLAINTS REGION-WISE 2009 TO 2020

S. No.	NAME OF REGION	NUMBER OF CASES
1	Headquarter	296
2	Shaheed Benazirabad (N/Shah)	72
3	Hyderabad	60
4	Mirpurkhas	54
5	Larkana	38
6	Karachi East	29
7	Karachi Central	29
8	Khairpur	31
9	Jacobabad	27
10	Naushero Feroze	23
11	Thatta	21
12	Badin	21
13	Dadu	21
14	Sukkur	18
15	Ghotki	12
16	Tharpurkar @ Mithi	6
17	Karachi-South	5
TOTAL		763

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## AGENCY WISE COMPLAINTS UP TO THE YEAR 2020

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	32,837
2	Education & Literacy Department	25,803
3	Local Government and Housing Town Planning Department	20,177
4	Revenue Department	18,715
5	Federal Government Agencies	15,479
6	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	19,088
7	Irrigation Department	10,898
8	Karachi Metropolitan Corporation	10,850
9	Karachi Development Authority	6,043
10	Health Department	5,824
11	Works & Services Department	4,839
12	Auqaf, Religious Affairs Zakat & Ushr Department	3,111
13	Agriculture, Supply & Prices Department	2,499
14	Karachi Water & Sewerage Board	3,639
15	Labour and Human Resources Department	2,265
16	Excise, Taxation and Narcotics Department	2,012
17	Services, General Administration & Coordination Department	1,613
18	Sindh Building Control Authority	2,528
19	Accountant General Sindh	1,824
20	Food Department	1,297
21	Industries & Commerce Department	1,232
22	Forest And Wild Life Department	1,174
23	Malir Development Authority	1,142
24	Finance Department	1,027
25	Social Welfare Department	823
26	Population & Welfare Department	675
27	Home Department	481
28	Cooperation Department	480
29	Public Health Engineering and Rural Development Department	414
30	Culture, Tourism and Antiquities Department	288
31	Transport & Mass Transit Department	300
32	Sindh Employees Social Security Institution	281
33	Lyari Development Authority	278
34	Enquiries & Anti Corruption Establishment	229
35	Information & Archives Department	186
36	Environmental Alternate Energy	182
37	Law and Parliamentary Affairs Department	140
38	Sindh Public Service Commission	172
39	Live Stock & Fisheries Department	126
40	Hyderabad Development Authority	226
41	Sport & Youth Affairs Department	54
42	Information Science & Technology Department	38
43	Mines & Mineral Department .	16
<b>TOTAL</b>		<b>201,305</b>



## AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2020

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	9,929
2	Education & Literacy Department	9,555
3	Local Government and Housing Town Planning Department	9,071
4	Revenue Department	6,919
5	Karachi Metropolitan Corporation	6,206
6	Irrigation Department	4,021
7	Karachi Development Authority	3,367
8	Karachi Water and Sewerage Board	2,695
9	Works & Services Department	1,998
10	Health Department	1,738
11	Auqaf, Religious Affairs Zakat & Ushr Department	1,602
12	Accountant General Sindh	1,215
13	Sindh Building Control Authority	1,255
14	Labour and Human Resources Department	1,016
15	Agriculture, Supply & Prices Department	802
16	Malir Development Authority	648
17	Industries & Commerce Department	534
18	Services, General Administration & Coordination Department	479
19	Excise, Taxation and Narcotics Department	495
20	Food Department	461
21	Finance Department	428
22	Cooperation Department	261
23	Public Health Engineering and Rural Development Department	295
24	Forest & Wild Life Department	212
25	Home Department	211
26	Social Welfare Department	173
27	Sindh Employees Social Security Institution	178
28	Transport & Mass Transit Department	143
29	Lyari Development Authority	147
30	Hyderabad Development Authority	183
31	Culture, Tourism and Antiquities Department	84
32	Population & Welfare Department	82
33	Enquiries & Anti Corruption Establishment	70
34	Environmental Alternate Energy	64
35	Live Stock & Fisheries Department	59
36	Sindh Public Service Commission	53
37	Information & Archives Department	33
38	Law Department	26
39	Sports & Youth Affairs Department	20
40	Information Science & Technology Department	20
41	Mines & Mineral Department	7
TOTAL		66,755

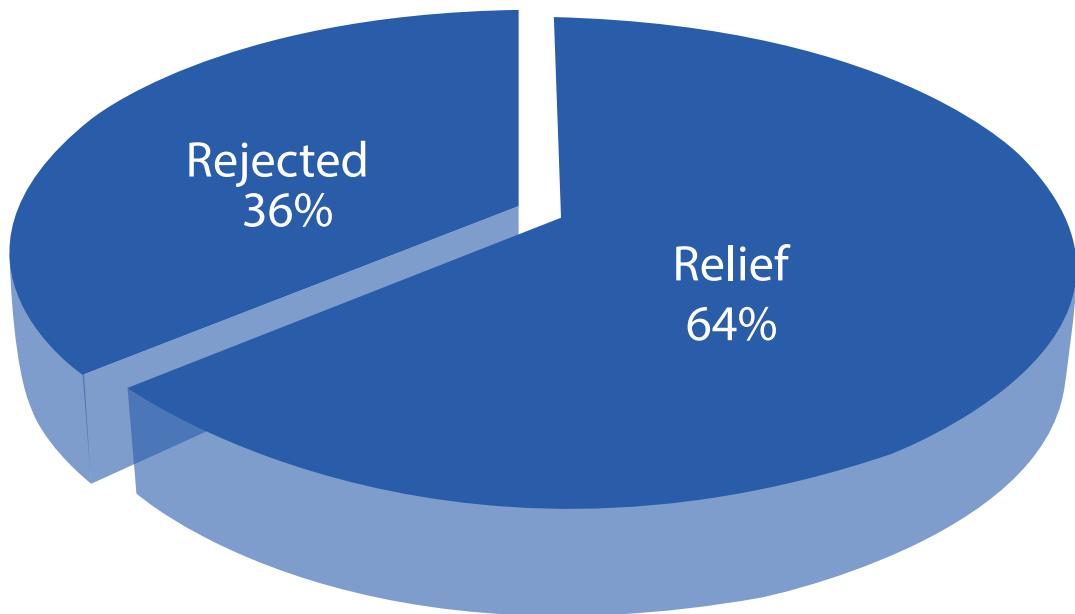


## DECISIONS TAKEN UPTO THE YEAR 2020

Total Decision	Relief	Rejected
57,284	36,596	20,688

64%

36%



32



## ANALYSIS OF IRRIGATION DEPARTMENT, GOVERNMENT OF SINDH

*By: Ghulam Abid Shaikh*

Sindh province basically was arid area with minimum rainfall and its Agriculture depended on River Indus and scarce rainfall which kept this province economically backward and under developed. Prior to construction of Irrigation system, indigenous irrigation system was composed of the Indus, rainfall, Wells and ponds filled with rain water. During the British period it was realized that the agricultural land was not being exploited to the full extent. The colonial rulers embarked upon construction of Irrigation system to realize the full potential of Agriculture Sector to ensure improvement in the overall economic condition of farmers in Sindh. For this purpose the construction of Sukkur Barrage was undertaken (1932) to overcome storage of water and an elaborate canal system with branches and sub-branches was developed to ensure that all the farmers in the command area of Sukkur Barrage are provided water for irrigation.

2. The Sindh Irrigation system was one of the marvel of modern engineering which greatly contributed in increasing the cultivable area and enhancing productivity of agricultural land. With this greater availability of water in Sindh farmer witnessed great prosperity in comparison with the past. The Irrigation Act and Rules were formulated to cover almost all the existing and possible further issues. These rules catered to the timing, quantum, and share of every agriculturist with a view to prevent and avoid conflict between the farmers. With greater availability of water a competitive process was triggered among the farmers, which resulted in greater demand of water and consequent disputes. Therefore the system was further expanded, streamlined and modernized to cater to additional requirement of agricultural sector. In this backdrop analyses of Irrigation Department is carried out as given below.

3. As regard, the analysis of the data regarding complaints of Irrigation Department, it is worthwhile to mention that there were not too many complaints received during the current year. Only two such complaints were received which too were amicably settled between the parties without our intervention. Generally the complaints against Irrigation Department are based on following grievances of land owners:

- i) scarcity of Irrigation water at tail of water courses.
- ii) dispute between the parties on sharing the irrigation water of the same water courses.
- iii) delay or non-sanction of new water courses by the competent authority i.e. the Chief Minister Sindh.

4. Due to overall shortage of Irrigation water in the Province, particularly during off season, the above mentioned grievances / problems of land owners continue to persist.



## ANALYSIS & POLICY RECOMMENDATIONS SINDH FOOD DEPARTMENT

*By: Muhammad Naseer Jamali*

Wheat is the staple diet of Pakistanis and grown in all the provinces. Punjab is the surplus province in wheat. Its surplus produce is supplied to KPK, Balochistan and Gilgit-Baltistan. In Sindh, about 73% share of Rabi Crop is under wheat cultivation and meets the requirement of Sindh population. During the years 2014 to 2019, Pakistan was surplus in wheat production and exported wheat by providing subsidy to the exporters. Sindh Food Department did not procure wheat in 2019 due to surplus stocks in storage. However, this decision did not support the wheat growers in price on one hand and resulted in higher prices to the public in 2019 but with the arrival of new crop 2020 situation improved. The Government of Sindh provides subsidy around Rs.5 billion every year in order to support the growers and market stability. The purpose to provide subsidy is to ensure availability of atta at affordable prices to common man. Trading of wheat by government ensures support to growers as well as availability of atta at affordable prices which involves following major actions:

### 1. WHEAT PROCUREMENT

Sindh produces approximately 3.8m to 4.2m tons wheat every year and the demand is almost met from its own production. Sindh Government has been fixing procurement target of 1.2m to 1.5m tons every year since last 10 years. To achieve the targets, district wise and centre-wise targets are assigned and District Administration is also involved for transparency in wheat procurement. Every year, Wheat Procurement Policy is issued by the Food department before start of procurement.

### 2. TRANSPARENCY IN ISSUANCE OF BARDANA

Ensuring transparency in issuing bardana to growers is a challenging task. The genuine growers are deprived of bardana by Food Department officials and District Administration also seems helpless to redress the genuine grievance. This is because of price difference in open market and governments support prices. The traders and other pressure groups are involved in wheat trading business. They maneuver to get bardana from food officials and thus leading to corruption due to price difference between government support price and open market. The next year wheat crop 2021 will have more challenges as Federal Government fixed wheat support price at Rs.1650/- per 40 kg while Sindh Government support price fixed at Rs.2000/- per 40 kg keeping in view the interest of growers and cost of imported wheat. By this price difference, there are much possibilities that the traders will bring wheat from Punjab harming the interest of Sindh growers. This requires effective measures in order to provide maximum benefit to the genuine growers of Sindh of enhanced support price.

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#### Recommendations:

- (i) District and Centre-wise targets should be fixed on the basis of cultivation figures of Agriculture department and production keeping in view the past experience.
- (ii) Food Department and District Administration should ensure that one Food official is assigned only one wheat procurement centre and ensures his availability at procurement centre.



- (iii) The Directors of Ombudsman office may also be assigned special task to entertain complaints of non-provision of bardana by Food officials. Every complaint should be filed with an Affidavit, VF-VII revenue record and area under wheat cultivation. These complaints should be decided within one week.
- (iv) Strict check is required at bordering districts of Sindh with other provinces to ensure that no wheat is allowed to enter in Sindh province.

### **3. RELEASES OF WHEAT TO FLOUR MILLS AND CHAKKIS**

The object of wheat procurement and grant of subsidy is to provide atta to the general public at affordable prices. After wheat procurement, the storage cost, bank charges/mark ups and transportation expenses are added in the total cost of wheat. The Government of Sindh always fixes issue price less than total incurred cost and differential amount is provided by way of subsidy. The atta prices of flour mills and chakkis are fixed by the Food Department but the same are not implemented by the millers and traders. This requires special attention so that the benefit of subsidy is transferred to the general public. It has been reported time and again that the closed or partial working flour mills take their wheat quota from Food department and sold in open market without grinding. The Government of Sindh has fixed release price of wheat at Rs.1475/- per 40 kg for current year but the same is sold in open market for more than Rs.2000/- per 40 kg and the closed flour mills earn huge profits without grinding attain connivance with food officials.

#### **Recommendations:**

- (i) This illegal act of mafia needs to be curbed by way of notifying a committee under concerned D. C. in rural areas and Assistant Commissioner in urban areas. This committee should conduct audit of all flour mills/chakkis about wheat releases/atta grinded through electricity bills and any other method in order to ensure that government subsidy is transferred to the general public.
- (ii) This committee should ensure that atta is available at notified prices of Govt. of Sindh and violators should be dealt with stern actions.
- (iii) The releases of wheat should be on the basis of First-In, First-Out (FIFO) as the old stocks are released before release of new stocks to the millers otherwise old stocks may be damaged in godowns. Regional Deputy Director Food and DFC should be held responsible for any violation of FIFO policy.

### **4. THEFT OF WHEAT AT GODOWNS AND DURING TRANSPORTATION**

Since last few years, heavy shortages of wheat are reported in the press at godowns and theft during transportation. A large number of NAB cases have been reported and references filed in the courts. Many flour mills have offered Plea Bargain before NAB of heavy amounts. Such heavy thefts are not possible without connivance of Food officials. The theft of wheat stocks at Mill PRC



and during transportation is increasing every year. In most cases, food officials make payment of wheat procurement to beneficiaries without actual purchases. This trend has increased many fold in last 2-3 years by corrupt mafia in patronage. Due to this, well reputed food officials avoid to get field postings and corrupt mafia is posted at lucrative postings/assignments.

#### Recommendations:

- (i) Additional District Food Controller (BPS-16) should be posted as Incharge of big godowns like Landhi Karachi, Bolhari Jamshoro and other heavy storages.
- (ii) No officials should be posted as Incharge of any godown or Wheat Procurement Centre who is involved in mal-practices and facing criminal proceedings.
- (iii) The cheques to the growers should be signed jointly by the Incharge wheat procurement centre and concerned DFC after ensuring that the wheat stocks are arrived at the designated centre.

The above analysis and recommendations are submitted on the basis of my personal experience of working as Advisor in Provincial Ombudsman Sindh as well as Secretary, Food Department, Government of Sindh may be considered while formulating future procurement policy.



## ANALYSIS & POLICY RECOMMENDATIONS POLICE DEPARTMENT

*By: Sayed Amir Ali Shah*

Traditionally perception about police has been negative and all social ills and evils in the system are attributed to it, due to its colonial heritage. Because modern police owes its existence to the colonial era and the police force was instrumental in perpetuating and strengthen the British rule and to suppress the local people and to ensure maintenance of law and order at all costs.

2. Unfortunately even after independence due to lack of reforms there was no qualitative change in police working. With the induction of independent and democratic system it was realized that police system required drastic transformation and should attune with the national aspirations and be moulded into civil force which is subservient to the needs of socio-economic development in conformity with the national ideas and requirements. Police reforms were initiated but in piecemeal which could hardly rectify the age-old problems. The so called reforms mostly related to increase in remuneration only.

3. But critical factors for modernization and capacity building of police like, training, development of infrastructure, logistics, ancillary facilities, better service conditions and reasonable career and professional development remained neglected. It was also felt the existing alienation between police and community should be eliminated and they must have close liaison as it should be in an independent and democratic society. To achieve this objective the police reforms of 2002 were launched with a view to give a new orientation to the Police force. But it was found to be very idealistic and could not continue in its real spirit and subsequently was subjected to drastic amendments rendering it ineffective.

4. Most of developing countries experience a rising crime rate due to expanding economy and social development which is not unique to Sindh (Pakistan). These issues can be overcome by uniform enforcement of law, providing logistic and infrastructure, enhancing the number of police personnel, training in modern policing methods, without effective training no transformation can be ensured in police performance. Acknowledging and recognizing serves of police and its image in society is must without which no worthwhile improvements can be achieved. .

5. One main reason out of so many, is police population ratio which comes to one policeman for 304 persons. Another obvious reason is that for more than a decade Pakistan was confronted with terrorism and insurgency, which led to deterioration in law and order situation.

6. The Police Role in meeting the challenge of terrorism was crucial. Their knowledge of civil life greatly contributed in wiping out terrorism in coordination with law enforcing agencies.

7. International experts believe that police force because of its knowledge, experience and flexible approach should be given preference in fighting terrorism. Karachi was infested with terrorists and the city became hostage to them. Anti-terrorist operation was launched by para-military force in coordination with police and it succeeded due to police knowledge of environment / familiarity of the terrorist's hide outs and their modus operandi and availability of criminal record.



8. Sindh police had demonstrated its capability in carrying out anti-dacoit operation and successfully eliminated dacoits from the province and the life and property and movement safe and secure.

9. Police must be having its shortcomings drawbacks and institutional deficiencies but its role cannot be denied. Above analysis clearly indicates the existing flaws in infrastructure, logistics, equipment, training working environment and service conditions can be rectified through the following policy recommendations.

### **POLICY RECOMMENDATION**

In order to improve the performance of Police Department in above discussed circumstance it is imperative to undertake drastic remedial measures such as: :-

1. Substantial enhancement in remuneration & allowances of police employees to create greater motivation and commitment.
2. Timely registration of F.I.Rs in case of cognizable offence.
3. Improve education and training both on moral and legal grounds so as to avoid any harassment and high-handedness to treat the public with kind and humane gesture.
4. Practical use of modern professional methods of investigation, including the use of forensic knowledge and skills in the process of criminal investigation.
5. Instant departmental action against the corrupt officials who are involved in the patronage of land and other mafia.
6. Improve their in-job training system and to provide opportunities for foreign training.



## “HEALTH ISSUES IN SINDH”

By: Zamir Ahmad Khan

Health Department is a standard body for providing Medical Education, Training and Employment. Its mission statement is “Health for all”

It is one of the Departments which has very close and direct contacts with general masses. This is one of the Departments which has the maximum number of employees after Education Department. Accordingly, the number of grievances and public complaints against this Department is comparatively higher than others.

Primary Healthcare Facilities presently available are shown below:

S. No.	Category	Total Number of Health Services
1	Rural Health Centres	125
2.	Basic Health Units	757
3	Dispensaries	792
4	Mother & Child Health Centre (MCH Centres)	67
5.	Sub Health Centres / Clinics	3
6.	Homeopathic Dispensaries	1
7	Urban Health Centres	1
8	UnaniShifakhana	36
<b>Total</b>		<b>1782</b>

Analysis of the complaints for the last 30 years reveals that 5790 complaints were received against various establishments of Health Department out of which 1784 were admitted for proper investigation.

Nature of these complaints includes the following :-

- i) *Delay or non-payment of outstanding bills to the suppliers by the Department*
- ii) *Delay in payment of retirement dues*
- iii) *Complaints against Doctors/Primary medical staff regarding negligence in treatment*
- iv) *Medico legal disputes*
- v) *Delay in construction of Health Centres*
- vi) *Non provision of accessories and medicines*
- vii) *Delay in posting of staff in Health Centres*
- viii) *Non provision of vaccines to children in farflung areas*
- ix) *Issues being faced by the nursing students*
- x) *Admission policy in Government and private medical colleges*
- xi) *Posting of medical staff in farflung areas*
- xii) *Non availability of medicines in urban as well as rural areas*
- xiii) *Improper sanitary system*
- xiv) *Lack of proper system for disposal of hospitals waste*



- xv) *Inadequacy of Government hospitals and dispensaries*
- xvi) *Ill equipped machinery and under utilized health facilities*

Health Sector is so vast and huge that its problems and issues cannot be encompassed in a single article. However, a few important issues faced by general public are discussed here.

#### INADEQUATE BUDGET ALLOCATION

Normally the budget Government allocates for various purposes of Health Sector is not sufficient as a result of which Government hospitals and dispensaries cannot provide maximum relief to the patients, and they are compelled to purchase medicines from markets. In case of operations also, the patients have to spend money out of their pockets on various necessary requirements.

Major hospitals across Sindh are running operations without medicines and proper surgical accessories. The authorities concerned delay in procurement plan, due to which supply of medicines to the health facilities is not possible at the right time.

#### DEFICIENT INFRA STRUCTURE

Infra-structure of public sector hospitals in big cities and dispensaries and clinics in far-flung areas are not up to the standard. Sindh is experiencing high rate of population growth. The increasing rate of urbanization and resulting disparities further reduces the access to quality health services for the urban poor. This will also put further strain on the health system in terms of infrastructure resource needs and administrative requirements.

#### DEFICIENT MANPOWER

The number of doctors and para medical staff does not match the number of population throughout province. The reason of scarcity of trained medical personnel is more than one:

- i) *Lack of proper incentives*
- ii) *In-security of employment*
- iii) *Transfer and posting not based on ground realities*
- iv) *Lack of facilities in rural area*

As a result of above deficiencies the Doctors and para medical staff appointed on rural quota are interested to serve in urban areas.

In recent past, large number of Doctors have flown out country due to law and order situation and unattractive job facilities.

#### UNMANAGEABLE PATIENT LOAD

The number of public sector hospitals is very low as compared to the requirements. For example, in the seventh largest city of the world, Karachi, no public sector hospital has been operational after Maj. Ziauddin Abbasi Shaheed Hospital at Nazimabad, Karachi.



## EQUIVOCAL QUALITY OF SERVICES

Quality of services available in public sector hospitals are not equal to the standard of private sector hospitals with the result that the general public has no confidence in government hospitals. Lay-man visits government hospitals only under compelling circumstances. Poor quality of services is also because of no accountability system in these hospitals; for example no record is available to the general public of the nature of patients and mortality rates.

## OUT OF POCKET EXPENSES

This is a general complaint that medicines are purchased from private medical stores. Even in emergency cases, attendants run from pillar to post to arrange medicines and blood etc.

## QUACKERY

A large number of quacks are running their business even in big cities which are responsible for spreading diseases and also make the lives of public miserable.

The 18th amendment to the Constitution resulted in the devolution of the Sector Services (including health) to the provinces. Mandated by the Sindh Healthcare Commission Act No:VII of 2014, the SHCC was tasked with strengthening the Government's regulatory function through licensing and quality assurance and banning quackery in all its forms. But no mentionable results have been achieved so far.

Sindh has a thriving private sector with the highest concentration and levels of utilization (78% of households) of private sector health facilities in Pakistan. However, the private health care services provided are largely unregulated, whilst holding over 80% of the province's health service infrastructure. Purchasing of a variety of private health services by the Sindh Government has increased post devolution, however, their effectiveness in improving the quality of and access to health services has not been adequately monitored or evaluated.

The Health Sector requires immediate attention of Federal and Provincial Governments. A country that allocates only four percent of its annual budget to health is bound to be stuck in a vicious circule where health is neglected and the servies provided by the health care centres is not upto the standards.

According to a report compiled by the Sindh Health Care Commission, the province has 41,082 beds in 7651 health facilities – ranging from major government run hospitals and institutes to private tertiary care hospitals against a population of roughly 47.89 million. This means that province has only one hospital bed for nearly 1200 people, which is less than half of the global hospital beds to people ratio ascertained by the WHO.



## RESEARCH STUDY ON ISSUES OF GIRL'S EDUCATION IN SINDH

*By: Rehana G. Ali Memon*

The International Ombudsman Institute (IOI), established in 1978 is the only global organization for the cooperation of more than 170 independent Ombudsman Institutions for more than 90 countries worldwide. The IOI is committed to promote the Ombudsman's concept i.e. to protect the people against violation of rights, abuse of power, unfair decisions and maladministration. Hence, play an important role in improving the public administration while making the Government's action more open and its administration more accountable to the public. IOI supports its member in three fold way; Training, Research and Regional Subsidies for the projects. The Provincial Ombudsman Sindh received regional subsidy in 2013-14 and 2015-16 for conducting the seminars on "Awareness of Women's Rights and Child Rights – Capacity Building for Officers" at Hyderabad in 2013 and Challenges of Health Care System in Sindh – Role of Provincial Ombudsman Sindh" in 2017 at Mirpurkhas. In the year 2018/19, the POS received a Regional Subsidy of Euro 2333 against which, after due deliberation it was decided to conduct a research study on "Issues of Girls' Education in Sindh" through Sindh Education Foundation (SEF), a semi autonomous organization with a goal to support education in the province through many diverse interventions to provide disadvantaged communities with access to quality education in partnership with private individuals or organizations.

2. The broad objectives of the research were:

- To identify the dynamics of socio-cultural, religious, economic, political and provision of supply side by SE&LD which are hampering the progress of girls' education in Sindh.
- To critically review existing literature to identify issues and reasons that prevent girls from gaining education.
- Identify key policy level issues causing deterioration of girls' education in Sindh.
- To give key recommendations for improving access to education for girls in Sindh.

3. The research carried out, in three months, was the mix of desk research and key informant interviews (KII) with key stakeholders associated with education sector.

4. Major findings from desk research and Primary data

- It appears 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 structure of the society is patriarchal. A narrow minded approach, rigid norms and traditional practices coupled with patriarchal hegemony have significantly contributed to depriving girls from acquiring education.
- A gradual shift has been observed in narrow minded attitude, old traditions, and culture towards girls' education in Sindh, yet gender gap persists in education system.
- Gender imbalance is a reflection of the social fabric of a society. Difference in roles and responsibilities between boy and girl, start from their families, schools and cultural background.
- Girls in government schools drop out drastically after completing primary education as the middle or high schools are not available in vicinity.



Drop out starts from grade 4 and onwards, when girls grow up and there is no female teacher in the school.

- Female teachers in girl schools are essential as cultural norms are against the mixed gendered/single sex schools (boy schools). This becomes more challenging when girls reach puberty or pre-pubescent age which further limits their mobility.
- Poverty restricts poor and low income families to invest in their children's education. Therefore, it keeps many girls away from school.
- Child labour becomes a crucial source of income for poor families in Sindh and parents send their girls to work as paid or unpaid workers or help families in agriculture activities to improve their family income.
- The poor quality of education in Sindh widens the gap between girls' enrolment and retention rate in primary and secondary schools.
- In High / Secondary Schools (where girls of adolescent age studying), lack of functional, private and secure washrooms, drinking water and the boundary wall are major reasons which hinder girls from attending schools.
- Absence of a valid and reliable SEMIS system is causing a discrepancy within SE&LD and national data system.
- It was also found that implementation of Policies and Plans is a tough and demanding task as policy document and plans are over ambitious pertaining to girls' education.

##### 5. Recommendations:

- Review of existing policies from a gender perspective and strengthening monitoring mechanism. It requires collaborative efforts of all key stakeholders including SE&LD, SEF, and local administrative offices.
- Community awareness / campaigns, workshops shall be held 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.
- Priority shall be given to up-gradation and consolidation of primary schools into elementary / secondary schools and provision of adequate facilities and competent female teachers. Teachers in hard areas shall be provided transport facilities to ensure availability of female teachers.
- For increasing girls' enrolment at Post Primary level, it is recommended that Government Boys High Schools (GBHS) and Government Boys Higher Secondary Schools may be renamed as Government High Schools (GHS) and Government



Higher Secondary Schools (GHSS) respectively. This should be followed by posting of at least 30 percent female teaching and non-teaching staff in these schools. A separate section should be created for post primary classes depending on the girls' enrolment in the area. The separate budget is required to be allocated in these schools.

- The graduates (140 mentors) under STEP project trained by AKU-IED should be identified and utilized as trained and skilled human resource in their respective districts.
- Activation of School Management Committee (SMCs). Female leaders may be lead the SMCs.
- Cross cutting themes on gender should be part of every professional development of teachers.
- Gender Units should be established both at SE&LD and SEF.
- Interventions like CCT-BISP or Girls Stipend Program shall be targeting girls most at risk of falling behind.
- Impact analysis and evaluation studies shall be initiated by SE&LD of the interventions undertaken for increasing girl's enrolment to gauge their effectiveness and taking remedial action, if any.
- Labour Department - Government of Sindh and Children Complain Office of Provincial Ombudsman shall play strong role in enforcing and monitoring the Child Labour Law.
- SE&LD should make gender responsive budget as a mandatory part of the policy.
- Non formal stream of education should prioritize girls' education. This may be done through Adult and Adolescent Program (AALTP) of SEF and Directorate of Non- Formal Education (NFE). Flexible timings may be observed in these centers so that maximum girls can benefit from the NFE programs.

6. The findings and recommendations will be shared with SE&LD, SEF, field staff of Provincial Ombudsman Sindh (POS) and all concerned for taking action. The POS will follow up with all concerned for implementation of recommendations.





## ROLE OF PROVINCIAL OMBUDSMAN SINDH

By: Ghulam Abid Shaikh

In the Province of Sindh, the Institution of Ombudsman was established by virtue of the Sindh Office of Ombudsman Act, 1991 which provides for the appointment of Provincial Ombudsman for protection of the rights of people, ensuring adherence of the rule of law, diagnosing redressing and rectifying any injustice done to a person through mal-administration and suppressing corrupt practices in government departments. The office therefore, has a vision to reform and restructure public sector agencies in a manner that malaises of mal-administration are rooted out eventually.

2. The office of Ombudsman Sindh presently consists of Seventeen Offices, Head Office at Karachi and Regional Offices at Karachi Central, Karachi East, Karachi South, Thatta, Hyderabad, Badin, Shaheed Benazirabad, Naushahroferoze, Dadu, Khairpur Mirs, Sukkur, Larkana, Jacobabad, Mithi, Mirpurkhas and Ghotki.

3. With the Establishment of Regional Offices, not only the complainants but also the representatives of Government departments do not have to face inconvenience of coming to Headquarter to pursue their cases.

### 4. Jurisdiction, functions and Powers of the Ombudsman:

**Under Section 9(1) of the Act,** the Ombudsman on a complaint by any aggrieved person, or on a reference by the Government or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion (Suomoto) can undertake any investigation into any allegations of mal-administration on part of any agency or its officers or employees.

5. **Under Section 14 of the Act,** the Ombudsman shall have the same powers as are vested in a civil court under the code of Civil Procedure, 1908 in respect of the following matters:

- a) summoning and enforcing the attendance of any person and examining him on oath,
- b) compelling the production of documents.
- c) receiving evidence on affidavits, and
- d) issuing commission for the examination of witnesses.

2) The Ombudsman shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Ombudsman, may be useful for, or relevant to, the subject matter of any inspection or investigation.

3) The powers referred to in sub-section (1) may be exercised by the Ombudsman or any person authorized in writing by the Ombudsman in this behalf while carrying out an inspection or investigation under the provisions of this Act.

4) Where the Ombudsman finds the complaints referred to in sub-section (1) of Section 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation shall be recoverable from the complainant as an arrear of land revenue;



Provided that the award of compensation under this Sub-section shall not debar the aggrieved person from seeking civil and criminal remedy.

5) If any Agency, public servant or other functionary fails to comply with a direction of the Ombudsman, he may, in addition to taking other actions under this Act, refer the matter to the appropriate authority for taking disciplinary action against the person who dis-regarded the direction of the Ombudsman.

6) If the Ombudsman has reason to believe that any public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Ombudsman.

7) The staff and the nominees of the Office may be commissioned by the Ombudsman to administer oaths for the purposes of this Act and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Act without proof of the signature or seal or official character of such person.

6. **Under Section 16 of the Act,** the Ombudsman shall have the same powers mutatis mutandis, as the High Court has to punish any person for its contempt who:

- a) abuses, interferes with, impedes, imperils or obstructs the process of the Ombudsman in any way or disobeys any order of the Ombudsman;
- b) scandalises the Ombudsman or otherwise does any thing which tends to bring the Ombudsman, his staff or nominees or any person authorized by the Ombudsman in relation to his office, into hatred, ridicule or contempt;
- c) does anything which tends to prejudice the determination of a matter pending before the Ombudsman; or
- e) does any other thing which, by any other law, constitutes contempt of court;

Any person sentenced under sub-section (1) may, notwithstanding anything herein contained, within thirty days of the passing of the order, appeal to the High Court.

7. **Under Section 20 of the Act,** the Ombudsman may appoint advisors, consultants, fellows, bailiffs, interns, commissioners and experts or ministerial staff with or without remuneration to assist him in the discharge of his duties under this Act.



## INSTITUTIONS PROVIDING FREE AND SWIFT JUSTICE TO OPPRESSED SEGMENTS OF THE SOCIETY

By:

- i) Rehana G. Ali Memon
- ii) Farida Tahir Memon  
(PRO, Sindh Human Right Commission)
- iii) Nosheen Usman  
(Registrar, Provincial Ombudsman, PHWWP)

### 1. ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT, 1991 (AMENDMENT) ACT, 2020)

The Establishment of the office of the Ombudsman for the Province of Sindh was established in 1991 to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration by officers or officials of any department / Agency of Government of Sindh to provide quick justice to the public free of cost. It is independent from the Executive Authority. Mr. Ajaz Ali Khan, Retired officer of PAS(BS-22) is the Provincial Ombudsman (Mohtasib), Sindh since 25th February, 2020.

2. The Ombudsman has the same powers as are vested in a civil court in respect of summoning and enforcement of attendance of any person and examination on oath, compelling the production of documents receiving evidence on affidavit and issuing commission for the examination of witnesses. It has also the powers of taking suo-moto and can authorize any member of the staff in his behalf to enter into any premises for the purposes of any inspection or investigation where he has reason to believe that any article book of account or any other document relating to the subject matter of inspection or investigation would be found.

3. The Ombudsman Sindh has established its Regional Offices in 16 districts of Sindh to facilitate the local people for redressal of their issues relating to mal-administration at their respective Regional Offices.

4. The Ombudsman Sindh has also established Children Complaints Office (CCO) in 2009 in collaboration with UNICEF to address the child issues relating to maladministration. All the Regional Office of Ombudsman also have Children Complaint Desk to entertain complaints in their respective districts.

5. A complaint may be made on solemn affirmation or oath and in writing in any of these 03 languages i.e. Sindhi, Urdu or English and addressed to the Ombudsman by the person aggrieved or, in the case of his death, by his legal representative and may be lodged in person at the Office or handed over to the Ombudsman in person or sent by any other means of communication to the Office.

6. A complaint shall be made not later than 03 months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Ombudsman may conduct any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper for him to do so.

7. In case, if any of the complainant, party or agency feels that the Decision of the Ombudsman is unjust, they may within thirty days of the Decision, file representation to the Honourable Governor Sindh, which may direct a review, if he deems fit.



## 2. PROVINCIAL OMBUDSMAN “THE PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE” SINDH.

8. The office of the Provincial Ombudsman, Sindh “The Protection against Harassment of Women at the Workplace” came into existence on 5th July 2012 as a result of legislation made by the Senate of Pakistan, the law named as the “Protection against Harassment of Women at Workplace Act 2010”. Consequently, Province of Sindh established the office of Provincial Ombudsman dedicatedly oriented for “The Protection against Harassment of Women at the Workplace”. The inception of this institution provided a sigh of relief to the working women who are being subjected to the sexual harassment at the workplace. The core objective of this institute is to provide safe, secure and congenial working environment to working women and to dispense inexpensive and expeditious justice to the aggrieved so that they may contribute their share towards the Nation building and development of this country.

9. Since then, Justice (R) Shahnawaz Tariq is the second Ombudsman of this institute. He assumed his responsibility on April 2017 and took the challenges with courage and determination, brought extensive and far-reaching changes in the establishment and entire mechanism of complaint resolution and decision process. He realizes that Sexual Harassment is a cultural and social taboo in Pakistan, where women under family and social pressure prefer to keep silence on the issue and even if they decide to raise their voice, they don't have enough means to hire the services of an advocate and don't know proper way of filing their complaint owing to lack of knowledge. For this purpose services of Lady Prosecutor is hired from Government of Sindh to facilitate the destitute and aggrieved women. Not only this, in order to facilitate victims of sexual harassments living in far flung areas of the province, Regional Complaint Centers have been established at these Divisional Headquarters i.e. Hyderabad, Sukkur and Larkana. These divisional Complaint Centers/offices receive complaints of the victims of sexual harassment of their respective Division and the Ombudsman listen to their cases in these regional offices in order to ensure justice to victims at their doorsteps.

10. The complaints of sexual harassment from all over the province are received in the office located at Sindhi Muslim Housing Society, Karachi and proceedings are carried out. The complainant can file their complaints to the Ombudsman by sending a written complaint through a mobile app/message, email or making a telephone call.

## 3. SINDH HUMAN RIGHTS COMMISSION (SHRC)

11. The Sindh Human Rights Commission is a statutory body established under Sindh Protection of Human Rights Act 2011. The Act notified on 30th April 2013 and the Commission was notified on 9th May, 2013 and has been working actively since then. The Act defines Human Rights as: the rights relating to “life, liberty, equality and dignity of the individual guaranteed by the Constitution of the Islamic Republic of Pakistan and enforced by law”. The Commission’s pursuit of its mandate is rooted in a firm belief on “Justice for All”. The vision of the commission is to create a society free of violence, extremism and have an environment of peace, interfaith harmony and justice. The commission is headed by Justice (Retd) Majida Rizvi, Chairperson, SHRC with two Retired District and Session Judges as fulltime members, 2 Members of Provincial Assembly, 2 from Civil Society and Secretary of the Commission.



12. The commission deals with complaints regarding Administrative Negligence, Gender based Violence, Sexual Harassment, Murder, Honor killing, Missing persons, Gender/Racial/ Religious Discrimination, Environmental Issues, Child Labor and Marriages, Drugs and Narcotics and all other areas covered under the definition of Human Rights.

13. The Complaint is received in writing/suo moto case taken, case is registered and case no is given and then put up before the Chairperson/Member/s. Orders are given on the complaint and letters are issued to the relevant department, Parties are called for appearance on given date before the concerned member and the case is resolved by the consent of the parties or recommendations are given and forwarded to the concerned department/authority for implementation.

14. Commission's major areas of activities are inquiry into Human Rights Cases, law and policy review, Review/follow-up of Pakistan's international HR Commitments, follow up/Review of 27 treaties under GSP+, recommend to Government the remedial measures including action to be taken against the person involved in Violation of Human Rights, Formulate, implement and regularly update policies with a view to protect Human Rights; Visit, under intimation to Government, any jail or institution under the control of Government where persons are kept or detained or admitted for purpose of treatment, reformation or protection to see the living conditions of inmates and make recommendations there on, Spread Human Rights literacy among various sections of society, Promote awareness of the safeguards available for protection of Human Rights through print and electronic media, seminar and other available means. Encourage the efforts of nongovernmental organizations and institutions working in the field of Human Rights, capacity building of Government institutions, linkage building with stakeholders and field visits.

15. All the three Institutions are working independently from the executive and judicial branches of Government, promoting good governance, improving their relationship with citizens in promoting human rights and fundamental freedom by following the rule of law and undertake any research for carrying out the objective of their acts. Suo moto power is the unique & important feature of these Institutions. Last but not the least, all the three Institutions are providing quick justice free of cost by sharing the work of judiciary.





## THE ROLE OF CHILDREN'S COMPLAINT OFFICE IN PROMOTING CHILD RIGHTS AND SUSTAINABLE DEVELOPMENT GOALS

By: Muhammad Ali Shah (CCO)

### Introduction:

The establishment of Children's Complaint Office (CCO) at the Ombudsman Sindh Secretariat in 2009 has fulfilled the long-awaited requirement for child rights protection in Sindh Province. The Children's Complaint Office (CCO) provides Children with a voice to articulate their grievances and works to promote and protect their rights. The foremost beneficiaries of CCO besides the Children are the aggrieved parents, relatives of Children and the society as a whole. The CCO provides inexpensive and easy access to justice for Children through Ombudsman system and holds the public agencies and departments accountable for any maladministration and maltreatment with respect to Child Rights.

### Objective of CCO:

1. The CCO-POS aims to create a Child protective environment by combating corruption and abuse in the treatment of Children by public bodies.
2. To establish a dedicated redress and response system for complaints related to and by children.
3. A platform for addressing child right issues through: Research, Advocacy and Engagement with children and stakeholders.
4. Enable the POS to advise the provincial government on issues which impact children's rights.

The children complaint office is not only fulfilling Pakistan's commitment towards convention on the rights of child but also contributing towards the implementation of child related sustainable development goals. These goals are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone. The 17 Goals were adopted by all UN Member States in 2015, as part of the 2030 Agenda for Sustainable Development which set out a 15-year plan to achieve these Goals. Pakistan was the first country to adopt Sustainable Development Goals (SDGs) through a unanimous resolution of the Parliament.

The Constitution of Pakistan 1973 enshrines that the States must protect all children without discrimination. The convention provides a comprehensive framework of rights that are central to the SDGs, including health, education, housing, adequate standard of living, social security, non-discrimination, protection from violence and exploitation. Therefore, implementing children's rights would also mean achieving universal Sustainable Development Goals.

### Way forward:

A universal, integrated approach is needed to implement the 2030 Agenda in a manner which protects and promotes children's rights, recognizing the relevance of all SDGs to all children, their rights, wellbeing and development during their childhood. In order to ensure that children are not left behind in the implementation of the SDGs; the Provincial Ombudsman Office has also aligned its activities with the SDGs and with the Convention on the Rights of the Child. Child rights principles compliment, particularly non-discrimination, the best interests of the child, the right to life, survival and development and participation.

In 2021, the Children Compliant Office, Provincial Ombudsman Sindh (POS) plan to establish a multi-stakeholder forum to review progress on child rights in relation to SDGs, prepare child friendly environment &information for awareness raising and strengthen the child protection case management system. The aim is to adopt a comprehensive approach prioritizing Children's



Rights and integrating them into the formulation, planning, implementation, monitoring, follow-up and review of development frameworks, policies and projects. In addition, capacity of all Regional Offices may be enhanced to conduct regular visits to ensure child friendly environment in schools. Ombudsman Sindh, Mr.Ajaz Ali Khan is also eager to enhance Children Complaints Office work and plans to conduct the following activities for strengthening of CCO this year.

**1. Communication Campaign for awareness raising on Child Rights and promotion of CCO-POS to increase reporting of child related complaints.**

- i. Design and broadcast public service messages for Radio/TV, newspaper advertisement and special bulletin to promote services of Children Complaint Office.
- ii. Information materials: leaflets, brochures, Caps, Badges etc.

**2. Establishment of Case Management.**

The case management system will also include an information management, monitoring and evaluation system. The data from these will also be used for research and advocacy on children's issues in Sindh.

**3. Capacity building of Investigation Officers on new laws and amendments in the existing legislations related to children.**

A training plan will be developed for Capacity Building of Investigation Officers (IOs) and POS staff on child related laws. A manual of child related laws enacted in Sindh will be developed and printed.

**4. Evidence based research on prevalence of violence, abuse and exploitation of children.**

The CCO-POS will commission evidence-based research studies on the prevalence of violence, abuse neglect and exploitation of children in the Province. These research studies will enable the POS in advising the provincial government on issues which impact rights of children.

**5. Stakeholder engagement and dialogue on Children's Rights.**

The CCO-POS will engage and coordinate with other public administration departments, civil society organizations, international organizations and UN agencies to promote engagement and dialogue on Children's Rights. Different strategies will be used for stakeholder engagement and dialogue such as seminars, conferences, consultations, workshops, community meetings, webinars and sessions with children etc.

**6. Coordination and Monitoring visits to Regional Offices.**

The Ombudsman Office has 16 Regional Offices located at district level. These offices are at the forefront of providing complaint redressal at grass root level. Regular visits would be conducted for coordination, technical support in complaint handling and monitoring to ensure speedy justice for children.



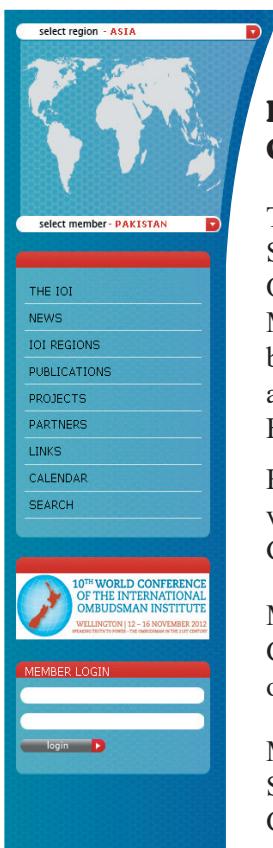
## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



International Ombudsman Institute  
Institut International de l'Ombudsman  
Institute Internacional del Ombudsman

Dated: 06.03.2020



#### PAKISTAN | Appointment of Mr. Ajaz Ali Khan as Provincial Ombudsman of Sindh

The Chief Minister Sindh, Syed Murad Ali Shah has appointed Mr. Ajaz Ali Khan as Ombudsman Sindh for a period of four years. Mr. Ajaz Ali Khan administered Oath of Office by the Governor Sindh on 24th February, 2020 and has assumed the position on 25th February, 2020.



*Oath taking Ceremony*

His appointment has been highly appreciated by all sections of Society in view of his valuable services in various capacities in Federal and Provincial Governments.

Mr. Ajaz Ali Khan has joined the civil service in the year 1982 with the Central Superior Services. He has the distinction of serving in the provinces of Sindh, Balochistan and the Federal Government of Pakistan.

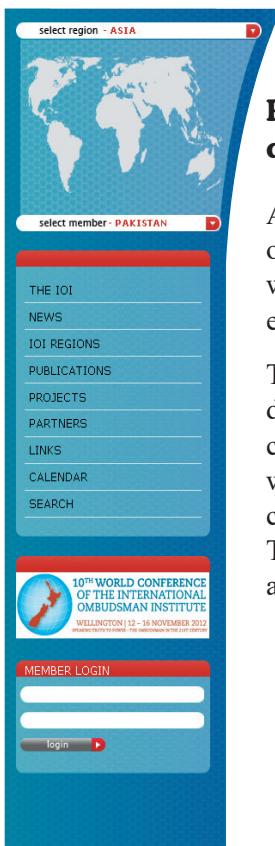
Mr. Ajaz Ali Khan has served in various capacities, especially as Provincial Secretary in various provincial departments including Mines & Minerals, Coal and Energy Development, Agriculture, Food, etc. In the federal government he gained experience as Additional Secretary to the Federal Ombudsman, Additional Secretary to Ministry of Water & Power and Executive Director of the country's premier life insurance corporation. He has served as Federal Secretary, Narcotics Control Division from where he retired from civil service in February 2017. He was also Member of the Sindh Public Service Commission from December 2017 to February 2020.

Mr. Ajaz Ali Khan has done his Masters in Public Administration from Arkansas State University, Jonesboro, USA and has acquired trainings both at national and international level. He has widely travelled to various countries on official assignments.



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 07.09.2020

#### PAKISTAN | Ombudsman Sindh orders agricultural department to pay services dues to widow

A widow approached the Provincial Ombudsman Sindh for delay in payment of pension and other service dues in respect of her deceased husband who was an employee of Agriculture Department, Government of Sindh and expired during service.

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 pension and commutation dues amounting to Rs. 2,787,679.00 were paid to the widow. The complainant appreciated the role of the Ombudsman for taking prompt action and providing speedy justice to her.

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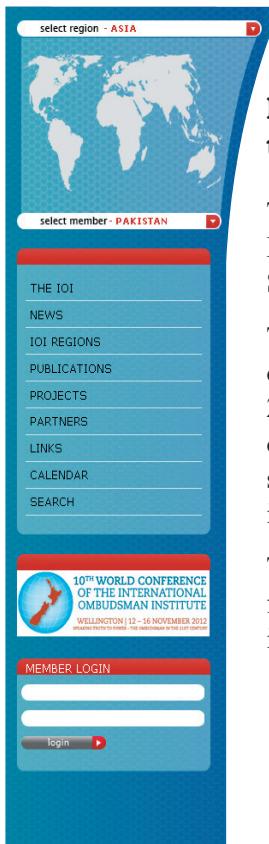


## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 08.10.2020



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#### **PAKISTAN | Ombudsman Sindh approved research agreement to utilize IOI regional subsidies**

The Provincial Ombudsman Sindh has approved a research study with Sindh Education Foundation (SEF) entitled study on “Issues of Girls’ Education in Sindh”, funded by IOI through Regional Subsidy Programme 2018-2019.

The aim and objectives of this research agreement is to look at current status of girls’ education in the province of Sindh, under the Right to Education Act, 2013 of Government of Sindh. Research also intends to investigate the nature of issues, barriers and bottlenecks that hamper girls’ education, highlight socio-cultural, economic 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 policy framework that will help in controlling maladministration in education sector in Sindh.

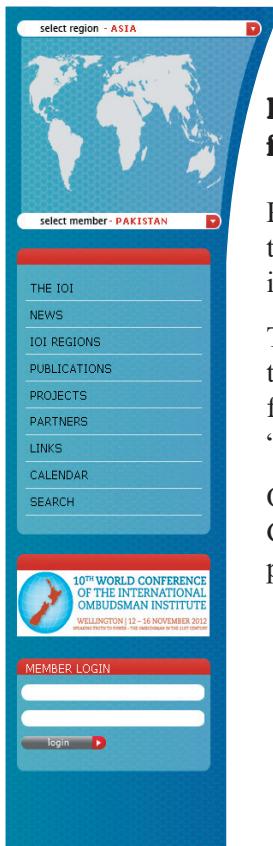


## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 10.12.2020



#### PAKISTAN | Directives to Inspector General of Prison Sindh for measures to prevent spread of Covid-19

Provincial Ombudsman Sindh, being the custodian of public interests has, taken suo motu action to ensure all safety measures to protect the prison inmates from the outbreak of a second wave of COVID-19.

The Ombudsman Sindh directed all the Superintendents of Prisons throughout the Sindh Province to take effective safety measures especially for the old and ailing prisoners and to ensure availability and wearing of “masks” by all the prison inmates.

Ombudsman Sindh Ajaz Ali Khan issued strict orders to the Inspector General of Prisons for ensuring medical facilities for all inmates and the staff posted therein on 24/7 basis.

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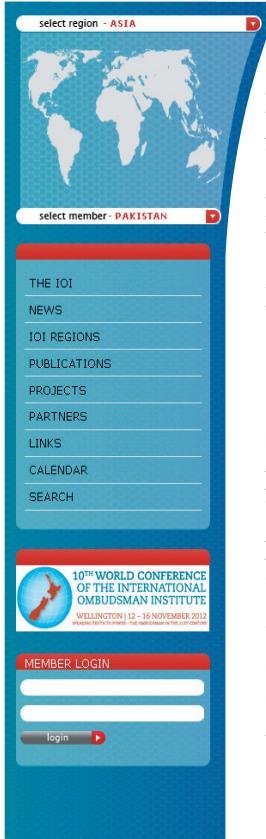


## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



Dated: 12.10.2020



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#### PAKISTAN | Ombudsman Sindh declares protection of child rights as office's goal

Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh recently welcomed an UNICEF delegation headed by Ms. Cristina Brugliolo, in his office.

Mr. Ajaz Ali Khan in his meeting with the delegation highlighted the fact that Sindh played leading role in establishing Children's Complaint Office (CCO). He mentioned that the Ombudsman Office is working towards strengthening of the CCO for Protection of Children in Sindh. The Children complaint office was vigilantly watching any violations of child rights in the province and ensuring effective measures for preventing such wrong doings. To create awareness in the society the Ombudsman Office plans to start a proactive awareness campaign to inform the public about CCO and Ombudsman Office and thereby using different media strategies.

The Provincial Ombudsman Sindh also acknowledged and appreciated the co-operation and support extended by UNICEF with regard to Children Complaint Office in Sindh and is working towards ongoing co-operation in the future.



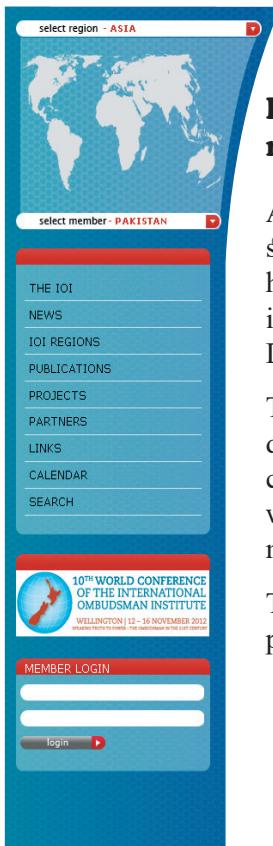
## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



International Ombudsman Institute  
Institut International de l'Ombudsman  
Instituto Internacional del Ombudsman

Dated: 24.08.2020



#### PAKISTAN | Sindh Ombudsman orders reimbursement of medical charges

A complainant approached the Provincial Ombudsman Sindh (Pakistan) stating that the Finance Department was not reimbursing the medical charges he was entitled to under the rules. He was a patient of renal plant and had to incur the huge amount of 620,778.00 Rs. for his treatment. However, the Department was delaying the reimbursement on one pretext or the other.

To redress the grievance of the complainant Ombudsman Sindh issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of the Ombudsman's timely intervention the scrutiny process was expedited by the agency and the Finance Department reimbursed all the medical charges to the aggrieved retired government servant.

The complainant appreciated and thanked the Ombudsman Sindh for the prompt action in redressing his grievance.



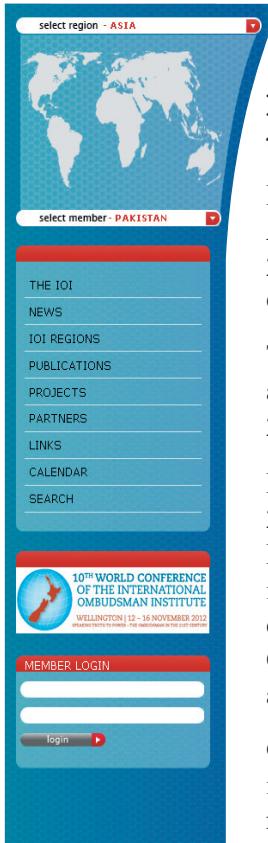
## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

### International Ombudsman Institute NEWS LETTER



International Ombudsman Institute  
Institut International de l'Ombudsman  
Institute Internacional del Ombudsman

Dated: 29.10.2020



#### PAKISTAN | Ombudsman Sindh presents Annual Report 2019 to the honourable Governor Sindh

Hon'ble Ombudsman Sindh, Pakistan, Mr. Ajaz Ali Khan presented the Annual Report 2019 of the Institution to the Honourable Governor Sindh on 19th October, 2020.

The Report highlighted the performance, achievements and progress during the year 2019,



*Ombudsman Sindh presented the Annual Report 2019*

Honourable Ombudsman apprised the Governor Sindh that during the year 2019 the Office had received 7073 complaints against Government Departments out of which 2765 complaints were scrutinized/approved for investigation and 1563 cases/complaints were decided giving relief to the complainants, while 73 complaints were received in Children Complaint Cell. These statistics demonstrate growth of the Institution and public trust and confidence of the Ombudsman Office.

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



## 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 complaint 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:
- have been previously admitted and processed.
  - are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudication before a court.
  - fall under the jurisdiction of other Ombudsmen.
- Q. How long is the procedure of investigation and redress?**
- A. This office ventures to resolve cases within 90 days but the time frame is flexible depending on nature of the complaint.
- Q. Is the Decision of the Ombudsman binding on the executive or the administrative machinery of the Province?**
- A. Yes, the Decision of the Ombudsman is binding thereupon.
- Q. By seeking the assistance of the Ombudsman, do I lose my right to approach a court of law?**
- A. In the first place, if your case is pending in a court of law, your complaint shall not be entertained in this office. However, if you have sought the assistance of this office and are unsatisfied, you may always go to a court of law after withdrawing your complaint from this office.
- Q. Can I lodge my complaint in the Head Office, Secretariat Provincial Ombudsman Sindh in Karachi?**
- A. Not necessarily. You may also complain in any of our Regional Offices.



**Justice (R)  
SHAHNAWAZ TARIQ**

**Ombudsman**

The Protection Against Harassment Of Women At The Workplace Sindh

No.AD(PHWWP)/93-2020  
14 December 2020

Dear,

*Aijaz Ali Khan*

I would like to appreciate and acknowledge the courtesy you extended to me by sharing Annual Report-2019 of Provincial Ombudsman Sindh.

I value and commend the efforts you and your team has undertaken to redress grievances of people despite certain challenges faced during the year and bring all such vigorous activities in form of this report, which is a comprehensive statement of your endeavors.

Wishing you all the best for your future venture and aspiration.

**JUSTICE (R) SHAHNAWAZ TARIQ**  
**Provincial Ombudsman**  
**(PHWWP), Sindh.**

**Aijaz Ali Khan**  
**Provincial Ombudsman (Mohtasib)**  
**Sindh.**

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Head Office : ROOM NO. 710, 711, 7th Floor,  
New Sindh Secretariat Building # 1, Karachi-Pakistan.  
Office : +92 21 99222744,  
Fax : +92 21 99222947

Camp Office :2B, Block-A, Sindhi Muslim  
Cooperative Housing Society, Karachi-Pakistan.  
Tel : 021-99333470-71 Fax : 021-99333472  
Email : ombudsmanphwwp@gmail.com



# Sindh Human Rights Commission

Government of Sindh

No:SHRC/GOS/7379/075/2020

Karachi, Dated: 17<sup>th</sup> Dec /2020

To,  
Mr. Ajaz Ali Khan,  
Provincial Ombudsman Sindh,  
Karachi.

Dear,

This is to thank you and acknowledge the receipt of your institution's Annual Report 2019. I appreciate the efforts made by you and your team in disposing of 1563 cases out of 2235 cases by providing free and quick justice to the aggrieved and most deserving people of Province of Sindh.

2. It is hoped that by continued efforts of your office it will bring good governance, quick service delivery and will eradicate the corruption in the government departments.
  
3. I wish you and your team success in all future endeavors.

  
Justice (Rtd) Majida Razvi  
Chairperson,  
Sindh Human Rights Commission,

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سعديہ راشد  
**SADIA RASHID**  
*President*  
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

23 November 2020

Mr. Ajaz Ali Khan  
Provincial Ombudsman, Sindh,  
Secretariat of Provincial Ombudsman, Sindh,  
Shahrah-e-Kamal Ataturk,  
Karachi.

**Subject: Annual Report 2019**

*Dear Mr. Ajaz Ali Khan,*

**السلام عليكم ورحمة الله وبركاته**

I am in receipt of the 2019 Annual Report of the Provincial Ombudsman, Sindh, sent to me through the good offices of the Additional Chief Secretary, Mr Shamsuddin Soomro. I thank you both, as well as the Editorial Team.

As always, it gave a lot of satisfaction to read a sample of the letters of gratitude and acknowledgment, sent by people whose problems – sometimes pending many years – your team has solved. Very well done! May more complainants have reason to bless your efforts. It was also a good idea to include oft asked questions and their answers.

Allah help and guide you to success in this blessed work of helping the helpless. *Ameen.*

*Sincerely*  
*Sadia Rashid*

Sadia Rashid.

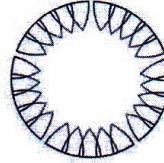
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مملكة البحرين  
Kingdom of Bahrain

OMBUDSMAN OFFICE

الأمانة العامة  
للتظلمات  
OMBUDSMAN  
Ministry of Interior  
وزارة الداخلية



مكتب الأمين العام

17 November 2020

13/21/2020/OMB

Dear Mr. Ajaz Ali Khan,

Congratulations on publishing the 2019 Provincial Ombudsman Annual Report, especially during these unprecedented times. I would like to thank you for sharing a copy of the annual report. It is always a pleasure to read of such success in our field.

The annual report shows remarkable achievements and hard work done by the Provincial Ombudsman. It is quite evident that your esteemed organization ensures high standards of governance, accountability, and efficiency through administrative justice.

I look forward to continue the cooperation between the Provincial Ombudsman and the Ombudsman Office. Wishing you continuous success in your future endeavors as you continue to ensure the protection of human rights.

**Nawaf Al Moawdah**  
**Ombudsman**



ISO-9001 Certified

## Mehran University of Engineering & Technology

Jamshoro - 76062, Sindh, Pakistan

**Dr. Mohammad Aslam Uqaili**

Meritorious Professor

**VICE-CHANCELLOR**

Mr. Shamsuddin Soomro (PAS) –

Additional Chief Secretary,  
Secretariat, Provincial Ombudsman (Mohtasib) Sindh,  
Karachi.

No. MUET / VC Sectt: / - 062

Dated: 02-11-2020.

Subject: Acknowledgement – Annual report (2019) of the Provincial Ombudsman.

Ref: Letter No. POS/Coord/A.Report-19/2020 dated: 23 October, 2020.

Please refer to your letter No. mentioned above, addressed to the undersigned, along with Annual Report (2019) of the Provincial Ombudsman (Mohtasib) Secretariat, Sindh.

I am pleased to acknowledge the receipt of your letter and the subject report, which mentions the yearly achievements of your esteemed office. Your office is taking synchronized efforts in solving issues of the general public at large. It provides a good opportunity to the citizens of the country for acquiring expeditious justice. Besides, the Ombudsman office also shares a major burden of workload being faced by our already over occupied judicial system.

The Ombudsman office also helps in bringing about good governance in Government institutions. The ratio of resolved complaints mentioned in the report provides a clear picture of the efficiency and effective working of your organization.

I would like to take this opportunity to appreciate the commendable efforts taken by your office in providing quick relief to the citizens of the country.

I look forward to having a cordial working relationship with the Provincial Ombudsman Secretariat, Sindh and shall try my best to uphold the sanctity of the decisions taken by your office with regard to the matters pertaining to Mehran University of Engineering & Technology, Jamshoro.

Best Regards,

Prof. Dr. Mohammad Aslam Uqaili

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**ADDITIONAL INSPECTOR GENERAL OF POLICE  
HYDERABAD REGION, HYDERABAD**

No: DSP/L/ 18123  
Date: 09-11-2020

Dear Sir,

It is my pleasure to receive an enclosed copy of annual report- 2019 of the Provincial Ombudsman Sindh. We highly appreciate your efforts to provide free of cost and prompt justice to the aggrieved poor people of Sindh.

**2.** Your good office is indeed a source of relief for common people who cannot afford costly and lengthy litigation process. Out of 2765 admitted complaints in 2019, relief was provided to 72% of complainants, which speaks volumes of your performance and dedication to work.

**3.** Your good work is appreciated and it is hoped that such endeavors would continue in coming years to serve the downtrodden people of Sindh.

I wish you all the best.

With regard  
Yours' Sincerely

  
**(DR. JAMIL AHMED) PPM, PSP**



**OFFICE OF THE  
COMMISSIONER, HYDERABAD DIVISION**

@ Shahbaz Building, Hyderabad  
No. 01 – ACR/Commr/2020 - 7516  
Dated: 10-12-2020

To

The Additional Chief Secretary/  
Provincial Ombudsman (Mohtasib) Sindh,  
Sindh Secretariat, Karachi

**SUBJECT: ANNUAL REPORT (2019) OF THE PROVINCIAL  
OMBUDSMAN, SINDH**



Kindly refer to your good office letter bearing No. POS/  
Coord/A-Report-19/2020 dated 23.01.2010, on the subject noted above.

2. Thank you very much for your thoughtfulness in sending me the Annual Report of the Provincial Ombudsman, Sindh for the year-2019. The report is truly informative that provides information about speedy provision of justice to the aggrieved, poor and deserving people of the Sindh. The report reflects that the number of complaints against different departments have been disposed of judiciously yet expeditiously.

3. I would like to extend my deep appreciation for the outstanding efforts to redress the genuine grievances of the people of the Sindh through easy, quick and inexpensive administrative justice by your esteemed institution.

4. I wish that the challenges being faced by your institution are overcome in a satisfying manner in the interest of the general public on one hand and on the other hand more success/achievements in the coming years for the credibility and prestige of the institution.

  
**(MUHAMMAD ABBAS BALOCH)**  
COMMISSIONER, HYDERABAD DIVISION

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Ph. #.021-99217489-90  
Fax. #.021-99217477

**DIRECTORATE OF INSPECTION & REGISTRATION OF PRIVATE INSTITUTIONS SINDH,  
SCHOOL EDUCATION & LITERACY DEPARTMENT, GOVERNMENT OF SINDH**  
Ground Floor, Government College For Women, Shahrah-e-Liaquat, Burns Road, Saddar, Karachi.  
E-mail: dirprivateschool.govtofsindh@yahoo.com

No. DIR/I&R/PIS/EDU/GOS( 21524-25 )/2020 Karachi Dated: 01-12-2020

To,

Mr. Shamsuddin Soomro  
Additional Chief Secretary,  
Provincial Ombudsman Secretariat,  
Shahrah-e-Kamal Ataturk,  
Karachi.

**SUBJECT: ANNUAL REPORT (2019) OF THE PROVINCIAL OMBUDSMAN (SINDH).**

Dear Sir,

*26/12/2020*

I am pleased to acknowledge that the annual report published by Provincial Ombudsman (2019) is a valuable document that furnished comprehensive information related to the objectives and performance of the Ombudsman's Secretariat to provide timely relief to the people of the Province from their problems.

The report enhances people's understanding and encourages them to look up to the institution to help them for administrative justice in order to resolve their grievances without the wastage of time and the expense of money. The selected decisions taken to redress the grievances of the people as mentioned in the report are praiseworthy. They are indeed, a great source of information for the general people.

*01-12-2020*  
(DR. MANSOOB HUSSAIN SIDDIQUI)  
DIRECTOR GENERAL



## Images & Reflections

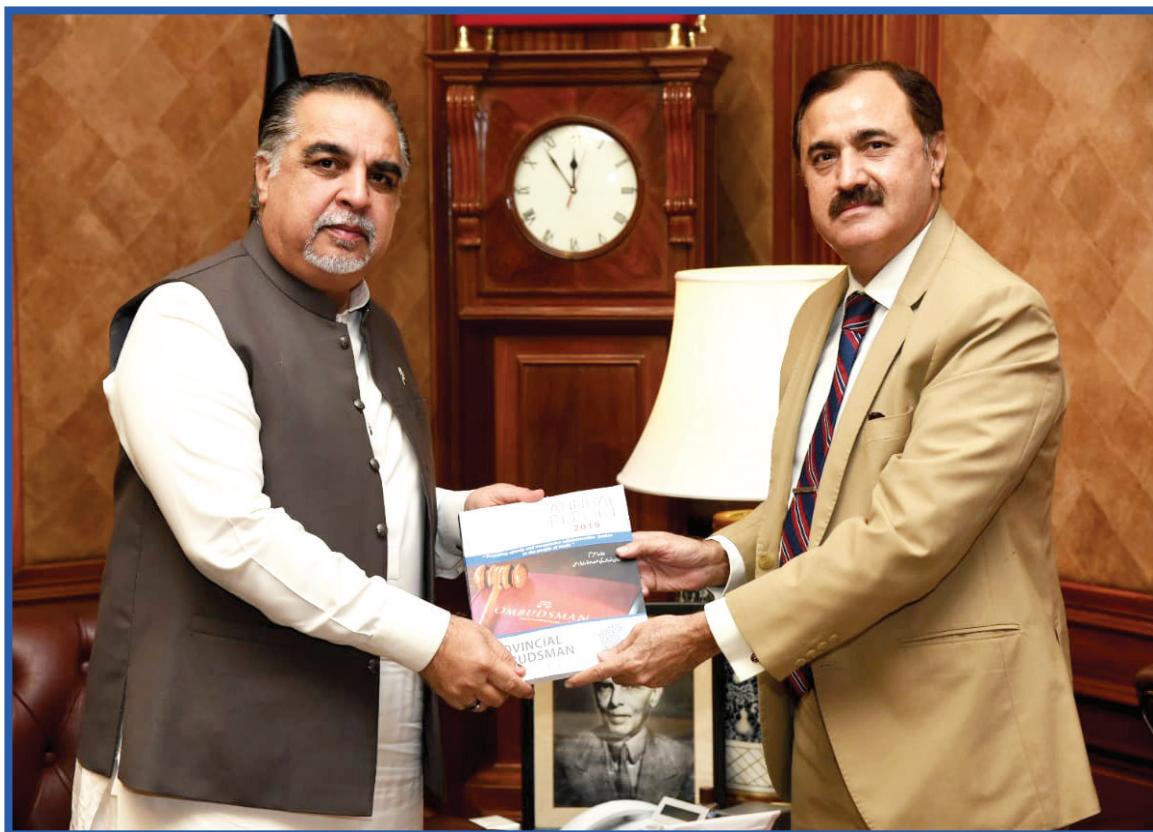


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Provincial Ombudsman, Sindh Mr. Ajaz Ali Khan presents  
Annual Report, 2019 to Honourable  
Chief Minister Sindh Syed Murad Ali Shah.



## Images & Reflections



Provincial Ombudsman, Sindh Mr. Ajaz Ali Khan presenting  
Annual Report, 2019 to  
Honourable Governor Sindh Mr. Imran Ismail.

## Images & Reflections



Mr. Ajaz Ali Khan Hon'ble Ombudsman Sindh, presenting cheque of Rs. 950,000/= to the complainant (Mr. Shamboo Lal) submitted by Jinnah Sindh Medical University in compliance of his Decision. Syed Qamar Razi Naqvi and Prof. Hussain Mehdi, Principal, Jinnah Medical & Dental College are also seen in the Picture.



Provincial Ombudsman, Sindh Mr. Ajaz Ali Khan (PAS) administering oath to newly appointed officers of Ombudsman Secretariat Sindh. On the left Mr. Shahid Ahmed Hashmi, Consultant, Mr. Abdul Wahab Memon, Consultant / Regional Director, Hyderabad and Mr. Mukhtar Hussain Soomro, Advisor while on the other side Mr. Ozair Ahmed Siddiqi, Assistant Director (Admn.), Mr. Masood Ishrat, Registrar and Mr. Farrukh Habib, Director General-I are also seen in the picture.



## Images & Reflections



Honourable Ombudsman, Sindh Mr. Ajaz Ali Khan (PAS) chairing a meeting of officers of Secretariat Provincial Ombudsman, Sindh.



Syed Qamar Razi Naqvi, Consultant presenting cheque of Rs. 65,000/= to the lady complainant. Professor Etrat Hussain Rizvi, Advisor to VC, Jinnah Medical University, also present at the occasion.



## Images & Reflections



Mr. Manzoor Ali Awan, Consultant, Provincial Ombudsman, Sindh delivers a cheque for Rs.708,318.00 to complainant Mr. Mukhtar Ahmed on account of dues outstanding against K.M.C since 2007



Mr. Muhammad Zakir, Advisor, Secretariat Provincial Ombudsman Sindh and Ms. Sadaf Anees Shaikh, Director Planning & Development from Sindh Education Foundation are signing an agreement between Secretariat Provincial Ombudsman Sindh and Sindh Education Foundation for conducting research on “Issues of Girl’s Education in Sindh”



### DECISION

<i>Complaint No.</i>	POS/127/2019/K-03
<i>Name and address of the complainant:</i>	Mr. Ghulam Abbas S/o. Fateh Muhammad, R/o. P.O Khas Ghaseetpur, Randheer, Tehsil Kharian & District Gujrat 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><u>ALLEGED NON-PAYMENT OF MONTHLY PENSION TO THE COMPLAINANT THROUGH DIRECT CREDIT SYSTEM SINCE LAST TWENTY SIX MONTHS.</u></b>

#### THE COMPLAINT

Mr. Ghulam Abbas, retd. Police Constable, Sindh Police, r/o. Tehsil Kharian, District Gujrat filed a complaint on 14.01.2019 against A.G, Sindh regarding alleged non-payment of monthly pension to him since last 26 months, through Direct Credit System. He stated therein that although he had submitted his pension file to A.G, Punjab on 24.10.2016 which was forwarded to A.G, Sindh on 26.10.2016 but despite lapse of 26 months nothing was heard from his office. Being aggrieved, he solicited our intervention in the matter.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended upto date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, report was called from A.G, Sindh vide this office letter dated: 22.01.2019. In response, the Accounts Officer (Pension DCS), Office of A.G, Sindh vide his report dated: 08.02.2019 informed that the complainant has not provided copy of PPO, CNIC, Leaf of Bank cheque and other supporting documents which are required to transfer his monthly pension on DCS and as soon as the same are provided, the case will be finalized immediately.

3. In pursuance to that, the complainant was advised vide this office letter dated: 20.02.2019 to provide required documents to A.G, Sindh directly under intimation to this office latest by 05.03.2019. In compliance, the complainant vide his letter dated: 04.03.2019 informed that he had furnished required documents to A.G, Sindh.

4. Lateron, the Accounts Officer (Pension) vide his letter dated: 09.10.2019 informed that the pension case of complainant has been processed on DCS and the amount would be credited to his account in month of November, 2019. In support thereof, a copy of Payment Advice dated: 09.10.2019 was also enclosed.

5. To seek confirmation when complainant was approached vide this office letter dated: 10.10.2019, he confirmed having received his monthly pension but complained that his arrears for



36 months have not been paid to him as yet. The matter was therefore, once again taken up with A.G, Sindh vide this office letter dated: 28.11.2019 for payment of complainant's arrears. In response, the Accounts Officer (Pension) vide his letter dated: 23.12.2019 informed that the arrears of pension of complainant has also been processed and would be credited in his account soon. In support thereof, a copy of "Special Payment" in favour of complainant was also enclosed.

6. Subsequently, the complainant vide his letter dated: 03.03.2020 informed that he has received Rs.94,000/- as arrears from October 2016 to June, 2017 but the remaining dues of 27 months yet not paid to him. When, AG's office was approached, the Accounts Officer (Pension) vide his letter dated: 08.06.2020 informed vide his letter dated: 08.06.2020 that the Finance Department vide letter No. FD/TR-9(25)26 (A.G Sindh)2018 dated: 03.06.2020 has banned the payment of pension arrears till 30.06.2020, therefore the remaining amount will be paid in July after the Finance Department lifts the ban on payments.

7. Finally after persuasion, the Accounts Officer (Pension) vide his letters dated: 01.09.2020 and 06.10.2020 informed that the remaining dues amounting to Rs.497,115/- and Rs.162,264/- have been paid to complainant. In support thereof, copies of his Pension Roll Slips for the September and October 2020 were also attached.

### **FINDINGS**

8. The perusal of A.G's office letters dated: 09.10.2019, 23.12.2019, 01.09.2020 and 06.10.2020, shows that the monthly pension of complainant has been restored through Direct Credit System w.e.f.01.10.2019 and later on all his arrears also paid to him. Thus his long outstanding problem has been mitigated on the intervention of this Institution.

### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 6<sup>th</sup> November, 2020

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### DECISION

<i>Complaint No.</i>	POS/31/2019-F
<i>Name and address of the complainant:</i>	Mr. Suleman s/o Rehmatullah, Plot No. 521, Amna Hashmi Terrace, Garden East, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F
<i>Subject:</i>	<b><u>DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION, ETC.</u></b>

#### THE COMPLAINT

Mr. Suleman in his complaint received on 03.01.2019 stated that he had retired as Malaria Supervisor, KMC Karachi in the year 1992. He had approached the KMC for restoration of commuted portion of pension but it was not done. He therefore, approached this Institution for relief.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 and the Director (Welfare), F&A, KMC vide letter dated 15.01.2019 was asked to furnish comments.

3. The Director (Welfare), F&A, KMC vide his letter dated 26.03.2019 reported that the case of complainant was referred to the Internal Audit Department on 04.10.2018 for fixation of revised pension but it was returned with queries. The case had been re-submitted to the Internal Audit Department on 25.03.2019.

4. The matter was taken up with the Director (Internal Audit), KMC in light of above reports, vide letter dated 16.04.2019. The Director (I.A), KMC through his letter dated 24.04.2019 reported that the case regarding restoration of commuted portion of pension in respect of complainant had been examined and after working out restoration of commuted portion, it had been returned to the Director (Welfare), F&A, KMC under letter dated 01.04.2019.

5. The matter was taken up with the Director (Welfare), F&A, KMC and the Assistant Director, Local Fund Audit, KMC.

6. The Director (Welfare), F&A, KMC through his letter dated 25.10.2019 informed that the case of complainant had been finalized and a cheque for Rs. 134,206/- was credited in the relevant account of HBL, Abbotabad Road, Mansehra Branch. The increase in monthly pension had also been incorporated.

7. Copy of aforementioned letter was sent to the complainant vide letter dated 05.11.2019 for rejoinder. It was followed by reminder letters dt: 04.12.2019, 07.01.2020, 06.02.2020, 11.03.2020



and 22.07.2020. The complainant, finally, vide his letter received on 02.09.2020 acknowledged that his grievance was redressed. He expressed his gratitude to the Institution.

### **CONCLUSION**

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

*Given under my hand and seal of office.*



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 06<sup>th</sup> October, 2020



### DECISION

<i>Complaint No.</i>	POS/ROG/GTK/48/2018
<i>Name and address of the complainant:</i>	Mr. Ghulam Nabi S/o. PalyoMetlo R/o Village Meenhon Metlo, Taluka Khangarh, District Ghotki
<i>Name of the Agency complained against:</i>	Irrigation Department District Ghotki
<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><u>COMPLAINT AGAINST NON-PROVISION OF IRRIGATION WATER TO THE LANDS OF COMPLAINANT AS PER SHARE LIST OF WATER COURSE NO. 27-AR.</u></b>

#### THE COMPLAINT

The above complaint was filed on 05-11-2018 by Mr. Ghulam Nabi Metlo stating that they owned irrigation land (21/29 acres) on water course No.27-AR Bomby Sub-Branch, Khangarh Sub:Division @ Ghotki but they were being deprived of irrigation water as per share list of water. In this connection, they also approached the Irrigation Department but no action was taken by them till then. The complainant ultimately requested for intervention of this Institution regarding regular supply of irrigation water to their lands according to Water Share List issued by the Irrigation Department, District Ghotki.

#### PROCEEDINGS

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 remained under investigation in this Directorate. Finally, report was received from Assistant Executive Engineer, Khangarh Sub: Division (Irrigation) @ Ghotki dated 24-02-2020 in the matter informing that grievance of the complainant was redressed.

#### FINDINGS

The complainant appeared in person on 09-03-2020 and submitted his rejoinder where in he stated that his grievance was resolved. He expressed his deep gratitude to this Institution and also requested that further investigation into the case may be closed.

#### DECISION

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In view of above, the grievance of the complainant stands redressed.

*Given under my hand and seal of office.*



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 14<sup>th</sup> October, 2020



### DECISION

<i>Complaint No.</i>	POS/2739/2020/KC
<i>Name and address of the complainant:</i>	Mr. Shoaib Qayyum, ST-5, Block-F, North Nazimabad, Karachi.
<i>Name of the Agency complained against:</i>	Excise & Taxation Department
<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
<i>Subject:</i>	<b><u>ALLEGED DELAY IN TRANSFER OF VEHICLE "NISSAN JUKE" REGISTRATION NO. BF-8006 IN THE NAME OF THE COMPLAINANT.</u></b>

#### THE COMPLAINT

Mr. Shoaib Qayyum filed a complaint filed on 27.07.2020 against Excise & Taxation Department regarding delay in transfer of vehicle "Nissan Juke" bearing Registration No. BF-8006 in his name due to seizure of another vehicle Toyota Hilux Surf Model 1996 with Number Plate inscribed with same Registration No. viz BF-8006. 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 up to date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, the comments of Excise & Taxation Officer Motor Registration Wing, Karachi were called vide this office letter dated: 25.09.2020 who sought necessary report from Collectorate of Customs (Enforcement and compliance), Karachi. In response, the Deputy Collector of Customs, Prevention Head Quarters, Karachi vide his letter No.ASO-387/2019-HQ dated: 13.08.2020 informed the Excise & Taxation Officer, Motor Registration Authority, Karachi that perusal of import documents and confirmation from M/s. PRAL Customs database revealed that the delinquent owner of vehicle Totyota Hilux Surf used fake Registration Number Plate issued for the vehicle of the complainant Mr. Shoaib Qayyum. He added that this Collectorate had no objection if the title of ownership of vehicle "Nissan Juke" bearing Chassis No. YF15-008902 was transferred in the name of Mr. Shoaib Qayyum in accordance with law.

3. Lateron, the Excise & Taxation & Narcotics Officer (OR-B) Registering Authority, Karachi vide his letter dated: 27.10.2020 informed that after completing the codal formalities the ownership of the said vehicle had been transferred in the name of Mr. Shoaib Qayyum.

4. The complainant Mr. Shoaib Qayyum vide his letter dated: 26.11.2020 confirmed about the transfer of his vehicle in his name and thanked this Institution for taking prompt action which had



## **FINDINGS**

5. Intervention of the Ombudsman Sindh Institution resulted in the transfer of the vehicle in complainant's name. Hence, no further action is required.

## **DECISION**

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



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 24<sup>th</sup> December, 2020



## DECISION

<i>Complaint No.</i>	POS/ROG/GTK/63/2018
<i>Name and address of the complainant:</i>	Mst. Sattar Dini Wd/o Allah Warayo Khan R/o Muhallah Tando Shahbaz Khan Pathan Taluka & District Ghotki
<i>Name of the Agency complained against:</i>	Education 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><u>COMPLAINT AGAINST DELAY IN PAYMENT OF FINANCIAL ASSISTANCE IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT</u></b>

### THE COMPLAINT

The above complaint was filed on 07-12-2018 by Mst. Sattar Dini Pathan stating that the case of Financial Assistance to the legal heirs in respect of her deceased husband late Allah Warayo Khan, Ex-PST, Government Boys Primary School, Tando Masoo, Taluka Ghotki, who died during service on 15-05-2010 was being delayed in Education Department. Consequently, the complainant requested for intervention of this Institution against inaction and unnecessary delay by the Administrative Department.

### PROCEEDINGS

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 remained under investigation in this office. Finally, the District Education Officer (Primary) Ghotki @ Mirpur Mathelo filed a report vide his letter No. DEO(PRY)/ADMN-II/3183/2020 dated 24-06-2020 informing that the above grievance of the complainant has been redressed.

### FINDINGS

The complainant appeared in person on 30-06-2020 and submitted an application alongwith photo copy of cheque No.3599602 dated 18-06-2020 for Rs.400,000/- (Rupees four hundred thousand only) of Financial Assistance, she received from the Department. She expressed her gratitude to this Institution for redressal of her grievance.

### DECISION

In view of 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; 14<sup>th</sup> October, 2020

**ANNUAL REPORT 2020**



### DECISION

<i>Complaint No.</i>	POS/1315/2019/G
<i>Name and address of the complainant:</i>	Mst. Shama D/o. Haji Bero, C/o. Hafeez-ur-Rehman, Chaki Para, Shahdadpur, District, Sanghar.
<i>Name of the Agency complained against:</i>	Municipal Committee, Tando Adam
<i>Name &amp; Designation of Investigating Officer:</i>	S.M. Shujaat Ali Consultant-G
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b><u>ALLEGED DELAY IN GRANT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER DECEASED PARENTS.</u></b>

#### THE COMPLAINT

Mst. Shama D/o. Haji Beero filed a complaint dated: 28.03.2019 regarding alleged delay in grant of family pension to her in respect of her deceased parents who were employees of Municipal Committee Tando Adam. She stated therein that despite her repeated requests there was no response from Municipal Committee, Tando Adam. She therefore, sought 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. The Chief Municipal Officer, Municipal Committee, Tando Adam vide letter dated: 30.04.2019 had reported that the complainant Mst. Shama daughter of the deceased Haji Beero applied for pension of her mother and father was forwarded to Director Local Fund Audit for his opinion who opined that she was not entitled for pension of her late mother and late father.

3. A copy of agency report was forwarded to the complainant for offering her rejoinder vide this office letter dated: 02.05.2019 followed by reminders dated: 08.05.2019, 27.05.2019 and 17.06.2019 but she did not respond.

4. Later on, the Director Local Fund Audit Department, Govt. of Sindh, Karachi vide his letter dated: 03.05.2019 informed that the Chief Municipal Officer, Municipal Committee, Tando Adam that in view extension of benefit of family pension to the widowed / divorced daughter of deceased pensioner under Govt. of Sindh Office Memorandum No. FD(SR-III)3-11520 dated: 07.11.2017 the complainant is eligible for family pension for life or till her re-marriage.

5. The Chief Municipal Officer, Municipal Committee, Tando Adam dated: 07.05.2019 therefore, advised the complainant to furnish relevant documents so that pension case may be sent



to the Director Local Fund Audit, Karachi for verification. Those documents after obtaining from complainant were forwarded to Director Local Fund Audit for necessary approval.

6. Pursuant to that, the Director Local Fund Audit, Karachi vide letter dated: 19.02.2020 informed that Pension admissibility certificate in favour of Mst. Shama had been issued vide letter No. LFA-II-Pen(SNG)/164 dated: 29.01.2020 to the concerned Chief Municipal Officer.

7. Thereafter, the Chief Municipal Officer, Municipal Committee, Tando Adam vide letter dated: 20.03.2020 informed that they have paid all the pension dues amounting to Rs.398,256/- vide cheque No. 26907956 dated: 12.02.2020 to Mst. Shama.

8. The complainant in her letter dated: 02.09.2020 also confirmed having received the family pension alongwith all consequential dues paid by Municipal party Tando Adam and she expressed her gratitude to this Institution in resolving her grievances and requested to close her case.

### **FINDINGS**

9. i. According to report of Chief Municipal Office vide letter dated: 20.03.2020 all pensionary dues amounting to Rs.398,256/- were paid to complainant which was confirmed by her vide letter dated: 02.09.2020.

ii. Due to mis-interpretation of Pension Rules by Director Local Fund Audit vide his earlier advice, the Family pension of the complainant was delayed for some time but on the intervention of this Institution finally her issue was resolved.

### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 21<sup>st</sup> October, 2020

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### DECISION

<i>Complaint No.</i>	POS/111/KHE/18
<i>Name and address of the complainant:</i>	Mst. Rasheeda Bano, R/o Jamal Goat, near Inayat Baloch Pan Shop, Mansehra Colony, Landhi, Karachi
<i>Name of the Agency complained against:</i>	Accountant General Sindh (AG Sindh)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ahmed Jamal Aijazi Director, Regional Office, Karachi (East).
<i>Vetted by:</i>	Syed Qamar Razi Naqvi, Consultant-B
<i>Subject:</i>	<b><u>ALLEGED INORDINATE DELAY IN GRANT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER DECEASED FATHER.</u></b>

#### THE COMPLAINT

Mst. Rasheeda, in her complaint dated 05.03.2018, stated that she was a widow and her father was a retired Primary School Teacher who was drawing his Pension accordingly. He expired in the year 2008 whereas her mother had already died. She came to know that a widow-daughter of a Pensioner was also entitled for family pension. She stated that her husband has also expired in the year 2011. She, therefore, approached, AG Sindh for issuance of family pension of her deceased father and deposited all the requisite documents including "No Marriage Certificate". She further stated that she had been visiting office of AG Sindh office repeatedly but family pension has not been released as yet. She lamented that she was a poor lady and earning her bread through household work in the locality. She therefore solicited our intervention.

#### 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.
3. After preliminary correspondence Accounts Officer AG Sindh, reported, vide letter dated 21.03.2018 that the complainant's pension case had been finalized and sent to Treasury office, Karachi, for releasing payment whereas the complainant informed, vide letter received on 23.10.2018 that her grievance had been redressed and she had been receiving family pension regularly. She thanked this Institution and requested to close further proceedings on her complaint.

#### DECISION

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4. In view of the above, further proceeding in the matter is 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: 06<sup>th</sup> October, 2020

**DECISION**

<i>Complaint No.</i>	POS/4057/2020/K-10
<i>Name and address of the complainant:</i>	Mst. Safia Begum wd/o. Haq Nawaz, R/o. Village & P.O Tanga, Tehsil & District Chakwal, 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><u>ALLEGED DELAY IN SANCTION OF MINIMUM FAMILY PENSION TO THE COMPLAINANT.</u></b>

**THE COMPLAINT**

Mst. Safia Begum wd/o. Haq Nawaz, r/o. Tehsil & District Chakwal filed a complaint on 15.10.2020 regarding alleged delay in sanction of minimum family pension to her by A.G, Sindh as envisaged in F.D's O.M. No. FD(SR-III)3-230(Provl.) dated: 09.07.2018. For that, she had approached A.G's Office but there was no response from them. 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 upto date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, the matter was taken up with A.G, Sindh vide this office letter dated: 04.11.2020. In response, the Accounts Officer, Office of A.G, Sindh vide letter dated: 17.11.2020 informed that the adjustment of minimum pension to the widow has been done in September, 2020 alongwith arrears. In support thereof, a copy of her Pension Roll Slip for the month of September, 2020 was also enclosed which shows payment of increased monthly family pension amounting to Rs.9,333/- alongwith arrears of Rs.17,366/- to her.

3. When contacted on her cell No. 0322-5537625 for seeking confirmation her son acknowledged having received the aforesaid payment.

**FINDINGS**

4. The office of A.G, Sindh vide its letter dated: 17.11.2020 informed that the increased monthly family pension in terms of FD's letter dt:09.07.2018 has been paid to the widow which was also confirmed by her son when contacted on her given cell no. Hence, no further action is required.

**DECISION**

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

*Given under my hand and seal of office.*



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 3<sup>rd</sup> December, 2020



### DECISION

<i>Complaint No.</i>	POS/4617/2019-F
<i>Name and address of the complainant:</i>	Mst. Akhtari Begum wd/o Rana Sadiq Ali, R/o House No. 42, Street No. 01, Mohalla Paal Nagar 49, Tail, Sargodha.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation (KMC)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F
<i>Subject:</i>	<b><u>DELAY IN PAYMENT OF DUES TOWARDS G.P. FUND, FINANCIAL ASSISTANCE AND OTHER SERVICE DUES IN RESPECT OF COMPLAINANT'S HUSBAND WHO WAS HEAD MALI AND DIED DURING SERVICE ON 05.01.2016.</u></b>

#### THE COMPLAINT

Mst Akhtari Begum in her complaint dated 04.11.2019 received through email stated that her husband Rana Sadiq Ali was Head Malhi in KMC Gulberg Town. He died during service on 05.01.2016. She added that she was receiving pension but she had not received dues on account of G.P. Fund, financial assistance etc. She 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 affidavit with CNIC was also filed.

#### PROCEEDINGS

3. The complaint was taken up with the Director (Welfare), Finance & Accounts, KMC and the Municipal Commissioner, DMC Central, Karachi.

4. The Director (Welfare), Finance & Accounts, KMC vide his report dated 29.11.2019 reported that an amount of Rs. 123,819/- on account of G.P. Fund had been paid to her through cheque. She was also drawing monthly pension of Rs. 21,831/- through HBL College Road Sargodha Branch. As regard payment of gratuity/ commutation, the payment was not being made due to financial crunch.

5. The matter was however pursued with the Director (Welfare), F&A, who vide his letter dated 31.01.2020 informed that an amount of Rs. 912,241/- had been credited into the account of the complainant. Several letters were sent to her for confirmation. The complainant was contacted on her cell phone. Her son Wasim Sadiq confirmed that the amount had been received by his mother.

6. As regard payment of financial assistance, the complainant had failed to furnish requisite documents as yet to the DMC Karachi Central to process her case.



### **CONCLUSION:**

7. The G.P. Fund and gratuity amount had been paid to her. Her complaint, therefore, stands redressed.

*Given under my hand and seal of office.*



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 12<sup>th</sup> November, 2020



### DECISION

<i>Complaint No.</i>	POS/ROS/SKK-10/2015
<i>Name and address of the complainant:</i>	Mst. Hameeda wd/o. Muhammad Akram R/o. Katcha Bunder, Bunder Road, District Sukkur
<i>Name of the Agency complained against:</i>	Municipal Commissioner, Municipal Corporation, Sukkur
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Mahkum Din Qadri, Director, Regional Office, Sukkur.
<i>Subject:</i>	<b><u>ALLEGED NON-PAYMENT OF PENSION AND OTHER SERVICE DUES TO THE COMPLAINANT.</u></b>

#### THE COMPLAINT

Mst. Hameeda wd/o. Muhammad Akram filed a complaint on 21.01.2015 regarding alleged non-payment of pension and other service dues in respect of her deceased husband Muhammad Akram, who was serving as Sanitary Worker and died on 09.05.2014. She, therefore, solicited our intervention in the matter.

#### REPORT OF AGENCY

2. The matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 26.01.2015 followed by reminder dated: 17.02.2015. In response, Accounts Officer, Municipal Corporation, Sukkur vide his report dated: 12.03.2015 informed that total claim of complainant amounted to Rs.394,661/- out of which family pension from 09.05.2014 to 28.02.2015 amounting to Rs.48,643/- has been paid to her on 09.03.2015. The remaining dues will be paid to her after the receipt of fund from Finance Department.

3. As a follow-up, report was later on called from the Accounts Officer. In response, he vide his report dated: 04.06.2015 informed that complainant has been paid Rs.53,380/- for 180 days lump sum salary, Rs.292,638/- of Gratuity, Rs.48,643/- on account of family pension from 09.05.2014 to February, 2015. In support therefore, he also enclosed the copies of said cheques.

#### REJOINDER OF THE COMPLAINANT

4. A copy of said report was sent to the complainant for her rejoinder vide this office letter dated: 12.06.2015 followed by reminder dated: 06.07.2015. In response, she vide her rejoinder dated: 10.08.2015 confirmed the receipt of all service dues of her husband except Financial Assistance. Therefore, she requested for early payment of these dues.

#### HEARING PROCEEDINGS

5. To resolve the issue, the Investigating Officer fixed the matter to hear both the parties. The Accounts Officer, Municipal Corporation, Sukkur submitted his report dated: 26.05.2017 that complainant has been paid Financial Assistance of Rs.200,000/- on 05.05.2017.



6. The complainant vide her rejoinder dated: 13.11.2017 informed that all service dues have been paid to her except funeral expenses.
7. Later on, she vide her written statement dated: 04.12.2019 confirmed that funeral expenses of her husband have also been paid to her and requested to close the case, as her grievance has been redressed.

#### **CONCLUSION**

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



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 31<sup>st</sup> August, 2020



## DECISION

<i>Complaint No.</i>	POS/2743/2017/K-18
<i>Name and address of the complainant:</i>	Mst. Inayat Khatoon wd/o. Noor Ahmed, C/o. Hafeez-ur-Rehman, Chaki Para, Shahdadpur, District, Sanghar.
<i>Name of the Agency complained against:</i>	i. Secretary, Irrigation Department ii. Deputy Commissioner, Matiari
<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
<i>Subject:</i>	<b><u>ALLEGED DELAY IN GRANT OF AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT.</u></b>

### THE COMPLAINT

Mst. Inayat Khatoon wd/o. Noor Ahmed, retired Darogha of Irrigation Department filed a complaint on 22.09.2017 regarding alleged delay in grant of aid out of Benevolent Fund to her in respect of her husband who retired from service on 30.04.1985 and unfortunately passed away on 23.09.2012. She stated therein that after the death of her husband she had submitted an application alongwith required documents to Executive Engineer, Irrigation Hala Division but no heed was paid to her request. She, 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), after receiving mandatory Affidavit on Form-“A” and other relevant documents, report was called from Secretary, Irrigation Department and Deputy Commissioner, Matiari vide this office letter dated: 03.10.2017. In response, the Section Officer (Admn-III), Irrigation Department as well as Additional Deputy Commissioner, Matiari asked the Executive Engineer (Irrigation) Department, Hala Division to furnish detailed report to this office within 03 days, positively. To expedite the matter, a reminder was issued to XEN, Irrigation Hala Division vide this office letter dated: 07.11.2017. He in his reply received through Secretary Irrigation Department informed that there was no such application of widow received in his office. Secondly, the husband of the complainant retired from service on 30.04.1985 and died after pretty long period on 23.09.2012. The XEN contended that the case of complainant is hit by Rule 4(e) of the Sindh Civil Servant Benevolent Fund (Disbursement) Rules 1966 hence it may be filed. The Rule 4(e) interalia reads as under :

**Rule 4(e) “In case of death of a Non-Gazetted Government Servants while in service or after retirement the application shall reach the Board Office within five years”.**

3. In response, after ascertaining the latest position of Rules, the XEN Irrigation Hala Division as well as the Deputy Commissioner Matiari were informed vide this office letter



dated: 21.03.2018 that 05 years time after retirement as per Rule 4(e) of Sindh Civil Servants Benevolent Fund (Disbursement) Rules 1966 is not correct as the said rule mentions 02 year time after retirement. However, subsequently, the Government of Sindh vide its Notification No. SOR-I/S&GAD/7-16/87 dated: 29.01.2010 issued amendment and omitted time limit of 02 years. As such time limit for preferring request of benevolent fund was quashed. Considering this amendment, they were advised to process the case of widow as she had already submitted relevant documents through Registered Dak receipt No.109 dated: 22.08.2017.

4. Pursuant to the above, the Additional Deputy Commissioner, Matiari vide his letter dated: 03.04.2018 directed the XEN, Irrigation Hala Division, to submit the case of widow without further delay. To expedite the matter, several reminders were issued to XEN as well as Deputy Commissioner, Matiari but there was no response from them, therefore, as a last resort the intervention of Commissioner Hyderabad was solicited vide this office letter dated: 25.02.2019 who vide his letter dated: 07.03.2019 directed Deputy Commissioner, Matiari to furnish compliance to this office forthwith. As a follow up, the Deputy Commissioner, Matiari once again asked the XEN Irrigation Hala Division to submit the case papers of widow without further delay. Finally, after persistent follow up with Commissioner, Hyderabad, Secretary Irrigation Department and Deputy Commissioner Matiari, the XEN, Irrigation Hala Division vide his letter dated: 18.02.2020 informed that the Benevolent Fund case in favour of Mst. Inayat Khatoon has been forwarded to Deputy Commissioner, Matiari for approval. In support thereof, a copy of the same was also enclosed.

5. In pursuance, the Deputy Commissioner, Matiari forwarded a copy of sanction order dated: 04.03.2020 by the District Board of Management, Benevolent Fund showing the grant of benevolent fund @ Rs.2000/- per month w.e.f 23.09.2012, the date on which her husband passed away. Subsequently, the Deputy Commissioner, Matiari vide his letter dated: 09.11.2020 informed that the payment of Benevolent Fund to widow has been started and an amount of Rs.24,000/- paid to her through Direct Credit System as 1st Installment and regular payment alongwith arrears will be made on receipt of funds from Provincial Benevolent Fund.

6. To seek confirmation when Mst. Inayat Khatoon wd/o. Noor Ahmed, Ex-Darogha was contacted on her given cell No. 0336-8014679 she acknowledged having received Rs.24,000/- on account of Benevolent Fund and was also satisfied with the assurance given to her by Deputy Commissioner's office for payment of arrears and regular monthly Benevolent Fund.

### **FINDINGS**

7. A closer scrutiny of the record reveals the following facts:

i. Although the complainant submitted application for grant of Benevolent Fund through XEN, Irrigation Hala Division on 22.08.2017 but it was withheld by him due to misinterpretation of Rule 4(e) of Sindh Civil Servants Benevolent Funds (Disbursement) Rules, 1966. It was later-on forwarded to Deputy Commissioner, Matiari vide letter dated: 26.08.2019 after receiving the clarification furnished to him by this office that the said rule had been amended vide Sindh Government's Notification dated: 29.10.2010.



ii. Similarly, though the Benevolent Fund was sanctioned by Deputy Commissioner, Matiari on 04.03.2020 but the actual payment to her was made on 07.10.2020 due to late receipt of funds from Provincial Benevolent Fund Board. These funds received through A.G'S office which are deducted from salaries of serving employees are invariably less than the required funds distributed between all Districts proportionally against their demand.

iii. However, as a consequence of the relentless efforts made by this Institution, the Benevolent Fund was sanctioned in favour of widow right from the date on which her husband expired (i.e.23.09.2012) and that too for life time.

### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 25<sup>th</sup> November, 2020



## DECISION

<i>Complaint No.</i>	POS/111/KHE/18
<i>Name and address of the complainant:</i>	Mst. Rasheeda Bano, R/o Jamal Goat, near Inayat Baloch Pan Shop, Mansehra Colony, Landhi, Karachi
<i>Name of the Agency complained against:</i>	Accountant General Sindh (AG Sindh)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ahmed Jamal Aijazi Director, Regional Office, Karachi (East).
<i>Vetted by:</i>	Syed Qamar Razi Naqvi, Consultant-B
<i>Subject:</i>	<b><u>ALLEGED INORDINATE DELAY IN GRANT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER DECEASED FATHER.</u></b>

### THE COMPLAINT

Mst. Rasheeda, in her complaint dated 05.03.2018, stated that she was a widow and her father was a retired Primary School Teacher who was drawing his Pension accordingly. He expired in the year 2008 whereas her mother had already died. She came to know that a widow-daughter of a Pensioner was also entitled for family pension. She stated that her husband has also expired in the year 2011. She, therefore, approached, AG Sindh for issuance of family pension of her deceased father and deposited all the requisite documents including "No Marriage Certificate". She further stated that she had been visiting office of AG Sindh office repeatedly but family pension has not been released as yet. She lamented that she was a poor lady and earning her bread through household work in the locality. She therefore solicited our intervention.

### 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.

3. After preliminary correspondence Accounts Officer AG Sindh, reported, vide letter dated 21.03.2018 that the complainant's pension case had been finalized and sent to Treasury office, Karachi, for releasing payment whereas the complainant informed, vide letter received on 23.10.2018 that her grievance had been redressed and she had been receiving family pension regularly. She thanked this Institution and requested to close further proceedings on her complaint.

### DECISION

4. In view of the above, further proceeding in the matter is 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; 06<sup>th</sup> October, 2020



### DECISION

<i>Complaint No.</i>	POS/4057/2020/K-10
<i>Name and address of the complainant:</i>	Mst. Safia Begum wd/o. Haq Nawaz, R/o. Village & P.O Tanga, Tehsil & District Chakwal, 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><u>ALLEGED DELAY IN SANCTION OF MINIMUM FAMILY PENSION TO THE COMPLAINANT.</u></b>

#### THE COMPLAINT

Mst. Safia Begum wd/o. Haq Nawaz, r/o. Tehsil & District Chakwal filed a complaint on 15.10.2020 regarding alleged delay in sanction of minimum family pension to her by A.G, Sindh as envisaged in F.D's O.M. No. FD(SR-III)3-230(Provl.) dated: 09.07.2018. For that, she had approached A.G's Office but there was no response from them. 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 upto date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, the matter was taken up with A.G, Sindh vide this office letter dated: 04.11.2020. In response, the Accounts Officer, Office of A.G, Sindh vide letter dated: 17.11.2020 informed that the adjustment of minimum pension to the widow has been done in September, 2020 alongwith arrears. In support thereof, a copy of her Pension Roll Slip for the month of September, 2020 was also enclosed which shows payment of increased monthly family pension amounting to Rs.9,333/- alongwith arrears of Rs.17,366/- to her.

3. When contacted on her cell No. 0322-5537625 for seeking confirmation her son acknowledged having received the aforesaid payment.

#### FINDINGS

4. The office of A.G, Sindh vide its letter dated: 17.11.2020 informed that the increased monthly family pension in terms of FD's letter dt:09.07.2018 has been paid to the widow which was also confirmed by her son when contacted on her given cell no. Hence, no further action is required.

#### DECISION

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

*Given under my hand and seal of office.*



Sd/-  
**(AJAZ ALI KHAN)**  
PAS

Ombudsman, Sindh  
Karachi, dated; 3<sup>rd</sup> December, 2020



### DECISION

<i>Complaint No.</i>	POS/4617/2019-F
<i>Name and address of the complainant:</i>	Mst. Akhtari Begum wd/o Rana Sadiq Ali, R/o House No. 42, Street No. 01, Mohalla Paal Nagar 49, Tail, Sargodha.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation (KMC)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F
<i>Subject:</i>	<b><u>DELAY IN PAYMENT OF DUES TOWARDS G.P. FUND, FINANCIAL ASSISTANCE AND OTHER SERVICE DUES IN RESPECT OF COMPLAINANT'S HUSBAND WHO WAS HEAD MALI AND DIED DURING SERVICE ON 05.01.2016.</u></b>

#### THE COMPLAINT

Mst Akhtari Begum in her complaint dated 04.11.2019 received through email stated that her husband Rana Sadiq Ali was Head Malhi in KMC Gulberg Town. He died during service on 05.01.2016. She added that she was receiving pension but she had not received dues on account of G.P. Fund, financial assistance etc. She 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 affidavit with CNIC was also filed.

#### PROCEEDINGS

3. The complaint was taken up with the Director (Welfare), Finance & Accounts, KMC and the Municipal Commissioner, DMC Central, Karachi.

4. The Director (Welfare), Finance & Accounts, KMC vide his report dated 29.11.2019 reported that an amount of Rs. 123,819/- on account of G.P. Fund had been paid to her through cheque. She was also drawing monthly pension of Rs. 21,831/- through HBL College Road Sargodha Branch. As regard payment of gratuity/ commutation, the payment was not being made due to financial crunch.

5. The matter was however pursued with the Director (Welfare), F&A, who vide his letter dated 31.01.2020 informed that an amount of Rs. 912,241/- had been credited into the account of the complainant. Several letters were sent to her for confirmation. The complainant was contacted on her cell phone. Her son Wasim Sadiq confirmed that the amount had been received by his mother.

6. As regard payment of financial assistance, the complainant had failed to furnish requisite documents as yet to the DMC Karachi Central to process her case.



### **CONCLUSION:**

7. The G.P. Fund and gratuity amount had been paid to her. Her complaint, therefore, stands redressed.

*Given under my hand and seal of office.*



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 12<sup>th</sup> November, 2020



## DECISION

<i>Complaint No.</i>	POS/ROS/SKK-10/2015
<i>Name and address of the complainant:</i>	Mst. Hameeda wd/o. Muhammad Akram R/o. Katcha Bunder, Bunder Road, District Sukkur
<i>Name of the Agency complained against:</i>	Municipal Commissioner, Municipal Corporation, Sukkur
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Mahkum Din Qadri, Director, Regional Office, Sukkur.
<i>Subject:</i>	<b><u>ALLEGED NON-PAYMENT OF PENSION AND OTHER SERVICE DUES TO THE COMPLAINANT.</u></b>

### **THE COMPLAINT**

Mst. Hameeda wd/o. Muhammad Akram filed a complaint on 21.01.2015 regarding alleged non-payment of pension and other service dues in respect of her deceased husband Muhammad Akram, who was serving as Sanitary Worker and died on 09.05.2014. She, therefore, solicited our intervention in the matter.

### **REPORT OF AGENCY**

2. The matter was taken up with the Municipal Commissioner, Municipal Corporation, Sukkur vide this office letter dated: 26.01.2015 followed by reminder dated: 17.02.2015. In response, Accounts Officer, Municipal Corporation, Sukkur vide his report dated: 12.03.2015 informed that total claim of complainant amounted to Rs.394,661/- out of which family pension from 09.05.2014 to 28.02.2015 amounting to Rs.48,643/- has been paid to her on 09.03.2015. The remaining dues will be paid to her after the receipt of fund from Finance Department.

3. As a follow-up, report was later on called from the Accounts Officer. In response, he vide his report dated: 04.06.2015 informed that complainant has been paid Rs.53,380/- for 180 days lump sum salary, Rs.292,638/- of Gratuity, Rs.48,643/- on account of family pension from 09.05.2014 to February, 2015. In support therefore, he also enclosed the copies of said cheques.

### **REJOINDER OF THE COMPLAINANT**

4. A copy of said report was sent to the complainant for her rejoinder vide this office letter dated: 12.06.2015 followed by reminder dated: 06.07.2015. In response, she vide her rejoinder dated: 10.08.2015 confirmed the receipt of all service dues of her husband except Financial Assistance. Therefore, she requested for early payment of these dues.

### **HEARING PROCEEDINGS**

5. To resolve the issue, the Investigating Officer fixed the matter to hear both the parties. The Accounts Officer, Municipal Corporation, Sukkur submitted his report dated: 26.05.2017 that complainant has been paid Financial Assistance of Rs.200,000/- on 05.05.2017.



6. The complainant vide her rejoinder dated: 13.11.2017 informed that all service dues have been paid to her except funeral expenses.

7. Later on, she vide her written statement dated: 04.12.2019 confirmed that funeral expenses of her husband have also been paid to her and requested to close the case, as her grievance has been redressed.

### **CONCLUSION**

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



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 31<sup>st</sup> August, 2020



# DECISION

<i>Complaint No.</i>	POS/2743/2017/K-18
<i>Name and address of the complainant:</i>	Mst. Inayat Khatoon wd/o. Noor Ahmed, C/o. Hafeez-ur-Rehman, Chaki Para, Shahdadpur, District, Sanghar.
<i>Name of the Agency complained against:</i>	i. Secretary, Irrigation Department ii. Deputy Commissioner, Matiari
<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
<i>Subject:</i>	<b><u>ALLEGED DELAY IN GRANT OF AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT.</u></b>

### THE COMPLAINT

Mst. Inayat Khatoon wd/o. Noor Ahmed, retired Darogha of Irrigation Department filed a complaint on 22.09.2017 regarding alleged delay in grant of aid out of Benevolent Fund to her in respect of her husband who retired from service on 30.04.1985 and unfortunately passed away on 23.09.2012. She stated therein that after the death of her husband she had submitted an application alongwith required documents to Executive Engineer, Irrigation Hala Division but no heed was paid to her request. She, 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), after receiving mandatory Affidavit on Form-“A” and other relevant documents, report was called from Secretary, Irrigation Department and Deputy Commissioner, Matiari vide this office letter dated: 03.10.2017. In response, the Section Officer (Admn-III), Irrigation Department as well as Additional Deputy Commissioner, Matiari asked the Executive Engineer (Irrigation) Department, Hala Division to furnish detailed report to this office within 03 days, positively. To expedite the matter, a reminder was issued to XEN, Irrigation Hala Division vide this office letter dated: 07.11.2017. He in his reply received through Secretary Irrigation Department informed that there was no such application of widow received in his office. Secondly, the husband of the complainant retired from service on 30.04.1985 and died after pretty long period on 23.09.2012. The XEN contended that the case of complainant is hit by Rule 4(e) of the Sindh Civil Servant Benevolent Fund (Disbursement) Rules 1966 hence it may be filed. The Rule 4(e) interalia reads as under :

**Rule 4(e) “In case of death of a Non-Gazetted Government Servants while in service or after retirement the application shall reach the Board Office within five years”.**

3. In response, after ascertaining the latest position of Rules, the XEN Irrigation Hala Division as well as the Deputy Commissioner Matiari were informed vide this office letter



dated: 21.03.2018 that 05 years time after retirement as per Rule 4(e) of Sindh Civil Servants Benevolent Fund (Disbursement) Rules 1966 is not correct as the said rule mentions 02 year time after retirement. However, subsequently, the Government of Sindh vide its Notification No. SOR-I/S&GAD/7-16/87 dated: 29.01.2010 issued amendment and omitted time limit of 02 years. As such time limit for preferring request of benevolent fund was quashed. Considering this amendment, they were advised to process the case of widow as she had already submitted relevant documents through Registered Dak receipt No.109 dated: 22.08.2017.

4. Pursuant to the above, the Additional Deputy Commissioner, Matiari vide his letter dated: 03.04.2018 directed the XEN, Irrigation Hala Division, to submit the case of widow without further delay. To expedite the matter, several reminders were issued to XEN as well as Deputy Commissioner, Matiari but there was no response from them, therefore, as a last resort the intervention of Commissioner Hyderabad was solicited vide this office letter dated: 25.02.2019 who vide his letter dated: 07.03.2019 directed Deputy Commissioner, Matiari to furnish compliance to this office forthwith. As a follow up, the Deputy Commissioner, Matiari once again asked the XEN Irrigation Hala Division to submit the case papers of widow without further delay. Finally, after persistent follow up with Commissioner, Hyderabad, Secretary Irrigation Department and Deputy Commissioner Matiari, the XEN, Irrigation Hala Division vide his letter dated: 18.02.2020 informed that the Benevolent Fund case in favour of Mst. Inayat Khatoon has been forwarded to Deputy Commissioner, Matiari for approval. In support thereof, a copy of the same was also enclosed.

5. In pursuance, the Deputy Commissioner, Matiari forwarded a copy of sanction order dated: 04.03.2020 by the District Board of Management, Benevolent Fund showing the grant of benevolent fund @ Rs.2000/- per month w.e.f.23.09.2012, the date on which her husband passed away. Subsequently, the Deputy Commissioner, Matiari vide his letter dated: 09.11.2020 informed that the payment of Benevolent Fund to widow has been started and an amount of Rs.24,000/- paid to her through Direct Credit System as 1st Installment and regular payment alongwith arrears will be made on receipt of funds from Provincial Benevolent Fund.

6. To seek confirmation when Mst. Inayat Khatoon wd/o. Noor Ahmed, Ex-Darogha was contacted on her given cell No. 0336-8014679 she acknowledged having received Rs.24,000/- on account of Benevolent Fund and was also satisfied with the assurance given to her by Deputy Commissioner's office for payment of arrears and regular monthly Benevolent Fund.

## **FINDINGS**

7. A closer scrutiny of the record reveals the following facts:

i. Although the complainant submitted application for grant of Benevolent Fund through XEN, Irrigation Hala Division on 22.08.2017 but it was withheld by him due to misinterpretation of Rule 4(e) of Sindh Civil Servants Benevolent Funds (Disbursement) Rules, 1966. It was later-on forwarded to Deputy Commissioner, Matiari vide letter dated: 26.08.2019 after receiving the clarification furnished to him by this office that the said rule had been amended vide Sindh Government's Notification dated: 29.10.2010.



ii. Similarly, though the Benevolent Fund was sanctioned by Deputy Commissioner, Matiari on 04.03.2020 but the actual payment to her was made on 07.10.2020 due to late receipt of funds from Provincial Benevolent Fund Board. These funds received through A.G'S office which are deducted from salaries of serving employees are invariably less than the required funds distributed between all Districts proportionally against their demand.

iii. However, as a consequence of the relentless efforts made by this Institution, the Benevolent Fund was sanctioned in favour of widow right from the date on which her husband expired (i.e.23.09.2012) and that too for life time.

#### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 25<sup>th</sup> November, 2020

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### DECISION

<i>Complaint No.</i>	POS/2728/ROJ-49(JBD)/2019
<i>Name and address of the complainant:</i>	Mst. Rehana Brohi Wd/o Mohammad Ali Brohi, R/o House No: 49, Jat Mohallah, Raees Murad Street, Jacobabad, District Jacobabad.
<i>Name of the Agency complained against:</i>	Sindh Technical Education & Vocational Training Authority (STEVTA)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. S. Farhad Baig S. Dahir Director Regional Office, Jacobabad.
<i>Vetted by:</i>	Mr. Muhammad Zakir, Advisor-J
<i>Subject:</i>	<b><u>PAYMENT OF FINANCIAL ASSISTANCE AMOUNTING TO RS. 1,200,000/-.</u></b>

#### THE COMPLAINT

Complainant namely Mst: Rehana Brohi filed her complaint dated 06.07.2019, against Managing Director, Sindh Technical Education & Vocational Training Authority (STEVTA) Government of Sindh Karachi, regarding making delay in payment of Financial Assistance amounting to Rs. 1,200,000/- to her being the Death Claim of her late husband. Hence, she prayed for intervention in the matter by this institution.

#### PROCEEDINGS

2. The complaint admitted u/s. 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken-up with the Agency, In response Managing Director Sindh Technical Education & Vocational Training Authority (STEVTA) vide its letter dated 25.09.2019, reported that the Finance Department, Government of Sindh had twice allocated funds under the head "Financial Assistance for the families of Government Servants, who expired during Financial year 2018-2019 & 2019-20 out of which payment was made against already approved claims to the bereaved families. The claim of the complainant was approved and payment of claim of financial assistance was promised to be made as soon as the funds were released to STEVTA.

3. The agency comments were sent to the complainant for her rejoinder. In response the complainant appeared before the Investigating Officer on 27.11.2019 and filed a statement wherein disclosed that her grievance had been redressed by the agency and confirmed payment of Rs.1,200,000/- she expressed her profound gratitude for Ombudsman Sindh for resolving her problem.

#### FINDINGS

4. I examined the case, perused the record which clearly indicated that:
- The complaint of Mst. Rehana Brohi was genuine, as she was claiming payment of



Financial Assistance, being the death claim of her late husband and Agency was delaying the payment on one and other pretext.

- b) After intervention of the Secretariat Agency made payment to the complainant amounting to Rs. 1,200,000/-

#### **ORDER / DECISION**

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



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 21<sup>st</sup> October, 2020

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### DECISION

<i>Complaint No.</i>	POS/723/2020/K-02
<i>Name and address of the complainant:</i>	Mr. Muhammad Habib S/o. Abid Hussain, C/o. Hafeez-ur-Rehman, Mohallah Caki Para, Shahdadpur, District Sanghar.
<i>Name of the Agency complained against:</i>	District Accounts Officer Sanghar
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b><u>ALLEGED UNJUST WITHHOLDING OF FAMILY PENSION TO THE COMPLAINANT BY DISTRICT ACCOUNTS OFFICER, SANGHAR.</u></b>

#### THE COMPLAINT

Mr. Muhammad Habib, r/o. Shahdadpur, District Sanghar filed a complaint on 17.02.2020 regarding alleged unjust withholding of his family pension by District Accounts Officer (DAO), Sanghar. He stated therein that after the death of his mother the District Accounts Officer had sanctioned the family pension in his favour and he was getting it regularly. But later on due to unknown reasons his monthly family pension was stopped since 11.03.2017. In this connection, he personally met the DAO, Sanghar and on his demand he submitted the invalidity Certificate issued by the competent authority to him but unfortunately monthly pension has not been released to him as yet. Being aggrieved, he solicited our intervention in the matter.

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), after receiving mandatory Affidavit on Form-“A” and other relevant documents, the matter was taken up with District Accounts Officer, Sanghar vide this office letter dated: 21.02.2020. In pursuance, he vide his letter dated: 25.02.2020 referred the case to Finance Department for soliciting the advice of Chairman Pension Cases Disposal Committee. The reference made by DAO to F.D is reproduced as under:

*“It is stated that Mr. Muhammad Habib was drawing family pension upto 10.03.2017 but after crossing age of 24 years, his pension was stopped. Now he has produced disability certificate issued by Department of Empowerment of Persons with Disabilities (D.E.P.D) Sanghar which shows opaque cornea in his left Eye. A copy of Disability Certificate is attached. It is therefore, requested to guide whether he is entitled for family pension on the ground of the above mentioned disability whereas, he has crossed 24 years age”.*

3. After aforementioned reference, the issue was pursued with Chairman Pension Cases Disposal Committee, Finance Department vide this office letter dated: 10.06.2020. In response, the Secretary of Pension Disposal Committee vide his letter dated: 27.07.2020 advised the DAO, Sanghar to refer the case of Mr. Muhammad Habib to the Medical Board of Services Hospital, Sanghar in light of FD’s policy Circular No. FD(SR-III)3/94-88 dated: 22.11.1989. The operative part of the said circular is reproduced as under:



*The Government of Sindh has been further pleased to decide that pension to physically/mentally retarded children will be admissible for life. Payment of pension to these children will be subject to the production of a certificate from the Medical Board that the Child is physically / mentally retarded permanently and cannot be gainfully employed”.*

4. While scrutinizing the record in light of the above mentioned advice of Finance Department, it was found that the complainant had already furnished the required “Disability Certificate” issued by Department of Empowerment of Persons with Disabilities (D.E.P.D) to DAO, Sanghar. The said certificate was also signed by Civil Surgeon / M.S Sanghar as the Chairman. It was, therefore, pointed out to DAO, Sanghar as to why the case of complainant’s disability was again referred to Civil Surgeon when the required certificate is already signed by him in the capacity of Chairman DEPD.

5. The DAO, Sanghar, while conceding to this office’s point of view informed vide his letter dated: 05.11.2020 that the payment of family pension has been made to complainant alongwith arrears amounting to Rs.273,257/- which he will draw after Execution of Monthly pension pay roll for the month of November, 2020. He also asked him to approach his bank for drawal of this amount on 01.12.2020. In support thereof, a copy of Pay Roll Slip was also attached which was passed on to complainant.

6. Lateron, to seek confirmation of the complainant when he was contacted on his given cell No. 0336-8014679 on 10.12.2020, he acknowledged having received the aforesaid payment and expressed his gratitude to this Institution for resolving his outstanding problem.

### **FINDINGS**

7. With the Intervention of this Institution and constant persuasion with DAO, Sanghar and Finance Department the long outstanding problem of the complainant who is suffering from **permanent disability of Opaque Cornea in his left eye (Blind)** is finally resolved. Hence, no further action is required.

### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 22<sup>nd</sup> December, 2020

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### DECISION

<i>Complaint No.</i>	POS/1774/2020/RM-2016
<i>Name and address of the complainant:</i>	Mst. Bibo widow of Mehmood Khan, H.No.156, Ward No.3, Digri, District Mirpurkhas.
<i>Name of the Agency complained against:</i>	Market Committee Digri, District Mirpurkhas
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zulfiqar Ali Junejo, T.I. Director, Regional Office, Mirpurkhas
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali. Advisor-N
<i>Subject:</i>	<b><u>ALLEGED NON-PAYMENT OF FAMILY PENSION TO THE WIDOW COMPLAINANT SINCE LAST 10 YEARS.</u></b>

#### THE COMPLAINT

Mst. Bibo widow of Mehmood Khan filed complaint dated 01.06.2020 that her husband was retired employee of Market Committee Digri who expired in April 2010. She approached the agency repeatedly for grant of family pension but no action was taken. Her outstanding dues during last 10 years may have exceeded to Rs.800,000/- Aggrieved by that, she solicited intervention of this Institution.

#### PROCEEDINGS

2. The complaint admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, after receiving mandatory Affidavit on Form "A" and other relevant documents, notice was issued to the Administrator, Market Committee Digri vide letter dated 09.09.2020. In response, the Secretary Market Committee Digri attended hearing before R.D. Mirpurkhas on 24.09.2020 and informed that Rs.3,000/- monthly family pension is paid to the widow complainant due to weak financial position of Market Committee. During the hearing he was advised to calculate outstanding amount of family pension of widow complainant.

3. The Secretary Market Committee Digri submitted subsequent report vide letter dated 29.09.2020 that as per calculation Rs.469,871/- are still outstanding. This figure was contested by the complainant and it was agreed that the Secretary Market Committee Digri and son of widow complainant will sit together to reconcile the figures.

4. The next hearing was held on 20.10.2020, attended by the parties. After reconciliation, it was informed that Rs.935,960/- are still outstanding for the period from April 2010 to June 2019. The agency requested that the outstanding amount will be cleared by payment of Rs.5,000/- per month and son of widow complainant also agreed to this proposal.

#### FINDINGS

5. The investigation of the case established gross negligence and maladministration against



Market Committee Digri u/s 2(2) of the Establishment of the Office of the Ombudsman for the Province for Sindh Act 1991 that the widow complainant was denied from her right of family pension since last 10 years.

### **DECISION**

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province for Sindh Act 1991, hereby direct the Secretary, Agriculture Department, Government of Sindh that the outstanding dues of widow complainant should be cleared within 6 months alongwith payment of regular pension as entitled under laws/rules (ii) Initiate disciplinary proceedings against the officials responsible for such maladministration by which widow complainant was denied her family pension since 2010. Compliance of the same be conveyed after clearing all her outstanding dues.

7. This also disposes of the complaints bearing Registration No.POS/2304/2010RM-29 and POS/3586/2020/RM-41 filed by the same complainant in the same matter against the same Agency, on the above lines.

*Given under my hand and seal of office.*



*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 13<sup>th</sup> November, 2020

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### DECISION

<i>Complaint No.</i>	POS/19/2019/KHS
<i>Name and address of the complainant:</i>	Mr. Muhammad Arif Khan S/o. Zakir Ullah Khan, R/o. House No. 869, Sector 8-L, Near Jamia Madni Masjid, Orangi Town, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ishrat Ali Siddiqui, Director, Regional Office, Karachi (South)
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b><u>ALLEGED NON-SUPPLY OF POTABLE WATER FOR LAST ONE YEAR. INACTION ON THE COMPLAINTS ALSO ALLEGED.</u></b>

#### THE COMPLAINT

Mr. Muhammad Arif Khan, filed a complaint dated: 22.02.2019 alleging therein non-supply of potable water for the last one year despite payment of water bills regularly. In this regard, he also made complaints to the concerned authorities of Water Board, but no response was given to him. 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 up to date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, the matter was taken up with the Managing Director, KW&SB, Karachi and the Executive Engineer (W), Orangi Town, KW&SB, vide letter dated: 22.02.2019 for submission of report.

3. In response, the Executive Engineer (W) Orangi Town, KW&SB informed vide his letter dated: 22.04.2019 informed that the residents of the area are getting water as per their schedule, but it is contaminated, hence, an estimate is prepared and forwarded to higher ups to replace the line.

4. In order to resolve the issue, the matter was fixed for hearing on different dates. During hearing held on 23.05.2019, the Executive Engineer (W) Orangi Town, KW&SB deposed that the scheme for providing and laying of Multiple Dia PE Pipeline to provide water facility in complainant’s area has been prepared under Sustainable Development Goals Achievement Programme (SAP) 2018-19 sponsored by MNA and would be executed by Public Works Department GOP. A copy of the scheme was also submitted. Subsequently, during hearing held on 11.07.2019, the Executive Engineer Orangi Town deposed that required NOC was given to the P.W.D to execute the MNA schemes, but the work has not been executed at site.

5. Lateron, the complainant vide his letter dated: 03.10.2020 informed that the new water line was laid in the area in June, 2020 and he has been provided water supply connection from new water line. He also thanked to this Institution in resolving his long pending issue.



## **FINDINGS**

6. The matter has been resolved after laying of new water line in the area and water supply connection provided to the complainant, hence, no further action is required.

## **DECISION**

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



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated: 27<sup>th</sup> October, 2020

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### DECISION

<i>Complaint No.</i>	POS/2617/2018
<i>Name and address of the complainant:</i>	Mr. Arbab Ali Shr (Teacher) C/o Hasan Photostat, Rawalpindi Road Bus Stop Taluka Ubauro District Ghotki.
<i>Name of the Agency complained against:</i>	Police Department, District Ghotki
<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><u>COMPLAINT AGAINST SOHRAB CHACHAR &amp; SHABBIR ARAIN BOTH ASSISTANT SUB-INSPECTORS OF POLICE AND POLICE CONSTABLES ABDUL RAHIM SOOMRO &amp; ABDUL SATTAR MANGANHAR OF POLICE STATION, UBAURO</u></b>

#### THE COMPLAINT

The above complaint was filed on 12-09-2018 by Mr. Arbab Ali Shar against Sohrab Chachar & Shabbir Arain, both ASIs of Sindh Police and Abdul Rahim Soomro & Abdul Sattar Manganhar both Police Constables of Police Station, Ubauro, who allegedly took out cash of Rs.15,000/- and a mobile phone from pocket of the complainant on 28-08-2018 and arrested his brother who was later on released after payment of Rs.25,000/- as bribe by the complainant. He was also being abused and threatened by the said policemen. The complainant, therefore, solicited our intervention in the matter.

#### PROCEEDINGS

After admitting the complaint under *Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date)*, after receiving mandatory *Affidavit on Form "A" and other relevant documents / report was called from the Agency*. The matter remained under correspondence and the Investigation Officer fixed the case for hearing the parties on different dates. The Agency filed report on 10-10-2018 stating that all the allegations levelled by the complainant were false and fabricated. The copy of the report was provided to the complainant for rejoinder.

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#### FINDINGS

The complainant appeared on 01-01-2020 and filed his rejoinder stating that they had reached a settlement and his belongings were returned to him by the other party. This clearly shows that the above Police Officials acted illegally during performance of their official duty.

#### DECISION

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), hereby direct the SSP Ghotki to take departmental action against above mentioned officials for their illegal act, under intimation to this Secretariat within 45 days.

*Given under my hand and seal of office.*



*Sd/-*  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 13<sup>th</sup> October, 2020



### DECISION

<i>Complaint No.</i>	POS/1748/2018/K-17
<i>Name and address of the complainant:</i>	Mst. Daulat Bibi wd/o. Sarsa Khan, R/o. Bachal Kalan, Tehsil Kalar Kahar, District Chakwal.
<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><u>ALLEGED NON-PAYMENT OF FAMILY PENSION FROM SEPTEMBER, TO DECEMBER 2017 TO THE COMPLAINANT.</u></b>

#### COMPLAINT

Mst. Daulat Bibi wd/o. Sarda Khan, r/o. Tehsil Kalar Kahar, District Chakwal filed a complaint on 04.06.2018 regarding alleged non-payment of family pension to her from September to December, 2017 by A.G, Sindh. 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 upto date), after receiving mandatory Affidavit on Form-“A” and other relevant documents, report was called from A.G, Sindh vide this office letter dated: 11.06.2018. In response, the Accounts Officer (Pension), Office of A.G, Sindh vide his report dated: 27.06.2018 informed that family pension was being sent in the name of Daulat Bibi through DCS regularly from month of December, 2017 alongwith arrears as claimed by her. In support thereof, her pension slip for the month of December, 2017 was also attached.

3. The aforesaid report of A.G’s Office was forwarded to complainant vide this office letter dated: 02.07.2018 for seeking her rejoinder. In response, she vide her letter dated: 11.10.2018 re-iterated that her four months outstanding dues had not be paid to her as yet. The matter therefore, was once again taken up with Accounts Officer, A.G’s office who vide letter dated: 29.11.2018 confirmed that the dues were remitted through her Bank A/c No. 10877614, UBL (Branch -1519) Maini Chowk, Pind Dadan Khan. Accordingly, the Manager of UBL was approached vide this office letter dated: 26.12.2018 requesting him to resolve the issue of widow who vide his letter dated: 14.01.2019 informed that as per their record the four month’s pension of widow was not received by them. In support thereof, the Bank Statement of widow’s account was also enclosed.

4. The aforesaid report alongwith Bank Statement furnished by Manager, UBL was forwarded to A.G, Sindh vide this office letter dated: 23.01.2019 requesting for his personal intervention to resolve the issue. After persuasion, the Accounts Officer (Pension) vide his letter dated: 20.11.2019 intimated that the arrears of pension have been allowed to the complainant and it is being continuously disbursed through her account. In support thereof, a copy of disbursement Slip in favour of Mst. Daulat Bibi was also enclosed. The complainant, however, denied having received her legitimate dues.



5. Lateron, the State Bank of Pakistan authorities were also involved who after investigation reported that an amount of Rs.48,196/- (04 months arrears) was received to UBL, However, the same was not credited in widow's account due to incomplete beneficiary's details and as such the whole amount was returned to A.G, Sindh through Pay Order No.13975424. A copy of State Bank's report duly signed by Joint Director on 06.10.2020 was then forwarded to A.G, Sindh vide this office letter dated: 15.10.2020 for clearance of legitimate dues of the complainant as early as possible. In response, the Accounts Officer (Pension-II) vide his letter dated: 04.11.2020 intimated that the arrears of four months amounting to Rs.48,196/- in respect of pensioner have been allowed. In support thereof, her Pension Roll Slip issued on 03.11.2020 was also enclosed.

6. When complainant as well as the UBL, Manager, Pind Dadan Khan were contacted on their cell nos, they confirmed having received this amount.

#### **FINDINGS**

7. The perusal of reports of A.G office and investigation conducted by State Bank of Pakistan reveals that the legitimate dues of Mst. Daulat Bibi have been cleared which is also confirmed by her. Thus 1½ years long ordeal of widow is mitigated on the intervention of this Institution.

#### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 17<sup>th</sup> November, 2020

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### DECISION

<i>Complaint No.</i>	POS/94/2019/KHS
<i>Name and address of the complainant:</i>	Mst. Fozia Dilshad w/do. Late Muhammad Aslam, R/o. B-25, GOR-02, Sindhi Muslim Society (SMC), Karachi.
<i>Name of the Agency complained against:</i>	Municipal Committee, Khairpur
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ishrat Ali Siddiqui, Director, Regional Office, Karachi (South)
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b><u>ALLEGED NON-PAYMENT OF PENSION DUES TO THE COMPLAINANT</u></b>

#### THE COMPLAINT

Mst. Fozia Dilshad, stated in her complaint dated: 27.08.2019 that her deceased husband Muhammad Aslam was employee of Municipal Committee, Khairpur who died during service and she was receiving pension since 1996. She added that her pension case was revised by the Director Local Fund Audit Department vide letter dated: 14.02.2018, but the payment of revised family pension arrears was not paid to her despite her best efforts and travelling from Karachi to Khairpur. She, 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), after receiving mandatory Affidavit on Form-“A” and other relevant documents. The matter was taken up with the Chairman and the Chief Municipal Officer, Municipal Committee, Khairpur vide letter dated: 28.08.2019 for comments and pursued.

3. After protracted correspondence, the Chief Municipal Officer, Municipal Committee, Khairpur informed vide his letter dated: 19.11.2019 that his office is facing financial crisis due to shortage of funds, resulting huge amount of liabilities are accumulated on account of service dues of retired employees and contingencies expenses. He added that the complainant had already been paid Rs.50,000/- through cheque dated: 07.02.2019 out of total dues amounting Rs.605,059.00 and remaining amount would be paid in monthly installments out of OZT share received from Government in every month and first installment would be paid to her in December, 2019.

4. Subsequently, the Chief Municipal Officer, M.C Khairpur informed vide his letter dated: 11.08.2020 that outstanding dues of the complainant on account of pension difference had been paid by his office in installments mentioned below and now there are no dues of the complainant.



Sr. No.	DETAILS OF PAYMENT MADE		
	CHEQUE NO	DATED	AMOUNT
1	25566326	07-02-2019	50,000/-
2	27312644	06-12-2019	150,000/-
3	27312660	10-01-2020	150,000/-
4	27312951	12-02-2020	150,000/-
5	27312965	09-03-2020	105,059/-
AMOUNT PAID			<b>605,059.00</b>
REMAINING AMOUNT			<b>NIL</b>

5. A copy of Agency report dated: 11.08.2020 was sent to the complainant for her rejoinder. In response, thereof, she confirmed the contents of agency report vide her letter of thanks dated: 08.10.2020 and stated that her problem has been resolved on intervention of this Institution. She added that she has no other grievance against the agency and further requested to close the case.

#### **FINDINGS**

6. The matter has been resolved as per agency report dated: 11.08.2020 and application of the complainant dated: 08.10.2020, hence, no further action is required.

#### **DECISION**

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 27<sup>th</sup> October, 2020

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### DECISION

<i>Complaint No.</i>	POS/TTA/10/2019
<i>Name and address of the complainant:</i>	Mr. Muhammad Raheem Agro, R/o village Haji Arbab Agro, Taluka Ghorabari, District Thatta.
<i>Name of the Agency complained against:</i>	Deputy Commissioner, Thatta.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ahmed Mughal, Regional Director, Regional Office Thatta
<i>Subject:</i>	<b><u>ALLEGED NON ISSUANCE OF CERTIFIED COPIES OF INHERITED LAND.</u></b>

#### THE COMPLAINT

Mr. Muhammad Raheem filed a complaint dated 15.05.2019 that his father had expired in 1992 who owned 102 acres agriculture land in his name in tapo khan, Taluka Ghorabari, leaving behind 10 sons and 07 daughters as legal heirs. He alleged that one of his brothers had manipulated foti-khata in his favour with connivance of revenue officials. He had approached Deputy Commissioner Thatta and Mukhtiarkar, Ghorabari for issuance of certified copies of Village Form-VII of above land but was denied. Aggrieved by that, he solicited intervention of this Institution.

#### REPORT OF THE AGENCY

2. After admitting the complaint under sanction 10 of establishment of the office of Ombudsman for the Province of Sindh Act 1991, notice was issued to the Deputy Commissioner Thatta and Mukhtiarkar, Ghorabari vide this office letter dated 13.06.2019, followed by reminders. The Mukhtiarkar Ghorabari reported vide his letter dated 19.11.2019 that other legal heirs had filed civil suit before Senior Civil Judge Thatta and enclosed certified copies of said land.

#### REJOINDER

3. The report of the agency along-with certified copies were handed over to the complainant in the office of Investigation Officer Thatta on 03.12.2019 for rejoinder who in response, filed written statement that his grievance was redressed after intervention of this Institution.

#### CONCLUSION

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



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 19<sup>th</sup> March, 2020

## Public Acknowledgements



### OFFICE OF THE PRINCIPAL RASHEEDA COMMUNITY MIDWIFERY/NURSING INSTITUTE KHAIRPUR

No: Principal/RCMWNI/KHP/ 178 /DATED/ 10/01/2020

To,

WARD  
ISOR-2  
01  
LAR/10/10/2020

The Provincial Ombudsman  
Shahrah-e-Kamal Ataturk  
Opp: Sindh Secretariate Karachi.

4871

13/10/20

**SUBJECT: IT WAS PLEASURE THAT THE EXAM OF  
CMW-2017 STUDENTS WAS CONDUCTED  
IN INSTITUTE @ KHAIRPUR.**

Reference No: POS/1404/2019/Adv-Z dated: 14-02-2020

It was pleasure to conduct the examination of CMW-2017 students of the compliment in institute Khairpur, I appreciate and so much thankful for allowing examination and exams were conducted on 19<sup>th</sup> of the July and done with proper discipline So, we request you to close this case.

Thank you again for consideration and closing case.

  
Principal  
Rasheeda CMW/Nursing Institute  
Khairpur

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## Public Acknowledgements

From the Office of :  
**Nasir M. Chandna**

**F.P.C.C.I.**

Senior Vice Chairman :  
Standing Committee  
on Customs (2016)

Vice Chairman :  
Standing Committee on Ports,  
Shipping, Maritime Affairs  
& Ship-Building (2016)

Formerly :

Karachi Chamber of  
Commerce & Industry

Vice President :  
(2002-2003)

Member Managing  
Committee :  
(2002-2004)

(1991-1994)

**F.P.C.C.I.**

Vice Chairman :  
Custom & Dry Ports,  
Standing Committee  
(1998-2000)

Senior Vice Chairman :  
Octroi & Local Bodies  
Standing Committee  
(1998-2000)

Member :  
General Body (1998-2000)

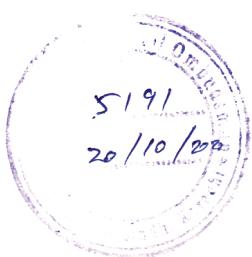
Vice Chairman :  
Public Relation Standing  
Committee (1996-97)

Karachi Custom Agents  
Group (1984-91)

President :  
(1989-91)

Secretary :  
(1987-89)

Senior Vice President :  
(1984-86)



Ref/3919/2020  
7932  
Sector 2

Dated: October 19<sup>th</sup> 2020

Mr. AIJAZ ALI KHAN  
Provincial Ombudsman  
Ombudsman's Secretariat  
Adj. Income Tax Building  
Shahrah-e-Attaturk  
Karachi.

Dear Sir,

**SUB: HIGH HANDEDNESS BY KW&SB**

**REF: COMPLAINT DATED 01-10-2020**

With gratitude we wish to apprise you that due to your diligence and prompt action, Talpur Road, which was inundated by rain water and over flowing sewage, "for over two months" causing multiple problems for business community and Tax Payers, has been cleared to our entire satisfaction by KW&SB staff.

It would be futile to mention contribution of Commissioner Karachi Mr. Muhammad Suhail Rajpoot, who kept personal vigilance and even sent Mr. Irshad Sodhar Deputy Commissioner, this morning at 9:30 am to personally verify position as claimed by KW&SB.

Page 1/2

**Macsons** Custom House Agents

ONB-B 4/C, 1st Floor, Mehersons Estate, Talpur Road, Karachi-74000.  
PHONES : 32429491-2, 32477427-9 FAX : (92-21) 32429493  
E-mail : info@macsons.com.pk, macsons@cyber.net.pk Website : www.macsons.com.pk



From the Office of :  
**Nasir M. Chandna**

**F.P.C.C.I.**

**Senior Vice Chairman :**  
Standing Committee  
on Customs (2016)

**Vice Chairman :**  
Standing Committee on Ports,  
Shipping, Maritime Affairs  
& Ship-Building (2016)

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**Karachi Chamber of  
Commerce & Industry**

**Vice President :**  
(2002-2003)

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Committee :**  
(2002-2004)

(1991-1994)

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Standing Committee  
(1998-2000)

**Member :**  
General Body (1998-2000)

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Public Relation Standing  
Committee (1996-97)

**Karachi Custom Agents  
Group (1984-91)**

**President :**  
(1989-91)

**Secretary :**  
(1987-89)

**Senior Vice President :**  
(1984-86)

Deputy Commissioner Sahib has also assured us that he will submit a PC-I for recarpeting of above said Road as the same is in dilapidated condition for past over one year and full of debris of all sorts, craters, ditches and potholes.

You are requested to order Concerned Administrator for recarpeting of road as early as possible; as a new multistoried building of Dawood Corporation is under construction which may aggravate the road further.

Thanking you once again we remain Dear Sir,

Yours sincerely

Nasir M. Chandna



FOR: MACSONS

Page 2/2

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**Macsons** Custom House Agents

ONB-B 4/C, 1st Floor, Mehersons Estate, Talpur Road, Karachi-74000.

PHONES : 32429491-2, 32477427-9 FAX : (92-21) 32429493

E-mail : info@macsons.com.pk, macsons@cyber.net.pk Website : www.macsons.com.pk



## Public Acknowledgements



# LITTLE FOLKS PARADISE SCHOOL

Montessori to Matric & O Level

Ref: L-F.P.S.003/20

Date: 26-11-2020

To, *Mazhar Ahmad Qadri*  
The Respected Regional Director,  
Honorable Subai Mohtesab Sindh,  
Karachi.

**SUBJECT: LETTER OF THANKS FROM SHOAIB QAYYUM FOR RESOLVING  
OUR COMPLAINT REGARDING TRANSFER OF VEHICLE NISSAN  
JUKE MODEL 2010 REGISTRATION NO. BF-8006** *1005/2759/2020/ke*

Respected Sir,

I am very thankful to your department prompt action for resolving my complaint regarding transfer of our vehicle Nissan Juke Model 2010 Registration No. BF-8006. Now my car has been clear in Excise & Taxation and Narcotics and Motor Registration Authority department record and my car has also been transferred to my name.

We pray for your long life and prosperity.

*Shoaib Qayyum*  
Yours Faithfully,



SHOAIB QAYYUM,  
ST-5 BLOCK F N. Nazimabad,  
0313-8221772.

120

ST-5, Block 'F' North Nazimabad Karachi. Tel # 021-36648653, 021-36675105  
Fax: 021-36677365 E-mail: lfpcs@hotmail.com

## Public Acknowledgements



To,

The Regional Director,  
Provincial Ombudsman Sindh,  
Regional Office, Jacobabad.

Subject: COMPLAINT NO: POS/2728/ROJ-49(JBD)/2019 OF LADY  
COMPLAINANT NAMELY MST: REHANA WD/O MOHAMAMD ALI  
BROHI.

Respected Sir,

I had filed subject mentioned complaint before the institution of Hon'able Provincial Ombudsman (Mohtasib) Sindh, Karachi against Managing Director, Sindh Technical Education & Vocational Training Authority (STEVTA) Government of Sindh, Karachi regarding making delay in payment of Financial Assistance amounting in all Rs: 12,00,000/= to her being the Death Claim of her late husband namely Late Mohammad Ali Brohi (Ex-Instructor (BPS-14) Government Polytechnic Institute Jacobabad. My such complaint proceedings were investigated and completed by Mr. Farhad Baig S.Dahar, Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad accordingly.

I am very thankful to Mr. Farhad Baig S.Dahar Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad with whom's sincerer and dedicated efforts, my such genuine problem of payment in-question has been made to me through Cheque No:270169 dated: 28-10-2019 by the alleged agency viz: Managing Director, Sindh Technical Education & Vocational Training Authority (STEVTA) Government of Sindh, Karachi through the Principal, Government Polytechnic Institute, Shikarpur Road, Jacobabad vide my receipt dated: 11-11-2019.

Hence, I am again very thankful for the same in solving and resolving my genuine grievance in question due to their intervention.

Dated: 18-12-2020

Your's Faithfully

(Mst: Rehana Wd/o Mohammad Ali Brohi)  
R/o House No: 49, Jat Mohallah, Races Murad Street,  
Jacobabad Town P.O. Taluka & District Jacobabad.  
CNIC No: 43102-8231841-4  
Mobile No: 0301-3847282

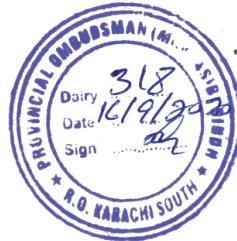
121



## Public Acknowledgements

September 15, 2020

**Honorable Ishrat Ali Siddiqui,  
Regional Director (Mohtasib) Sindh,  
1<sup>st</sup> Floor, State Life Insurance Building No.3  
Dr. Ziauddin Ahmed Road,  
Opposite Chief Minister House,  
Karachi South**



Dear Sir

**NON REFUND OF SECURITY DEPOSIT AND EXCESS AMOUNT CHARGED BY PATHWAYS  
BRITISH SCHOOL, D-77, CLIFTON BLOCK-II KARACHI**

We refer your good office letter No.POS/3046/2018/115/KS/926 dated 14.09.2020.

first of all, we pay thanks to your good honor and your team for taking my application under consideration and taking action against the concerned department and we received Rs.30,000/- (Rupees Thirty Thousand only) full & final payments, that was mutually agreed.

In context above, you are therefore requested to close my complaint as settled with the School and controlling agency the private schools.

Once again, we are pleased to have your kind services and cooperation on the subject matter.

With best regards

(Hafeez Ullah Memon)  
CNIC No.43203-1364220-7  
Cell No.0333-3684746  
House No.144-A, Karachi Bar cooperative housing society, sector 24-a, Scheme-33, safora Karachi.

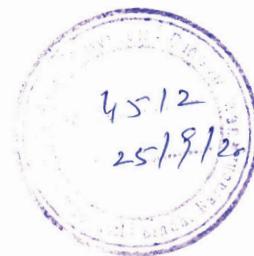


محترم جناب صوبی ایمپریال سیندھ

4706  
55.6.8



امم علیکم!



جناب عالی میں آپ کے 22 ممنون ہوں کہ آپ نے صوبی درخواست  
لفریز نمبر NO. P05/2235/2019/72/KS/6301  
و اشراحتہ سیوچن لبریڈ (KWSB) کے خلاف میں نے آپ کے پاس دائری  
لئے اسکا آپ نے بروقت ایکس لای ایم جو الصاف فراہم کیا۔  
صوبی دعا ہے کہ اللہ تعالیٰ آپ کو لئے شکر کو لئے عمر اور درازی امتحت علی  
خوبی کے لئے آپ اسی تذہی اور خذت کے جزو سے مغلک اور سناہ  
ہوئے وہ جو وائسریو اور ماقبلی لفڑی کے سارے کاری ناتا اهل و کوئی کے  
خلاف اور دیگر ظالموں کے خلاف الصاف فراہم کر سکیں۔

ڈاکٹر نیمیں علیم صدیقی

0333 3937116

11-A, Sunset Lane  
DHA Phase II Extension

Dated :- 24/09/2020

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خدمت جناب نسب اعلیٰ صاحب

سندھ کراچی۔

عنوان: درخواست برائے شکریہ۔

جناب عالیٰ:



میں مسکی غلام شبیر ولد یمیو خان شناختی کارڈ نمبر 5-2346983-42501، سکنہ مکان نمبر 153، محلہ کورنگی انڈسٹریل ایریا، سیکٹر 15، کراچی تحصیل وضع کراچی۔ کچھ عرصہ پہلے تقریباً دو ماہ کی بات ہے کہ میرے پلاٹ پر یا سر عرفات نامی شخص نے قبضہ کر لیا تھا جب مجھے پتہ چلا تو میں نے فوراً تھانہ سعید آباد میں اس کے خلاف FIR درج کروائی جس کا FIR No. 170/2019 ہے۔ اس کے بعد پولیس نے کوئی ایسی قانونی کارروائی نہیں کی۔ اس کے بعد میں نے آپ جناب کے پاس درخواست درج کروائی کہ پولیس یا سر عرفات کے خلاف کوئی قانونی کارروائی نہیں کر رہی ہے اس کے بعد جب آپ نے پولیس کو حکم دیا تب جا کر پولیس نے قانونی کارروائی شروع کی اور یا سر عرفات کو گرفتار کر لیا۔ اور یہ کیس کورٹ میں چلا گیا تو کورٹ نے یہ فیصلہ کیا کہ یا سر عرفات مسکی غلام شبیر کو اس پلاٹ کے عیوض جو بھی رقم بنتی ہے وہ یا سر عرفات غلام شبیر کو ادا کریگا۔ جب کہ یہی پلاٹ میں نے یا سر عرفات سے ہی لیا تھا۔ یا سر عرفات یہ پلاٹ مجھے دے کر اس کے بعد پھر سے قبضہ کر لیا جب میں نے یہ قانونی کارروائی کی تو اس نے مجھ سے پلاٹ کے عیوض جو رقم لی تھی وہ مجھے واپس کر دی ہے تو اب میرا اس پلاٹ نمبر B/21-L-129 سے کوئی تعلق یا واسطہ نہیں ہے۔ اس کے بعد آپ نے مجھے لیٹر بھیجا جس کا نمبر: NO POS/2349/2019C-14 یہ ہے۔

لہذا میں آپ جناب کا بہت شنگر گزار ہوں کہ آپ نے میری قانونی مدد کر کے مجھے اپنی رقم واپس دلوادی میں

آپ جناب کے لیے عمر بھر دعا گور ہوں گا۔ شکریہ

درخواست گزار

Date 12-12-2020

غلام شبیر ولد یمیو خان

موباکل نمبر 0300-7512684



Case No :- Pos/3134/2020/KC

جناب  
صوبائی صنیعہ اعلیٰ  
ریجسٹر افسنہ نریم آباد  
کراچی

عنوان :- کار ریگی صوبائی محکمہ

مکر اثر عرض ہے میں بل لافتخار جس نے محکمہ میں کراچی یونیورسٹی کی ناہلی  
کی وجہ سے مارک شیٹ میں دسواری نہیں لیکن صوبائی محکمہ کے ذریعے  
القیاف ملا اور ایک روز کا اندر رجسٹر مارک شیٹ کراچی یونیورسٹی سے  
حاصل بریگی جو کام کسی ادارے سے نہ ہو پایا وہ محکمہ سے ہو اپنے پیٹ  
شکر گز اپنے محکمہ کے ادارے سے اور اس کی طارکم گز سے ایک اس  
ادارے کو نظر بہے بجا کے مارک شیٹ کی طبی درخواست کے ساتھ مکمل  
ہے۔

شکر

والسلام

درخواست نامہ  
10/10/2020  
بل لافتخار

صوبائی :- 0312-3702215



بیان  
04-12-2020

مان تالیب شدہ بیواہ ٹھیم چند اج ریجمنٹ ڈاٹریکٹ  
ماکتب اعلانی ریجمنٹ آفن سٹھیہ بیت ڈیان آباد آپیان  
لوبوہ حافر اکٹی بیان نئی ڈیان نئے مونہ ماکتب آفن  
ید درخواست کئی ہئی لئے منہجہ ملک س بی۔ ایج۔ بو  
لندو بہ موئیں ہو جبکو مردیں دوہاں فوت نئی ہیو  
منہج ہی جاء نئی منہجی پت نالی انتوکے کمار  
کبے فوٹی کوتا نئی ہفت لئے تو کیو وچی اپنی لہ  
مون ہی دخواست کئی

وڈیکے بیان مردی آہی لئے ماکتب اداری ہی  
مد اہمیت بے مسلکے کوشش کامپوئ منہجی پت تالی  
اٹوکے کمار کبے فوٹی کوتا نئی سینیشن ورکر (BSW)  
پل نئی کیو ہیو آہی۔ اہری آکھر اکر ب تاریخ 24-9-2020  
بے اپاٹیت آکر ب تاریخ 13-10-2020 جو کاپیوں ہن سان  
کو گیاں نئی۔ جیس نئے ہائی منہجہ ملکو ملے نئے  
چرکو آہی پ منہجی پت کیے فوٹی کوتا نئی تو کری  
بے ملے جرکی آہی ان لاء ہی منہجہ بکس  
فائل کیو وچی۔ مان ہیشہ ماکتب اداری جی لاء  
دعاگو رہندیں منہج ہی مہربانی ہساد مون غریب  
جو ملکو ملے نئو

(بیان کیونٹ)

(سمات نئم)



لکھی مت جنایت دیکھنے دا ائر دیکھنے صاحب  
صیو بائی مکتبے اعافے خیرپور

جنایت اعلیٰ :-



اکٹھائی حلیماتہ زالہ مرحوم عزیز اللہ سرور  
ویل نوادرائی مکمل لقمانہ خیرپور می عرضہ تھی کریان سے  
ماں ادھان تھی کوئی سکوری ڈکیس ایروکیشن جاں  
تھی خلاف پیشی مرحوم عزیز اللہ سرور ہیکوئی بول  
لیکھا رہیو۔ اسی تھی لئے ہنہ تو فوئی کرنا تھت آرڈروئی  
357 لئی کیس نمبر 2016/ROK-171 (Kh) P08/R0K-171 کیوں ہیو۔  
یہ حلیماتہ مرحوم عزیز اللہ تھی پیش ہر ہی  
ملنی رہنی اکھی۔ یہ مون تھی فوتی کوئی تھکت آرڈر (برملی)  
نائی قاہد ہو ملی ویسا۔ یہ جیوئی بھیاں تھی یہ ہائی  
سیکھو کیس پڑھیکے دا ائر دیکھنے کا رہ یہ تھکے اکاؤنٹ  
اکنیتھی خلاف کا بے شکایت نہ اکھی۔ یہ آرڈر ہی ٹھی  
یہ مولیاں تھی یہ ہائی ہنہ تو کیس پیش کرنا فرمائیا  
تھہر بائی تکیدی۔

تاریخ 14/12/2020

عرضہ ارجع

حلیمان

حلیماتہ زالہ مرحوم عزیز اللہ سرور  
ویل نوادرائی مکمل لقمانہ  
خیرپور  
0307-1559781



جمل بالشيكو

جواب :-

۲۰۰۰ میلیون دلار می‌بینیم و لطفاً ملکه ملکه ملکه ملکه ملکه

گونه حاجی ماهی خان و لیل بیوی و لیل نمله مطلع نوشته و فتوه

جیئن تے سائیئن موئی جائے یعنی مہتب لفاظ و میزور  
یعنی الجو کسیش بیار ہیئت لفاظ و میزور مخلاف ہوں سو یعنی  
معنی، جائے یعنی مہتب اکھی ہے مل خلے بعد اس سائیئن  
اسکولے یہ استاد مقتدیہ نیا ٹھنڈ، مان مہتب اداری

جو لہاڑت نکر کنار آہیں جو جائز سٹول عمل  
کریں تھیں آہیں، پیچھی اس تاد مقرر ہیں آہیں، ایسیں  
بلکل سہی طریقی جیوں تی سارا جام دی رہیا ہے۔  
ایسی لکھائی جنے کے عرض نظر کریں تا متعین جو

کیس نفیس بنگالی وی فیز  
Fos Ro-NF 53, 18, NFZ 45.

سٹھانی  
حکیم محبی وکی

03012207986



بِخَدْمَتِ حَبَّابِ مُحَسَّبِ سِندھ  
كَرَاجِي

Inward No. .... 494  
Date: 15/12/20  
Regional Director  
Provincial Ombudsman Sindh  
District Ghotki

سُبْحَكَتْ : - شُكْرِ بِعَادَ كَرَاطَلَ (ع)

Letter of Thanks

حَبَّابِ اعْلَمْ : - آءُو عَرْمَدَارِ نَظَيرِ اَمَدَولَي  
آمِيرِ بَخْشَى مَهْ سَائِنَتْ جَنْ كَيْ عَرْضَ لَوْ كَيَاَنَه  
مَنْهَنْجَوْ وَلَدَ اِيرَلَكَشَنْتْ جَيَارَهَنْتْ هَمْ دَارَوْغَوْ  
هَيْوَ جَيَيْهَ بِهَارَسِبَ فَوَتَهَ تَيْ دَيَوَ هَوَانَ  
(ع) مَانَ رَ بِيَنَلَ جَلَرَيَكَنْتْ هَوَبَائِيْ مَحَسَّبَ اَعْلَمَ  
جَيْ آفَيَنْ لَهَوَنَكَيْ هَمْ هَدَ دَرَخَلَسَتَ دَافَلَ  
كَيَيْ فَوَتَيْ كَوَنَارَ (ع) جَوَ هَنَ اَدَارَيْ جَيَيْ  
لَهَرَ كَ دَنْجَ كَانَ بَحَوَ مَوَنَكَيْ اِيرَلَكَشَنْ  
وَلَانَ آخَرَ آدَرَ دَنْجَهَ هَمَيْ مَانَ بَنْهَنْجَيْ  
بِيَحَيَيْ سَرَانَجَمَ دَنْجَهَ مَهَيَوَ آهَيَانَ هَمَانَهَنَ  
اَمَسَيَيْ جَوَ لَتَحَ دَلَ سَانَ شَكَرَ كَنَارَ آهَيَانَ هَمَ  
دَعَاءَكَوَ آهَيَانَ هَنَ اللَّهُ هَمَانَهَنَ هَفَالَّهَيَكَيْ  
وَنَيَكَ لَتَرَقَيْ تَيَيْ .

Nasir  
لَكَيْ تَيَيْ تَيَيْ

مسَنَ نَظَيرَ اَمَدَولَي اَمِيرِ بَخْشَى



## عام طور تي پچياوينڈر سوال

### محتسب جي اداري مي شکایت پیش ڪرڻ جو طریقو

سوال: حکومت جي انتظامي شاخن کي هن آفیس مان ڪپڻي هڙ حاصل ٿي سگهي ٿي؟

جواب: قانون جي برتری تکڙو ۽ سستو انصاف، حکومت جي جائز حقن جو تحفظ وغره.

سوال: ڪپڻين شکایتني تي ڌيان نٿويندو؟

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

(2) اهي شکایتون جن تي ڪورٽ نیصلو ٻڌائي چڪي هجي يا ان وٽ اڪله هیٺ هجن.

(3) اهي شکایتون چيڪي پڻين محتسن جي داڻري ٻرائيندين هجن.

(4) بيكار ٿيل شکایتون.

سوال: بيكار ٿيل شکایت من چا مراد آهي؟

جواب: الزاميل بادانتظامين کان تي مهيننا پوءِ داخل ڪيل شکایتون بيكار سڄن ٿيون.

سوال: چا بيكار ٿيل درخواستن جي گنجائش آهي؟

جواب: ها، اهرو محتسب جي اختياره آهي ته ڪجهه مخصوص حالتن تحت اهريون درخواستن ٻڌڻ جو گيون قرار ڏئي.

سوال: حاج ٻڌدار ڪبرٽ روت لڳي سگهي ٿو؟

جواب: گھوڪري پڻين باڻن مهينن بر شکایت حل ٿي ويندي آهي پر ڪڌهن ڪڌهن ڪيس جي نوعيٽ تي ٻڌارو مدار آهي.

سوال: چا محتسب جي فیصلی تي عمل صوبائي انتظامي لاءِ لازمي آهي؟

جواب: ها، اهولازمي آهي.

سوال: جيڪڏهن محتسب جي فیصلی سان سهمت نه هجان ته؟

جواب: جيڪڏهن توهان سمجھو ٿا ته نیصلو انصاف پر ڀو ن آهي ته توهان تيھن ٢٠ ڏينهن اندر سنته جي گورنر کي درخواست ڪري سگهو ٿا، ان تي ڪو ٽ حڪم نامو جاري ڪري سگهي ٿو.

سوال: چا محتسب سنته جي مدد سان پنهنجي ڪورٽ پر وڃن جي حق تان هت نه ٿو ڪلئه؟

جواب: پهرين گالهه ته هي آفیس ان ڪيس تي غور نه ڪندي جيڪو ڪورٽ پر اڪله هیٺ آهي پوءِ به جيڪڏهن اسانجي مدد حاصل ڪيو ٿا ۽ ڪاروانئي مان مطمئن نه آهيٽه توهان ڪپڻي به وقت هن آفیس مان ڪيس تان هت ڪلٽ بعد ڪنهن ڪورٽ پر وڃي سگهو ٿا.

سوال: صوبائي محتسب سنته جي آفیس جي قيام جو ڪپڻي مقصد آهي؟

جواب: صوبائي اداري انتظامي ڪو تاهين خلاف شکایت ڪنهن جي مسئلن کي حل ڪرڻ.

سوال: چا سنته جو محتسب اي گري ڪپيو ٿو جي بالادستي کان آزاد آهي؟

جواب: ها، سنته صوبائي جي محتسب جي آفیس جي قيام جو ايڪت 1991ع تحت محتسب پنهنجي ڪمن ڪارئن پر خدمت خيارا ۽ آزاد آهي.

سوال: محتسب ڪپڻي نسمر جون شکایتمن ٻڌي ۽ حل ڪري سگهي ٿو؟

جواب: محتسب سنته حکومت جي سڀني ادارن سان لاڳاپيل بادانتظامي جون شکایتون ٻڌي سگهي ٿو، سواء ان شکایتون جي جيڪي وفائي محتسب، وفائي ٽيڪن محتسب، اشورنس محتسب، پيٽنڪنگ محتسب جي اختياران ٻر اچن ٿيون.

سوال: چا محتسب وٽ ڪاشکایت ڪري سگهان ته؟

جواب: ها، ڪو ڦاڻهوسادي پڻي ته صحبيٽ ٿيل شکایت محتسب وٽ داخل ڪري سگهي ٿو جنهن تي تڪالي لڳائڻ جي ڪاٻه ضرورت نه آهي، ڪنهن به گمان، ياكوٽي درخواست تي غور نه ڪيو ۽ ٻندو.

سوال: چا محتسب پنهنجي شکایت ٻڌي ٿو جي قرار ڏيندو؟

جواب: ها، جيڪڏهن ان سان گڏهينيان دستاويز شامل هجن.

(1) شناختي ڪارڊ جي ڪاٻي (شکایت ڪندڙ جي)

(2) هڪ عدد قسم ناموشامل هوندو جي ڪو ٽيد آفیس يارچنل آفیس مان

بنافي جي حاصل ڪري سگهنجي ٿو.

سوال: چا مان پنهنجي شکایت سنتي پر داخل ڪري سگهان ته؟

جواب: ها، بلڪل سنتي اردو ۽ انگريزني پر درخواست جمع ڪرائي سگهنجي ٿي.

سوال: اهڙي شکایت داخل ڪارائِن پنهنجي ڪيٽرو خرج ايندو؟

جواب: شکایت ڪرڻ جو ڪوبه خرج ن پڻو ٻندو.

سوال: چا شکایت ڪندڙ ڪري و ڪيل جي ضرورت آهي؟

جواب: نه بلڪل نه آهي.

سوال: چا مان صرف پنهنجي شکایت مرڪزي آفیس ڪراچي پر داخل ڪري سگهان ته؟

جواب: ضروري نه آهي، توهان اسان جي ڪنهن به علاقائي آفیس پر داخل ڪرائي سگهان ته.

سوال: شکایت ڪندڙ محتسب جي آفیس مان ڪپڻي اميد رکي سگهي ٿو؟

جواب: انصاف تائين سستي پهچ صحبيٽ ٻڌائي، لياڻتي مداخلت، جلد انصاف ۽ محتسب جي فیصلن تي ترت عمل.



جنهن جو تعلق صوبی سند سان آهي، جنهن کي مختلف محکمن ۾ کم کرڻ جو وسیع تجربو آهي، محتسب جو ادارو هڪ قسم جي اهڙي عدالت آهي جنهن ۾ عام ۽ خاص مائڻهن کي وکيل ڪرڻ کانسواءِ انصاف ملي ٿو، ان ڪري هن اداري ۾ گهڻي کان گهڻا فريادي اچي رهيا آهن جن جون شڪایتون مختصر عرصي ۾ دور ڪيون وڃن ٿيون.

محتسب سند جي مرڪزي آفيس صوبی سند جي گادي واري شهر ڪراچي ۾ آهي، جتي ايڊوائیزر ۽ ڪنسلٽنٽ جي ٿيم پڻ موجود آهي، ان کان علاوه صوبی سند جي تقریبن هر ضلعی هيد ڪوارٽ ۾ ريجنل آفيسون آهن، جتي سڌي طرح سان ڪنهن به صوبائي محکمي جي نالنصافي خلاف فرياد ورتی ۽ پڏي وڃي ٿي، هن وقت تائين هزارين شڪایتون وصول ٿيون، جن جو وڌي تعداد ۾ تدارڪ ڪيو ويو آهي..

## محتسب جو ادارو

منظور علی اعواث

Ombudsman هک سوئیش Swedish لفظ آهي، جنهن جي معنی اي جنت يعني حکومت جو اي جنت آهي، دستور جي تحت ادارن کي روبه کار آنٹ لاء قانون ساز ادارا قانون ۽ اصول بٹائيندا آهن، جنهن تي عمل انتظاميا کرائيندي آهي ۽ اختلاف جي صورت ۾ عدليه اهو فيصلو کندي آهي جيڪڏهن مقرر ٿيل حدود اندر قانوني شرطون پوريون ٿينديون آهن ته پوءِ کنهن شڪايت جو امكان کو نه هوندو آهي، پر جيڪڏهن ذاتي پسند ۽ ناپسند يا ذاتي غرض ۽ مفاد وچ ۾ اچي وڃي ته پوءِ ڪريشن ۽ بدانظامي منهن کيندي آهي، ان سان منهن ڏيڻ لاء شهرین کي اهو حق آهي ته هو پنهنجي شڪايت حڪام بالا کي پهچائي، پر جيڪڏهن سندس داد رسي نشي ٿئي ته پوءِ ڪورٽ جو در ڪڙڪائڻو ٿو پوي، وقت یا ڪارکاوٽ اچڻ جي صورت ۾ معمولي نوعيت جي شڪايت لاء بار بار ڪورٽ وچڻ لاء وقت ۽ پئسي (وکيل جي صورت ۾) شڪايت ڪندڙ دل برداشت ٿيو پوي.

مٿين صورتحال کي ڏسندی اسلامي جمهوريه پاڪستان جي عبوری ترميم 1972 جي آرٽيڪل 276 ۾ وفاقي ۽ صوبائي محتسب جي قيام جو ذكر ڪيو ويو، ان تحت حکومت پاڪستان 1983 ۾ هک حڪم تحت وفاقي محتسب جو قيام عمل ۾ آندو، جنهن بعد صوبن به ان جي شروعات ڪئي.

سنڌ محتسب جي پهرين مقرري سال 1991 ۾ سنڌ اسيمبلي جي پاس ڪيل ائڪت تحت 1992 ۾ عمل ۾ آئي، ان عرصي دوران هاء ڪورٽ جي جج صاحبن ۽ پاڪستان سول سروس جي اعليٰ عهدي تي مقرر ٿيل رئايرڊ آفيسرن کي محتسب طور فرائض انعام ڏيڻ لاء مقرر ڪيو ويو، موجوده محتسب جناب اعجاز علی خان پڻ رئايرڊ وفاقي سيڪريٽري آهي،



## عام طور پر پوچھے جانے والے سوالات

### چلڈرنر کمپلینٹس آفس

- س: کیا میں سندھی زبان میں شکایت درج کرو سکتا ہوں؟  
ج: یقیناً! آپ سنگی، 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/نظامی 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 کی انتظامی امور میں کس طرح کے فائدے کو تیکنی بنائے گا؟  
ج: قانون کی عملداری، بلا معاوضہ اور بلا تاخیر انتظامی انصاف کی فراہمی حکومت کے تحقیقی مفادوں کا تکمیل اور اختیارات کے جائز استعمال کو تیکنی بنائے گا اس یہ دفتر پر کوشش کرے گا۔
- س: اس دفتر میں کس قسم کی شکایات درج نہیں ہوں گی؟  
ج: ایسی شکایات  
(i) جو پہلے درج ہو چکی ہوں اور جن پر کارروائی کی جا چکی ہو۔  
(ii) جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کر دیا گیا ہو یا جو کسی عدالت میں زیرِ اتو ہوں۔  
(iii) جو کسی دوسرے مقتسب کے داراء کار میں آتی ہوں۔
- س: شکایت کی تفییض اور اس کے ازالے کی کارروائی میں کتنی مدت درکار 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 میشی شکایت کی نویت پر مخصر ہے۔
- س: کیا صوبے کی انتظامی مشیری اور با اختیار ادارے مقتسب کے فیصلے کے پابند ہوں گے؟  
ج: بالکل۔ وہ مقتسب کے فیصلے پر عملدرآمد کے پابند ہیں۔
- س: کیا میں مختسب کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا احتمال نہیں ہوں گا؟  
ج: پہلی بات تو یہ کہ اگر آپ کا کیس عدالت میں زیرِ اتواء ہے تو اس دفتر میں آپ کی شکایت قبول نہیں کی جائے گی۔ تاہم پھر کہی 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 کارپی میں مقتسب سیکریٹریٹ کے صدر دفتر میں ہی شکایت درج کرو سکتا ہوں؟  
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جس کی تضییل سات میں موجود ہیں) میں شکایت درج کرو سکتے ہیں۔

- س: چلڈرنر کمپلینٹس آفس (CCO) کا صوبائی مقتسب سندھ (POS) میں قیام کا کیا مقصد ہے؟  
ج: CCO، صوبائی مقتسب کی جانب سے یونیٹ کے اشتراک سے قائم کیا گیا ہے۔ اس کا مقصد خصوصی طور پر صوبے میں پچوں کے حقوق کے مسائل اور ان کے ساتھ ہونے والی زیادتیوں کے معاملات میں ان کی دادی کرنا ہے۔
- س: چلڈرنر کمپلینٹس آفس کو علیحدہ قائم کرنے کی صورت یہوں پہلے آئی؟  
ج: پاکستان پچوں کے حقوق کے بارے میں اقوام متحدہ کے کونسل کا دستخط کنندہ ہے، جس کے طبق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جو زماداریاں عائد ہوتی ہیں انھیں پورا کرے اور اس میں خصوصی طور پر پچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نام نہ ہونے کی صورت میں اس کی تکمیل اور پچوں کے حقوق کے تکمیل اور اس کو بہتر بنانا شامل ہے۔
- س: CCO میں کس قسم کی شکایات قابل قبول ہوتی ہیں؟  
ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں، بیشول پولیس، بیل، یعنی اداروں، یتیم خانوں، ریمانڈ ہومز اور اسپتالوں وغیرہ میں پچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات درج کروائی جا سکتی ہیں۔
- س: CCO پچوں کے لئے کس طرح فائدہ مند ہے؟  
ج: CCO پچوں کے تکمیل کا ماحول قائم کرنے میں ایک اہم کاروادا کرے گا اور پچوں کے حقوق سے متعلق شکایات کے ازالے کے لئے تحقیق، دکالت اور پچوں سے متعلق دوسرے اداروں بیشول این جی اوز سے رابطے کے ذریعے ایک پلیٹ فارم مبیکارے گا۔
- س: کیا میں CCO میں کوئی شکایت درج کرو سکتا ہوں؟  
ج: کوئی بھی چیز یا اس کے نمائندے کے طور پر کوئی بالغ فرد ذاتی طور پر یا تحریری طور پر درخواست جمع کرو سکتا ہے یا پھر کسی اور ذریعے سے مثلہ ای میل وغیرہ سے بھی بھیج سکتا ہے۔
- س: CCO اس سلسلے میں مجھے بطور شکایت کنندہ کس بات کی یقین دہانی کرواتا ہے؟  
ج: اس میں بلا تاخیر انصاف تک مفت رسائی، تعلیمیں شناوی اور نتیجہ بخیر کارروائی شامل ہے جو ہر پنچ (18) سال تک کی عمر تک (کے لئے بلا لحاظ فرقہ، منہج، ذات یا لفچ کے مددراہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی مقتسب سندھ کی طور پر با اختیار ہے؟  
ج: جی ہاں! صوبہ سندھ کے ایک تجسس 1996ء کے تحت قائم شدہ دفتر مقتسب 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 بادلتی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہی، جائز حکومت کے مفادات کا تحفظ اور صوابدیدی اختیارات پر منصفانہ عملدرآمد۔

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

ج: (۱) ایسی شکایات جو پہلے مظنو ہو کر کارروائی سے گزر جی 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 المعاہدہ ہو جی ہو۔

س: زائد المعاہدہ سے کیا مراد ہے؟

ج: بادلظیمی کی ایسی شکایت جسے گزرے ہوئے تین ماہ سے زائد ہو چک ہوں۔

س: کیا زائد المعاہدہ کے لیے کوئی استثناء ہو سکتا ہے؟

ج: ہاں محتسب سندھ کی صوابدید 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 نائم فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کواف (Matters) کمکل ہونے میں وقت لگے۔

س: کیا محتسب کے فیصلوں پر صوبے کی انتظامی اور عاملانہ مشنری کو عمل کرنا لازمی ہوتا ہے؟

ج: ہاں محتسب سندھ کے فیصلوں پر عمل کرنا صوبائی حکاموں کے لیے لازمی شرط ہے۔

س: اگر میں محتسب سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہو سکتا ہے؟

ج: اگر آپ فیصلے کو غیر منصفانہ سمجھتے ہیں تو تیس دن کے اندر گورنر سندھ کو عرض داشت Representation بھیج سکتے ہیں جو مناسب سمجھنے پر نظر ثانی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محتسب سندھ سے مد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہو جائے گا؟

ج: پہلی شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ محتسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محتسب سندھ کے دفتر سے واپس لے کر عدالت میں جا سکتے ہیں۔

س: محتسب سندھ کے دفتر کے قیام کا مقصد کیا ہے؟

ج: متأثرین کی شکایتوں کے ازالے کے لیے قائم ہو ہے۔

س: کیا محتسب سندھ حکومت (انتظامیہ) سے خودختار ہے؟

ج: جی ہاں یہ نامیاتی قانون کے تحت خودختار ہے اور اپنا فریضہ محتسب سندھ ایک 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 بادلظیمی کے زمرے میں آتی ہو۔ ماسوا ان کے جو وفاقی محتسب سندھ یا خصوصی محتسبیں مثلاً نیکس محتسب، بینکنگ محتسب، انفورنس محتسب کے دائرہ اختیار ہیں ہوں۔

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

ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دستخط سے پیش کر سکتا ہے۔ اشامپ لگانے کی ضرورت نہیں ہے۔ گنم ای فرضی نام پر شکایتیں 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 بلا معاوضہ دفتر میہا 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 بھیج جا سکتی ہے۔

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

ج: دفتر کی جانب سے بلا معاوضہ خدمت پیش کی جاتی ہے۔

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

ج: نہیں۔ قطعی ضرورت نہیں ہے۔

س: کیا اپنی شکایت پر محتسب سندھ سے مکمل پیریٹ کے ہیڈ آفس میں بھیجا جائے؟

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

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

ج: بلا معاوضہ انصاف تک رسائی، توجہ کے ساتھ ساعت، نتیجہ نیز مداخلت، محتسب سندھ کے فیصلے کا جلد اطلاق۔

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



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

(د) جس میں فاسد یا نامناسب محکمات مثلاً رشتہ، بے ایمانی، پاسداری، اقرباً نوازی اور انتظامی ذیادتیوں کے لیے انتظامی اختیارات کا استعمال یا ایسا کرنے سے کوتاہی یا ارتکاب شامل ہو۔۔۔ اور۔۔۔

دوم فرائض اور ذمہ داریوں کی انجام دہی یا بجا آوری میں غفلت، بے توہین، تاخیر، ناقابلیت، ناہلی اور نالائقی شامل ہے۔

اختساب کے تقاضوں کو مدنظر رکھتے ہوئے لوگوں کی مختصہ کے دفاتر تک آسان رسائی اور استفادہ کے لئے صوبہ بھر کے بڑے شہروں میں اب تک مختصہ کے درج ذیل علاقائی دفاتر قائم کیے جا چکے ہیں کراچی وسطیٰ، کراچی شرقی، کراچی جنوبی، حیدر آباد، بدین، میر پور خاص، دادو، سکھر، خیر پور، شہید بے نظیر آباد، ٹھٹھہ، نو شہر و فیروز، تھر پارکر، گھوکی، لاڑکانہ اور جیکب آباد۔

مختصہ ایکٹ کے تحت فاضل مختصہ کو یہ اختیار حاصل ہے کہ وہ کسی بھی متاثرہ شخص کی شکایت پر گورنر یا صوبائی اسمبلی کی طرف سے کسی استصواب پر عدالت عظمی یا کسی عدالت عالیہ کے سامنے کسی قانونی کارروائی کے دوران اس کی طرف سے کی گئی تحریک پر یا خود اپنی تحریک پر کسی ایجنسی یا اس کے افسران یا ملازمین میں سے کسی کے خلاف بدانظامی کے کسی الزام کی تحقیقات کر سکے گا۔

متنزکرہ بالاخوبیوں کے باوجود عام لوگ اس ادارے سے اس طرح استفادہ نہیں کر پا رہے ہیں جس طرح کرنا چاہیے۔ اس کی ایک اہم وجہ شہریوں کی عدم آگئی بھی ہے۔ ضرورت اس امر کی ہے کہ ادارے کی اہمیت اور افادیت سے عام لوگوں کو اشتہاری ہم کے ذریعہ آگاہ کیا جائے اور آگئی کے سلسلے کی تقریبات پانچ ستارہ ہو ٹلوں اور اسی طرح پریش مقامات پر کرنے کی بجائے غریب بستیوں میں منعقد کی جانی ضروری ہیں اور اس کے ساتھ ساتھ آگئی کے دیگر جدید ذرائع بھی استعمال کیے جانے کی ضرورت ہو سکتی ہے۔



سے بڑا اسیلہ بن چکا ہے۔ اس ادارے کے فرائض منصبی میں محض شکایات کا ازالہ ہی نہیں بلکہ ان شکایات کی اصل وجہ کے تدارک کے لیے بھی کوشش رہنا ہے یعنی نظام کی خامیوں، کمزوریوں اور ناموادیوں پر بھی اس کی گہری نظر ہونا بھی ضروری ہے۔ ان خرابیوں کی نشاندہی اور نجکنی نیز طریقہ کار کی اصلاح کے بغیر شکایات کی وجہ اُبھرتی رہیں گی۔ ناہلی، بدانتظامی اور بدعوائی کے ناسور پلٹے رہیں گے۔

محتسب اور احساب کا تصور خلافت را شدہ کے دوسرے خلیفہ سیدنا حضرت عمر رضی اللہ تعالیٰ عنہ کے دور خلافت سے شروع ہوا اور آپ ہی نے سب سے پہلا محتسب مقرر فرمایا تھا۔ اسی پس منظر کو پیش نظر رکھتے ہوئے وطن عزیز کے انتظامی ڈھانچہ میں محتسب کے ادارے قائم کیے گئے تاکہ شہریوں کو آسان، جلد اور بلا معاوضہ انصاف کی فراہمی کو ممکن بنایا جاسکے۔ سب سے پہلے 1984ء میں وفاقی سطح پر محتسب کے ادارے کا قیام عمل میں لایا گیا۔ دوسرے مرحلے میں صوبائی سطح پر یہ ادارے قائم کیے گئے۔ صوبہ سندھ میں باقاعدہ قانون سازی کے تحت 1991ء میں صوبائی محتسب سندھ کا ادارہ قائم کیا گیا جس کے اغراض و مقاصد کے تحت کسی بھی شخص سے کی جانے والی کسی بھی قسم کی نا انصافی کی تشخیص، تحقیقات، دادرسی اور بہتر ازالے کے لئے صوبائی محتسب کی تقرری کے احکامات وضع کیے گئے۔

صوبائی محتسب ایکٹ کے تحت کوئی بھی متاثرہ شہری، حکومت سندھ کے کسی بھی محلہ، کمیشن یا حکومت سندھ کے زیر انتظام چلنے والے ذیلی اداروں ماسواعدالت عالیہ، کسی بھی قسم کی بدانتظامی کے خلاف بلا خوف و خطر درخواست دے سکتا ہے۔ اس ٹھمن میں اہم بات یہ ہے کہ اس ادارے میں شکایت کنندہ سے کسی قسم کی کوئی فیس نہیں لی جاتی اور انھیں کوئی وکیل کرنے کی بھی ضرورت نہیں ہوتی۔ درخواست دہنده خود پر اہر است اصالتیاً یا کالتاً یا بذریعہ ای میل درخواست دے سکتا ہے۔

بدانتظامی سے مراد کوئی ایسا فیصلہ، قانونی کارروائی، سفارش، ترک فعل یا ارتکاب شامل ہے۔

اول (ا) جو قانون، قواعد یا ضوابط کے خلاف ہو، مسلمہ دستور کاریا طریقہ کار سے انحراف ہو۔ تا وقٹیکہ یہ نیک نیتی اور

جائزو جوہ سے نہ ہو۔۔۔ یا

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



## جلد اور بلا معاوپہ فرائیقی انصاف کا ادارہ

ضمیر احمد خان

بلا تفریق مذہب و ملت، رنگ و نسل، غربت و امارت، کثرت و قلت، مسلک و عقیدہ، قوم، طلن، زبان، قبیلہ، برادری غرض کے حصول انصاف پر ہر انسان کا پیدائشی اور بنیادی حق ہے اور اس حق سے اسے کسی بھی بنیاد پر محروم نہیں کیا جا سکتا۔

ہر آسمانی شریعت میں انسانوں کے اس بنیادی حق پر انتہائی زور دیا گیا ہے۔ قرآن کریم میں ارشاد باری تعالیٰ ہے۔

”اے ایمان والو !! انصاف قائم کرنے والے بنو“ سورة نسا آیت 135

”النصاف سے کام لو، یہی طریقہ تقوے سے قریب تر ہے“ سورة مائدہ آیت 8

”اور انصاف کے ساتھ وزن کو ٹھیک رکھو“ سورة رحمان، آیت 7

حضرت علی رضی اللہ تعالیٰ عنہ سے منسوب ایک قول کا اکثر ذکر کیا جاتا ہے کہ معاشرہ کفر پر تو قائم رہ سکتا ہے، ظلم پر نہیں۔ ہمارے یہاں عام طور پر با اثر لوگوں کو انصاف ان کی دہلیز پر مل جاتا ہے جبکہ بے وسیلہ لوگ انصاف کے انتظار میں نسلیں گزار دیتے ہیں۔

ہمارے معاشرے میں حصول انصاف کا طریقہ کارنہ صرف قابل تکلیف اور پیچیدا ہے بلکہ انتہائی تکلیف دہ اور مہنگا بھی۔ با خصوص دیوانی مقدمات سائل کو دیوانہ کر دیتے ہیں۔

پاکستان جیسے ملک میں عوامی شکایات کے جلد از جلد از اے کے لئے فوری کارروائی بظاہر ایک خام خیالی ہے بلاشبہ آج بھی کام کرنے والے مخلص، ایماندار لوگ اور فرض شناس ادارے موجود ہیں جنہیں شہریوں کی تکالیف کا بھرپور احساس ہے اور وہ انھیں رفع کرنے کی ہر ممکن کوشش کر رہے ہیں۔ اس صورت حال کے پیش نظر اہل وطن کے لئے محتسب کا ادارہ بلاشبہ ایک نعمت مترقبہ سے کم نہیں۔ پاکستان کا عام شہری غریب ہے۔ وہ بے وسیلہ نہیں تو کم وسیلہ ضرور ہے۔ پس یہ ادارہ ان کا سب

اسلام آباد میں اور علاقائی دفاتر پنجاب، سندھ، بلوچستان، خیبر پختونخواہ اور آزاد کشمیر میں قائم کیے گئے ہیں۔

وفاقی مختصب کے علاوہ فیڈرل ٹیکس مختصب، فیڈرل انشورنس مختصب اور وفاقی مختصب برائے تحفظِ خواتین کے ادارے اُن مقامات پر جہاں وہ کام کرتی ہیں، اُن کو نگاہ یا پریشان نہ کیا جاسکے نیز بینکنگ مختصب بھی ملکی سطح پر قائم کیے گئے ہیں تاکہ ملکوں سے متعلق شکایات کا ازالہ کیا جاسکے۔

اسی تناظر میں صوبائی حکومتوں کو بھی یہ اختیار دیا گیا کہ وہ صدر مقام کے علاوہ دیگر علاقوں میں بھی احتساب کے عمل کو جاری و ساری رکھنے کے لیے ریجنل دفاتر کا قیام عمل میں لائیں۔ چنانچہ ملک کے ہر صوبے میں صوبائی مختصبین کو مقرر کیا گیا تاکہ ضرورت کے تحت ہر شہر میں ایک یا ایک سے زیادہ ریجنل ڈائرنگکٹرز کے ذریعہ عوام کی خدمت کا عمل بہتر انداز میں جاری رکھیں۔ ان دفاتر کے قیام کا مقصد قانونی حکمرانی کے تصور کو منضبط اور مربوط کرنا ہے۔ یہاں یہ بتانا بھی ضروری ہے کہ صوبائی مختصبین کا تقرر چار سال کے لیے کیا جاتا ہے۔

صوبائی مختصب اعلیٰ سندھ کے ریجنل دفاتر کی تعداد ۱۶ ہے جن کی تفصیل یہ ہے:

(۱) ریجنل آفس کراچی سنٹرل (۲) ریجنل آفس کراچی ایسٹ (۳) ریجنل آفس کراچی ساؤتھ (۴) ریجنل آفس ٹھٹھہ (۵) ریجنل آفس سکھر (۶) ریجنل آفس حیدر آباد (۷) ریجنل آفس بدین (۸) ریجنل آفس نو شہر و فیروز (۹) ریجنل آفس لاڑکانہ (۱۰) ریجنل آفس میر پور خاص (۱۱) ریجنل آفس تھر پار کر مٹھی (۱۲) ریجنل آفس جیکب آباد (۱۳) ریجنل آفس دادو (۱۴) ریجنل آفس شہید بینظیر بھٹو (نواب شاہ) (۱۵) ریجنل آفس خیر پور اور (۱۶) ریجنل آفس گھوگی۔ ہم اعتماد کے ساتھ عوام الناس کو یہ بتانے کو ضروری سمجھتے ہیں کہ صوبائی مختصب اعلیٰ سندھ، کے تمام علاقائی دفاتر بھر پور کام کر رہے ہیں اور عوام کی مدد کرنے کو اپنا فرض سمجھتے ہیں۔





## پاکستان میں احتساب کے ادارے

سید قمر رضی نقی

لیعنی مختصہ کا پہلا ادارہ سوئڈن میں ہی قائم ہوا تھا اور یہ لفظ اسی ملک کی زبان کا ہے جس کے معنی ”عوامی نمائندے“ کے ہیں۔ سوئڈن میں ”آمڈس مین“، مختصہ کے اس ادارے کے قیام کے تقریباً ایک سال کے بعد ۱۹۱۹ء میں اسکینڈنیویا Scandinevia کے ایک دوسرے ملک فن لینڈ Fin Land میں حکومتی مکھموں کی زیادتیوں کا ازالہ کرنے کے لیے سوئڈن کی پیروی کرتے ہوئے ایسے ہی اس ادارے کے قیام کو ضروری سمجھا گیا جب کہ ڈنمارک Denmark میں اس ادارے کا قیام ۱۹۵۵ء میں عمل میں آیا اور یورپ میں سب سے پہلا ملک نیوزی لینڈ ہے جس نے اس ادارے کو قائم کیا جسے رفتہ رفتہ دنیا کے تقریباً سو (100) یا اس سے کچھ زیادہ ممالک نے اس ادارے کی افادیت کے پیش نظر اور اپنے عوام کے مفاد کو مخوب نظر رکھتے ہوئے اس کے قیام کو ضروری سمجھا۔

مختصہ ایک ایسا عہدے دار ہے جسے کسی بھی ملک کی حکومت یا پارلیمان منتخب کرتی ہے جو آزادانہ طریقہ کار سے عوام انس کی شکایات اور ان کے جائز مطالبات کو حکومتی اداروں سے حل کرانے کی کماہنہ سعی پیہم کرتا ہے۔ ہم اللہ تعالیٰ کا شکر ادا کرتے ہیں کہ ہمارے ملک پاکستان کے صاحبان اقتدار نے عوام کی مشکلات اور پریشانیوں کو دور کرنے کے لئے مخلصانہ کوشش کی اور اب تک احتساب کے مختلف النوع ادارے پاکستان میں قائم کیے جا چکے ہیں۔ چنانچہ ۱۹۹۲ء کے دستور اسلامی کی شق ۲۷۲ کے تحت وفاقی مختصہ کے ادارے کے قیام کو اہمیت دی گئی اور ۳۷۱ء کے دستور کے تحت وفاقی مختصہ کے ادارے کے قیام کی منظور پر غور و خوض کیا گیا جسے ۱۹۸۳ء میں صدر پاکستان کے حکم نمبر (۱) کے تحت منظور کیا اور ۸۔ اگست ۱۹۸۳ء میں اس ادارے کے صدر دفتر کا اسلام آباد میں افتتاح ہوا جب کہ اس کے مزید دفاتر پاکستان کے چاروں صوبوں کے مختلف شہروں میں عوامی مشکلات اور مسائل کا حل تلاش کرنے کے لیے قائم کیے گئے ہیں جہاں وہ وفاقی اداروں سے عوامی پریشانیوں کو دور کرانے کی بھرپور کوشش کرتے ہیں۔ ظاہر ہے ان دفاتر کے قیام کا مقصد ہی نا انصافیوں کی تشخیص، تغییش، ان کے ازالے اور اصلاح کی کوشش کرنا ہے چنانچہ اس کا صدر دفتر

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