



ANNUAL REPORT 2017

Providing speedy and inexpensive administrative Justice to the people of Sindh



PROVINCIAL
OMBUDSMAN
SINDH, PAKISTAN



OMBUDSMAN

SINDH - PAKISTAN

ANNUAL REPORT 2017

PROVINCIAL OMBUDSMAN SINDH, PAKISTAN

Presented to Honourable Governor Sindh

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِيْمِ

إِنَّ اللّٰهَ يَأْمُرُ
بِالْعَدْلِ وَالْإِحْسَانِ

(انْهٰل - ٩٠)

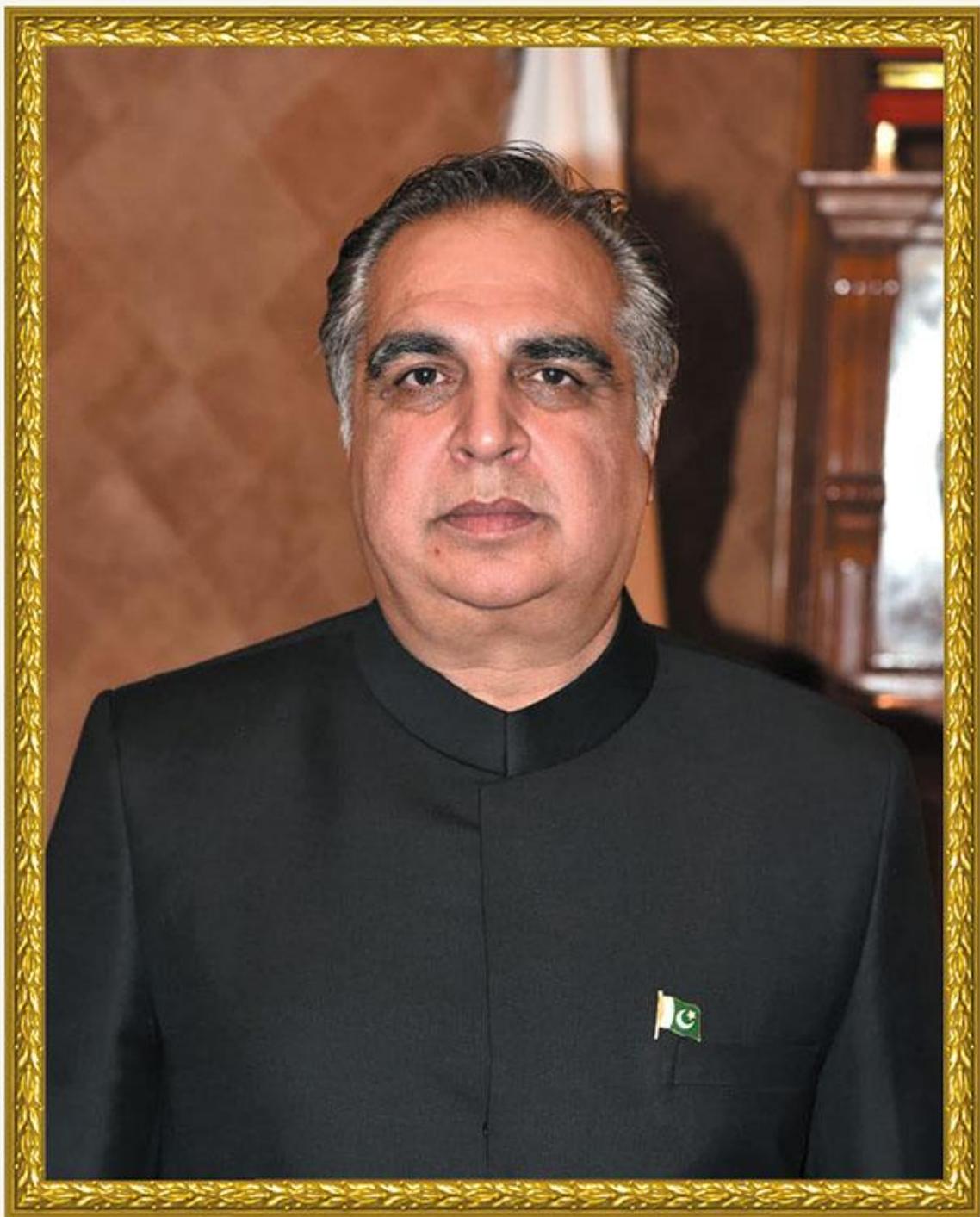
اللّٰہ تم کو انصاف اور احسان کرنے کا حکم کرتا ہے۔

اللّٰہ او ہان کی انصاف ۽ احسان کرڻ جو حکم ڏئی ٿو

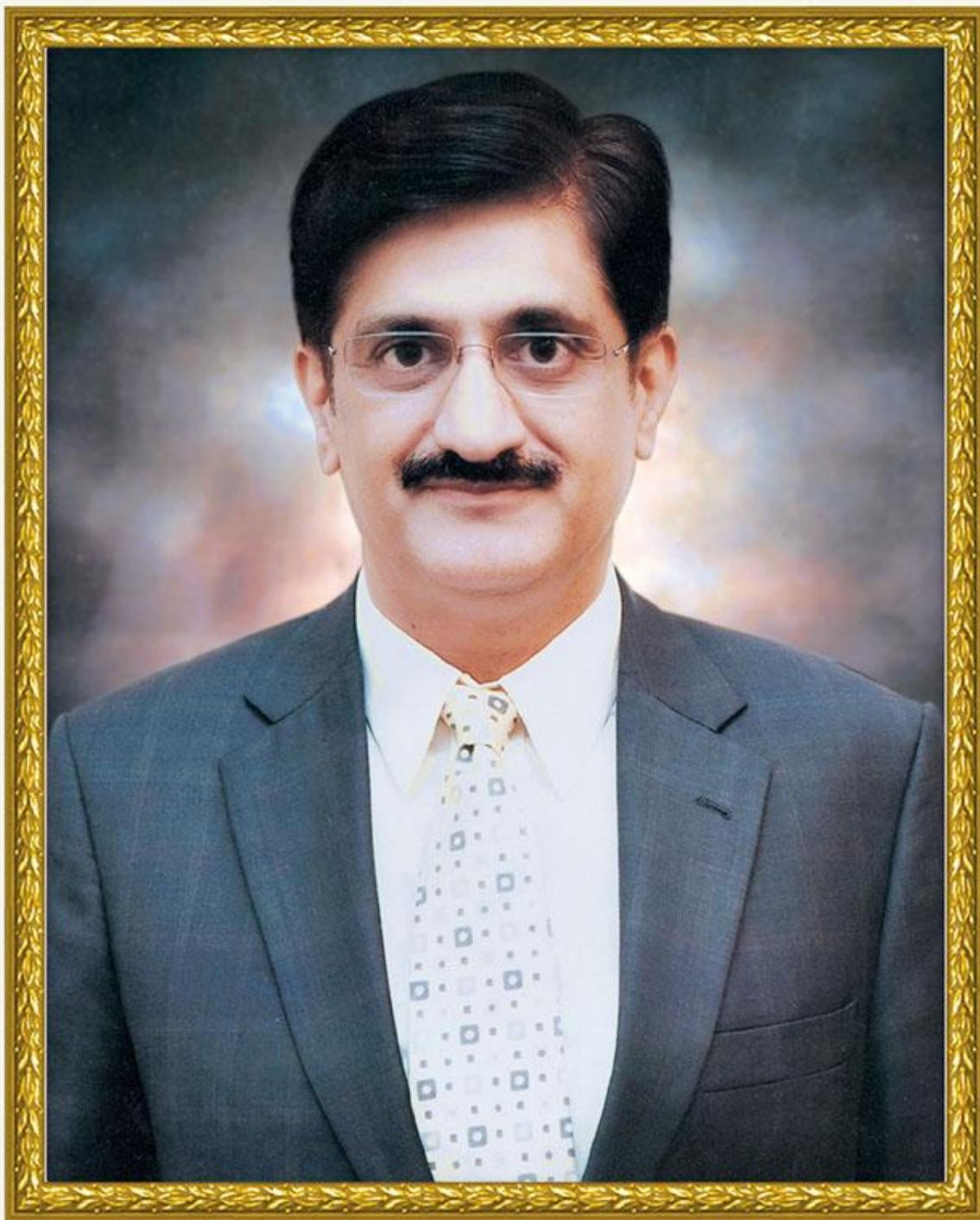
**ALLAH COMMANDS YOU FOR JUSTICE
AND KINDNESS**



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



Imran Ismail
Honourable Governor, Sindh



Syed Murad Ali Shah
Honourable Chief Minister, Sindh



Asad Ashraf Malik
Provincial Ombudsman, Sindh

ACKNOWLEDGEMENT

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

EDITOR

Mr. Ishrat Ali Siddiqui - Consultant

SUB-EDITOR

Mr. Masood Ishrat - Registrar

TEAM MEMBERS:

Mr. Muhammad Zafar, Assistant Director

Sh. Muhammad Zeeshan, Computer Section

Mr. Asadullah, Complaint Section

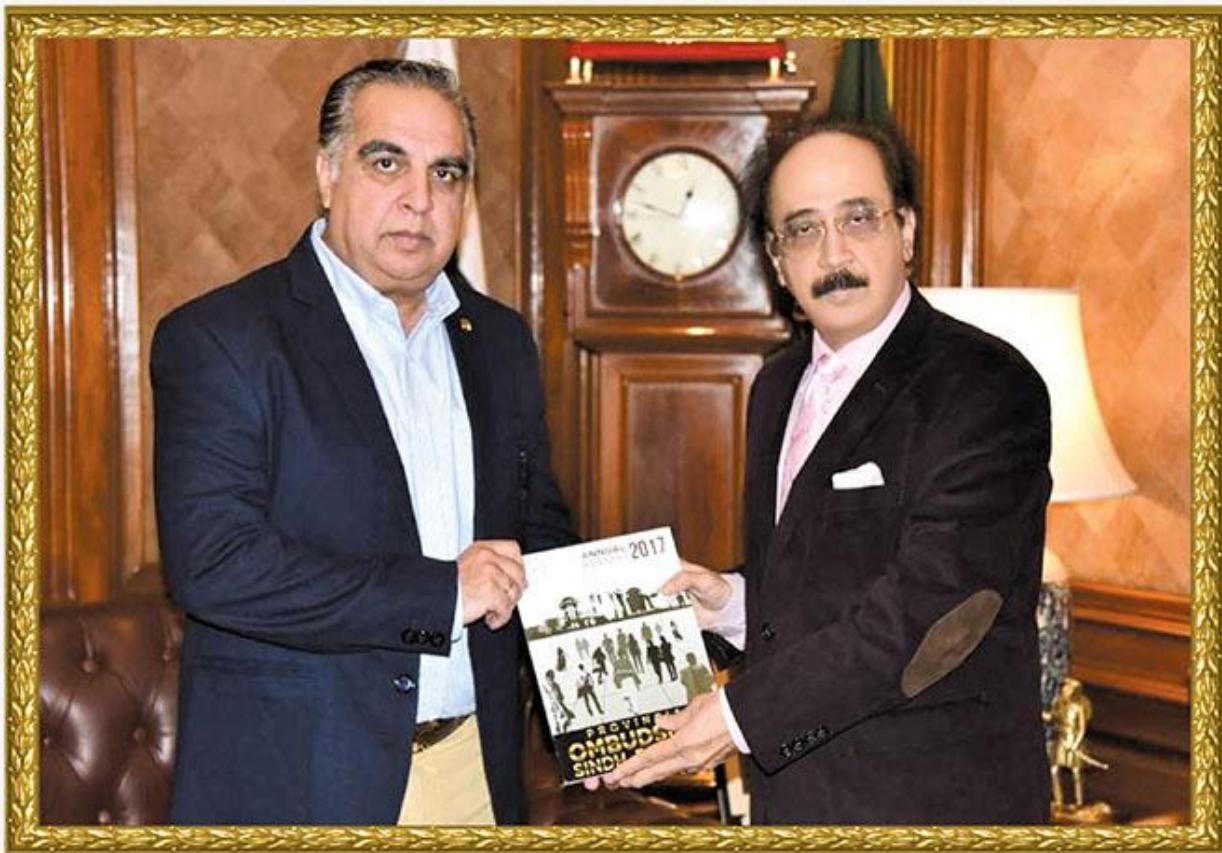
*The team gratefully acknowledges the guidance provided by
Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh
in developing of this report.*

Table of Contents

Sr. #	Chapter	Page #
1.	Letter to the Honourable Governor	17
2.	Provinicial Ombudsman Sindh Offices (Map)	20
3.	Ombudsman Sindh & Children's Rights	21
4.	The Institution of Ombudsman - Need and Efficacy	24
5.	The Ombudsman Sindh Office (FAQ)	26
6.	Children's Complaints Office (FAQ)	27
7.	International Coverage of Activities and Decisions	29
8.	Letter from Vice Chancellor University of Sindh Jamshoro	33
9.	Letter from Commissioner Larkana	34
10.	Letter from University of Karachi	35
11.	Letter from President HUM Network	36
12.	Letter from Commissioner Karachi	37
13.	Letter from Prof. Dr. Mohd. Altamash	38
14.	Letter from Honorary Consul General F.D.R. Ethiopia	39
15.	Letter from Minister for Transport & Mass Transit, Labour & Human Resources and Information	40
16.	Performance Review	41
17.	Images & Reflections	55

Table of Contents

Sr. #	Chapter	Page #
18.	Selected Cases	61
19.	Public Acknowledgements	105
20.	Press Coverage	121
21.	عام طور تي پچياويندر سوال چلبرين ڪمپلیننس آفيس	133
22.	عام طور تي پچياويندر سوال محتب جي اداري مي شکایت پیش ڪرڻ جو طریقو	134
23.	چلبرين ڪمپلیننس آفيس	136
24.	عام طور پر پوچھنے جانے والے سوالات چلدرز ڪمپلیننس آف	137
25.	محتب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے عام طور پر پوچھنے جانے والے سوالات	138
26.	بلامعاوض انصاف کا حصول اور معاشرے کی اصلاح	140



Priovincial Ombudsman, Sindh Mr. Asad Ashraf Malik presenting
Annual Report - 2017 to Honourable Governor Sindh
Mr. Imran Ismail



Asad Ashraf Malik
Provincial Ombudsman
Sindh (Pakistan)

Dear Honorable Governor,

I feel privileged in presenting the annual report 2017 which is a compendium of matters handled in this institution.

2. Annual report is a time for introspection, an occasion for self assessment to determine the level of success achieved in moving the organization forward in fulfillment of its objectives. Against this backdrop, during the period under review, we have endeavored to provide maximum relief to complainants in form of administrative justice to the people of Sindh who had approached this office with hope of getting relief against arbitrary and unjust decisions of provincial government agencies.

3. For meeting the expectation of aggrieved complainants we initiated a number of measures for ensuring cost free timely justice to them. Besides strengthening the internal coordination and response mechanism for the swift registration and processing of cases, timely completion of investigation was emphasized and monitored for maximizing relief to aggrieved persons for the purpose comprehensive guidelines were developed and issued to the investigating officers together with proper investigation and timely finalization of cases the agencies were relentlessly pursued by the implementation wing for ensuring compliance of the directives communicated by this office to different departments. The efforts have produced encouraging results. The success in winning public trust is reflected in the rising number of complaints and increased quantum of relief provided by this office to the people. However we cannot afford complacency as much remains to be accomplished. We are cognizant of the fact that institutional progress requires continuous raising of the efficiency bar and as a team we are committed to the objective.

4. Capacity building of the institution for improving skill and performance of employees in general especially of the members of the technical team dealing with complaint registration and disposal were undertaken. The information management system has been further upgraded for facilitating prompt communications with complainants and the



agencies. Besides technical upgradation the administrative and financial procedures were further streamlined for ensuring efficient and effective management of the organizations overall processes.

5. Due to continuous interactions improvement in response from a number of agencies was noticed which helped in timely resolution of complaints. Some of the agencies, annually reviewed in terms of complaints, indicated diminishing trend in public complaints against them, while indicators in respect of many other agencies were not so encouraging owing to deficient handling of complaints referred to them by this office. Persistent high level of complaints against some of the agencies required initiation of special measures such as systemic studies for identifying deficiencies and formulation of recommendations for corrective measures. For the purpose special committees consisting of subject experts from within the government and outside need to be constituted for undertaking the exercise for improving governance. The ombudsman platform is available for the purpose should the government decide to take the initiative.

6. We are providing relief to common man in remote areas of the province through our existing regional networks. The regional offices are responding to the aggrieved complainants and dispensing justice at their doorsteps against indiscretion of local administration. The regional offices are playing a vital role in redressing common mans grievances in remote areas therefore we need to strengthen and expand the existing outreach to bring cost free justice within the reach of significant percentage of still uncovered population. The proposed expansion plan is however subject to the allocation of required fund for which request has been placed with the authority concerned by this office.

7. We are addressing child rights issues which is a disturbing and painful matter to me personally and for the organization. This office has been receiving complaints in respect of child rights violations by persons and agencies which however is not proportionate to the magnitude of the problem. To support their families children of tender age in millions are toiling at various workplaces and who are subjected to worst kind of exploitation and abuse. However poverty, illiteracy and lack of awareness are the factors restraining the affectees from seeking help against the perpetrators of injustice and abuse. The plight of street children which is continuously growing at an alarming rate is beyond description.

8. We are actively engaged in cooperation with other ombudsman institutions in the region and globally for the promotion of ombudsman ship concept for improving governance in respective countries. Although the countries differ in background, traditions and experiences yet they share a broad similarity on governance issues and public grievances. Therefore for benefiting from each other's experiences the ombudsman association is meeting at regular intervals for exchange of ideas, concepts and best practices. We are actively participating in all such events and meetings and also adopting suitable ideas and practices for improving our system. We are similarly playing our due role at the international ombudsman institute which is also pursuing the same objectives on a larger scale. In recognition of our contribution to the forum the Ombudsman Sindh was recently elected as President of the IOI ASIAN CHAPTER.

9. Ombudsman Sindh endeavors are focused on ensuring effective and prompt service delivery and compliance. For the purpose amendments are required to be made in Sindh



Ombudsman Act, 1991 on the pattern of amendments carried out in the Federal Ombudsman Act in 2013. The amendments made in the Federal Ombudsman Act had empowered the Federal Ombudsman to ensure compliance of his orders and in case of non-compliance to take punitive action. Powers to review and to grant stay has strengthened his position. The amendments in Federal Ombudsman Act are of great significance for enhancing his authority and capacity for service delivery. It is felt that similar powers should also be conferred upon the Provincial Ombudsman by adopting the Federal Ombudsman Institutional Reform Act, 2013 (FOIR-2013). Amendments in the Provincial Ombudsman Act, 1991 should thus also be incorporated to ensure substantial improvement in the overall performance of the institution at provincial level, the stakeholder would be the ultimate beneficiaries. Honourable Governor is requested to take up the matter with provincial government.

10. Before I conclude I must express myself on the contributions of my team members. It is gratifying to acknowledge the services of all the members of this institution whose commitment to the institutional objectives and concern for the aggrieved complainants has made it possible to provide relief to a large number of complainants than preceding years. Our efforts will remain focused on mitigating the sufferings of the common man in the years ahead.

11. For optimizing the potential of this institution in the discharge of its responsibilities we look forward to your kind support and guidance for improving governance in the province.

With kind regards,

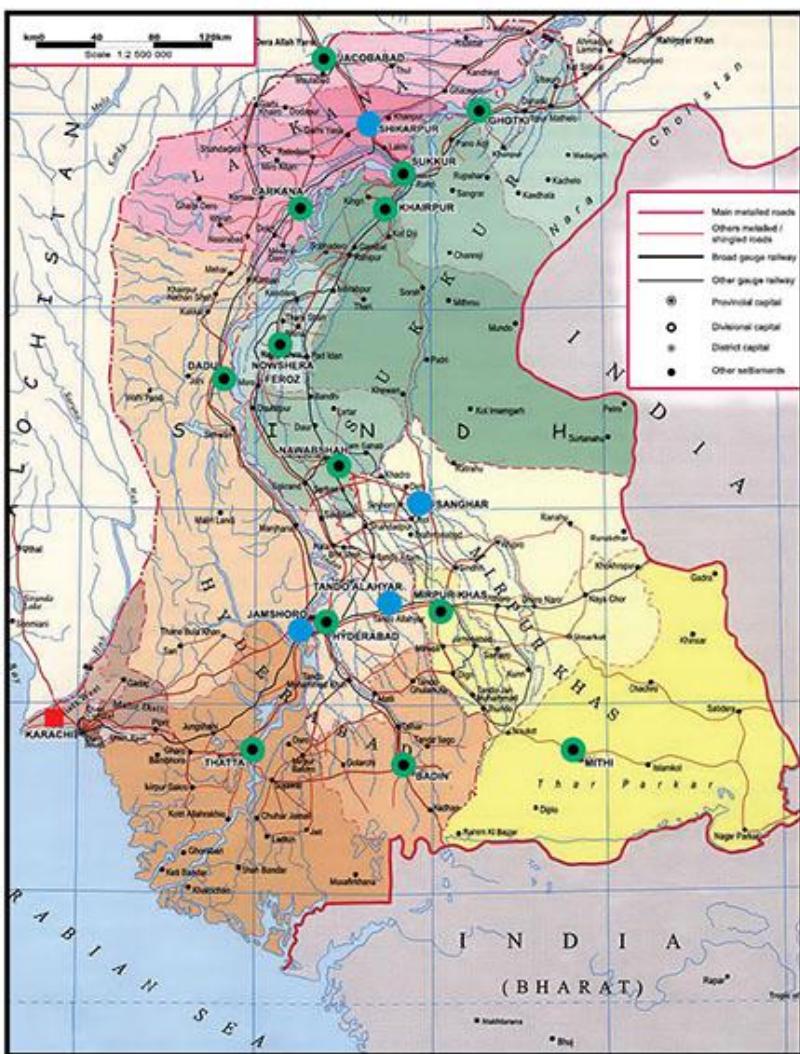
Yours sincerely,

ASAD ASHRAF MALIK

Honourable Mr. Imran Ismail
Governor of Sindh,
Karachi.



Provincial Ombudsman Sindh Offices



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

● Existing Regional Offices

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

● To be opened shortly

- Tando Allahyar
- Sanghar
- Jamshoro
- Shikarpur



OMBUDSMAN SINDH AND CHILDREN'S RIGHTS

*By Mussaddaq Hussain Khan
Information Officer
Information & Archives Deptt., Sindh*

An outraged father after getting clearance from the custom at the airport starts beating his young son right there and then, when somebody asked him why he is doing so, his reply was, "In America, whenever I tried to beat him in order to discipline him, he called cops on me and they always warned me of not doing the same again and fined me, now he cannot threaten me to call anyone," In other words he was doing what he was not able to do while they were abroad as in United States parents are not allowed to beat their children or give any physical punishment as it is against the law.

2. Although it was a joke and may have amused many of us, but at the same time it uncovers the fact that in United States and many European countries physical punishment to control the unruly child is illegal. In other words, in these countries they say you can't beat up your kid or you will go to jail, as the system is against it. In fact a majority of council of Europe member states have now committed themselves to put an end to all corporal punishment of children.

3. But as it is said that "only change if forever" similarly the situation is changing rapidly as far as the right of the child are concerned. Kids are no more considered as the property of the parents but the custodian of the family. We have come as far as we have thanks to international legislation and awareness through media that the state has now starting to realize its responsibility insofar as the rights of the child are concerned. Now Pakistan is one of those countries where a child's specific needs and rights are accepted.

4. It was one of the endeavors of United Nation when in 1990 it conducted a convention on the rights of the child during which a resolution based on 54 articles encompassing all the possible rights of a child was passed. It came into force on 2nd September 1990 after it was ratified by the required number of nations.

5. The United Nations Convention on the Rights of the child, often referred to as CRC or UNCRC, is an international convention setting out the civil, political, economic, social and cultural rights of children. Nations that ratify this international convention are bound to it by international law. Compliance is monitored by United Nations Committee on the Rights of the Child which is composed of members from countries around the world. The UN Convention on the Rights of the Child gives criteria via which children's quality of life is examined.

6. Following in the footsteps of UNCRC, in Pakistan first the secretariat of Federal Ombudsman established a complaint bureau with the coordination of UNICEF to respond to the victims of child abuse.



7. Subsequently the province of Sindh, with the personal interest and efforts of Ombudsman Sindh, Mr. Asad Ashraf Malik became the first province in the country to have a Children's Complaint Office (CCO) in the Secretariat Provincial Ombudsman Sindh in collaboration with UNICEF, which specifically looks after the rights of the children and young people. This is also the first regional office in the whole Southeast Asia. Any sort of complaint affecting the rights of a child including child labor, discrimination in the educational institutions, child abuse in the police stations or unjust behavior of parents towards children are now being registered in the newly established Children's Complaint Office (CCO). Against all such misdeeds a child subjected to such an abuse himself or anyone on his behalf can submit complaint in Secretariat Provincial Ombudsman Sindh.

8. The basic aim behind this effort was to promote and implement children's rights in the province. The main emphasis of this office will be on promoting children being heard and their participation. By doing so an effort has been made to influence the matters of child welfare by legislation and new policy lines.

9. Studies of childhood abuse and neglect have important lessons for consideration of nature or nurture. While each child has unique genetic potentials, Human studies point to important needs that every child has, and severe long-term consequences for brain function if those needs are not met. The effects of the childhood environment, favorable or unfavorable, interact with all the processes of neuro development.

10. According to Herbert Ward, "Child abuse casts a shadow the length of a lifetime, while the bruises of the body fade in time, the scars of child abuse never fade. Children are never the same again after an abuser has entered their lives".

11. The Period from birth to the age of 14 is crucial in the formation of personality of an individual. Habits make up the structure of personality. These habits are formed early in a child's life through the social reinforcement the child receives by attention and approval from the important peoples in his or her life who meet the child's demanding needs and wants. These early learning experiences combine to make up the core of the personality'.

12. Children in Pakistan continue to bear the brunt of poverty, illiteracy, poor governance and corruption. Children working in hotels, auto workshops, homes, factories, carpet weaving, scavenging in the rubbish, vending on the streets are among the populations sights of Pakistan.

13. The initiative taking by Ombudsman Sindh, Mr. Asad Ashraf Malik by recognizing the need for the Children's Complaint Office (CCO) is a great step forward in protecting the rights and welfare of the children in the province. In promoting the rights and welfare of children the Ombudsman can, amongst other things, provide advice to the Sindh Government, encourage the development of policies, practices and procedures to promote children's rights and welfare, highlight issues that are of concern to children and monitor and review the operation of legislation insofar as it refers to children. The Ombudsman will also have regard to the UN Convention on the Rights of the Child.



14. Parents should not try to force anything upon their kids. They should not try to make their kids what they aren't. Kids should be allowed to have their own path of life. As William Wordsworth said. "The Child is father of the man".

15. The Ombudsman Sindh will receive and investigate the complaints made by a child, a parent of child or a person who has either a personal or professional relationship to the child concerned and is considered a suitable person by the Ombudsman. Before investigating a complaint a parent of the child must be informed. The action complained of must be one which is taken in the performance of an administrative function. The Ombudsman can investigate, make recommendations and seek a response to a complaint. This will be an additional voice in the interest of the children.

16. We should not deceive the children with fairytales rather the children should be told what a god-awful mess the adults have made of the world. The children in turn should ask for accountability. One should not damage innocent minds with hypocrisy and humbug. On other hand children have a pretty good idea of what is good for them or what is in their best interest. Have you really tried to take candy from a child?

★★★



THE INSTITUTION OF OMBUDSMAN - NEED AND EFFICACY

Ombudsman is not a new Institution. It is in fact centuries old, rooted in Islamic traditions and practices. It originated in Turkey from where it was borrowed and adopted by Sweden in 1809 when its King, who lived in exile in Turkey for a number of years, returned to his country on being restored to the Throne. The Institution of Ombudsman has now spread to nearly 100 countries of the world. With the passage of times it acquired modern concept of providing speedy, inexpensive and efficacious remedy to oppressed segments of the society against administrative excesses, neglect and inaction.

2. The role of Government over the decades, across the globe, has considerably expanded. It is no longer confined to collection of revenue and maintenance of law and order. With the advancement of governance, Government everywhere is now greatly involved in promoting socio-economic growth and is deeply involved in the provision of basic amenities to its citizens, giving rise to massive administrative structures. As a consequence the Government machinery has spread its tentacles encircling almost all facets of socio-economic activities. Naturally its inter-action with the citizens may give rise to occasions of mis-trust, inaction and injustice resulting into despair and frustration. For the redressal of all such administrative lapses and mal-administration arising out of the situation, the need of the Institution of the Ombudsman was realized.

3. Moreover, with the expansion of Government activities and structures the bureaucratic involvement also became more intrusive and complex. In the given scenario the temptation for indulging in corruption, mis-use and abuse of powers cannot be ruled out. To check abuse of powers, accountability of persons in power is essential, without which existence of a just, peaceful and harmonious society is not possible. Accountability is, without any doubt, the corner-stone of justice. However, the Office of Ombudsman is not a forum parallel to judiciary as its duty is to diagnose as to where the mistake lies and recommend corrective measures to avoid its recurrence in future.

4. Besides providing relief the other objective of the Ombudsman's Institution is to introduce the system of accountability. Thus in furtherance of these objectives, looking into the complaints arising out of the mal-administration, committed by Provincial Government or Agencies and providing redressal and relief to the aggrieved, have become the primary function of the Institution.

5. The need for the establishment of Institution of Ombudsman cannot be over-emphasized for a country like Pakistan where corruption/mal-administration is so much rampant. Therefore, Institution of Wafaqi Mohtasib was established in 1983 and, later on in Sindh through Provincial Ombudsman Act 1991. Following the establishment of the Institution of Ombudsman in Pakistan, a ray of hope has been kindled amongst the people. Those who are harassed and victimized can approach the Ombudsman without the slightest fear of reprisal, with confidence and expectation. The Agencies, which are accused of non-responsive attitude, red tapism and delaying tactics have now become conscious and cautious as they know that they will have to face the complainants before the Ombudsman to justify their actions with facts and figures. The availability of the Government functionary alongwith relevant record before the Ombudsman has made all the difference to the complainant.

6. In terms of the Act, 1991, the Ombudsman's Institution in Sindh is designed to function independently of the Executive. The Institution has been delegated with all such necessary powers, required to diagnose, investigate, redress and rectify any injustice done to a person subjected to mal-administration by any department or Agency of Provincial Government.

7. The Government functionaries of the Province are now accountable for all of their actions which fall within the definition of mal-administration. In short the Government functionaries have to account for and justify their actions and decisions to prove that no discrimination has been done and that no rules, regulations and procedures have been violated. Absence of effective accountability of government functionaries in the past has not only enhanced opportunities of corruption and nepotism, but has also resulted in an unending chain of complaints. This has made the task of the Ombudsman more demanding since it requires to be more conscious to ensure that rights and privileges of the people are not infringed upon and that they, at large, are not subjected to official high-handedness.

8. The most prominent features of this Institution are (i) Independence from Executive Authority (ii) Easy accessibility to the complainant (iii) Informality of procedure; and (iv) Inexpensive justice to the citizens. The independence of the Ombudsman is defined in Article 3(3) of the Act, which reads as under:-



"The Ombudsman shall, in all matters perform his functions and exercise his powers fairly, honestly, diligently and independently of the Executive; and all executive authorities throughout the Province shall act in aid of the Ombudsman."

09. To cope with the enormous responsibilities conferred on him, the Ombudsman Sindh has been given vast array of powers which make it possible to perform his functions diligently in a most effective manner. All executive authorities throughout the Province of Sindh are bound by law to act in his aid, furnish any information or to produce any document if and when required, except when the Governor in his discretion, on the ground of its being a state secret, may allow claim of privilege. In case of defiance of his recommendations by a public servant in any agency, the public servant will be liable for appropriate corrective or disciplinary action, or both.

10. For investigation purposes, the Ombudsman enjoys all powers of the High Court such as summoning of any person for examination in a case, compelling the production of documents, receiving evidence on affidavits and issuing commission for the examination of witnesses. However, more powers are available to Ombudsman in many countries of the world; for example in China the Ombudsman ranks third in precedence after the President and the Prime Minister and can even dismiss a Cabinet Minister.

12. To deliver justice at the doorstep of people sixteen regional offices all over Sindh have been opened over the years despite financial constraints and administrative hurdles, which has been appreciated by all segments of society. The main office remains accessible to all and sundry and the Ombudsman himself hears the petitioners to ameliorate their sufferings and has been coming to their rescue even by issuing restraining orders against serious excesses.

13. Establishment of Children's Complaint Office at Provincial Ombudsman Sindh Secretariat in July 2009 in collaboration with UNICEF has added another important dimension to the existing responsibilities. The setting up of C.C.O has been warmly welcomed by the general public as well as civil society for the reason that a platform, where grievances pertaining to Children would be heard and addressed promptly, has been provided in the Province. All the fifteen regional Ombudsman Offices also have Children Complaint Desk to entertain complaints in their respective districts.

14. The significant initiative to establish CCO, bridges an existing gap in terms of a Children-specific grievance redress mechanism in the administrative justice sector in Sindh and also accords Sindh the privilege of establishing the first Children's Regional Ombudsman office in Asia (the second after Pakistan's Federal Ombudsman). To further strengthen the operations it has been decided to appoint a Commissioner for Children Complaint Office.

15. It is a matter of satisfaction for the Office of Ombudsman that over a period of nearly 22 years, it has proved its worth and has successfully emancipated the people of Sindh from harsh, unsympathetic, callous attitude of bureaucracy and provided to them expeditious, cheap and safe justice against all acts of mal-administration in all fields, like Police, Revenue, Education, Health, etc, as reflected in the charts and statements appended hereto.

16. Notwithstanding the limitations in the Ombudsman's Institution in Pakistan, it is still a ray of hope in an otherwise grim situation and is providing relief to a substantial percentage of complainants. It is hoped that the institution shall be further strengthened with the passage of time and the administrative and legislative hurdles in its path shall be smoothed.

★ ★ ★



Frequently Asked Questions

THE OMBUDSMAN SINDH OFFICE

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

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

Q. Is the Ombudsman Sindh independent of the Executive?

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

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 Harrassment of women at work place.

Q. Can I lodge a complaint with the Ombudsman?

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

Q. Will my complaint be admitted by this office?

A. Yes, if accompanied with

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

Q. Can I file my complaint in Sindhi?

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

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

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

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

A. No, you do not.

Q. What does this Office promise to me, the complainant?

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

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

A. Rule of law, dispensation of inexpensive and speedy

administrative justice, protection of legitimate government interests and judicious exercise of discretion.

Q. Which complaints are turned away by this office?

A. Those complaints which

- (i) have been previously admitted and processed.
- (ii) are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudicate before a court.
- (iii) fall under the jurisdiction of other Ombudsmen.
- (iv) are time-barred.

Q. What is meant by time-barred?

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

Q. Are there any exception to time-limit?

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

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

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

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

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

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

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

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

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

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

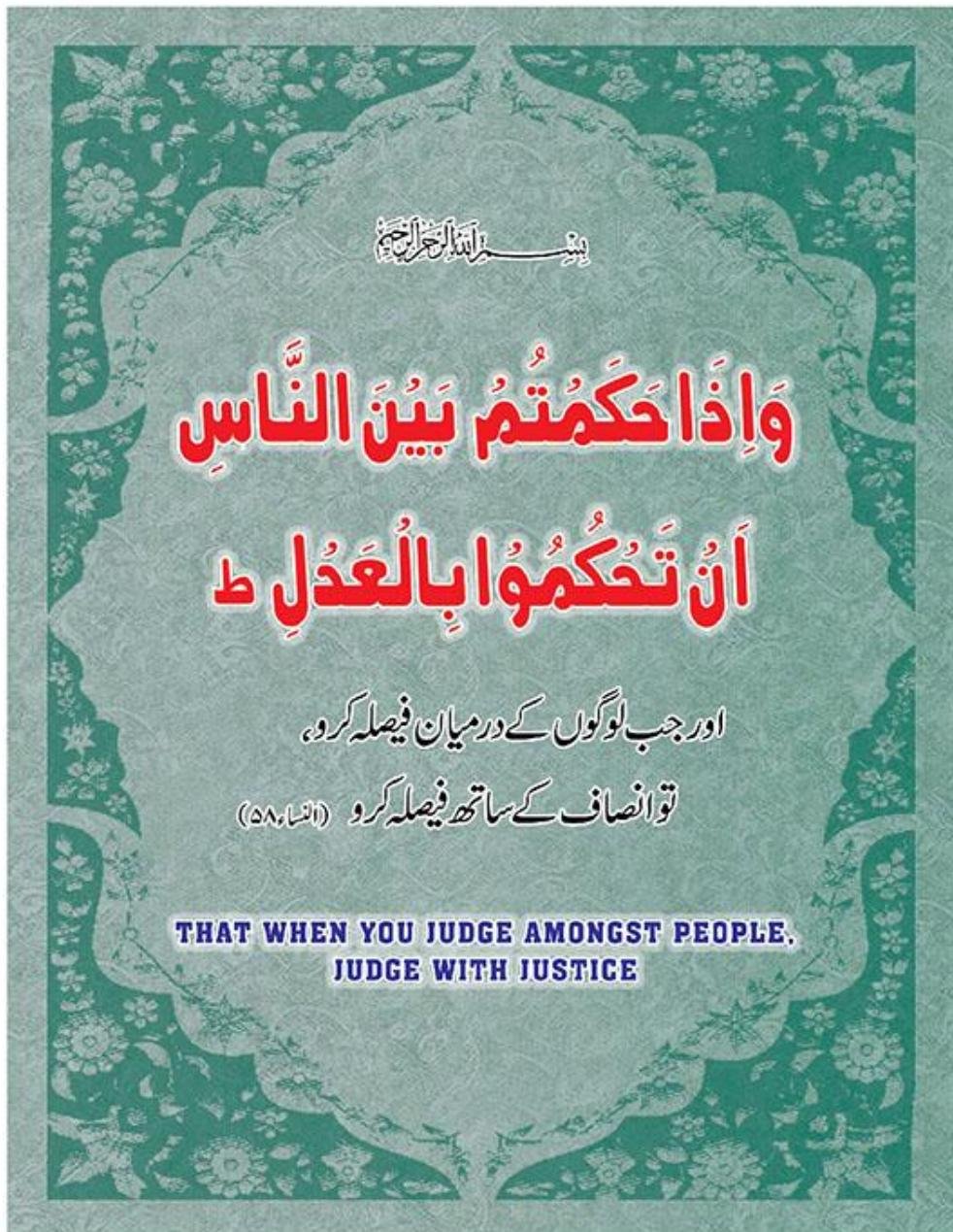
A. Not necessarily. You may also file complain in one of our Regional Offices. Your case shall be processed wherever you file your complaint.



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 Act, 1991.**
- Q. Can I file my complaint in Sindhi?**
- A. Yes, of course - in Sindhi, Urdu or English.**
- Q. What is my cost of filing a complaint in CCO?**
- A. The services offered by this office are free of cost to the complainants.**
- Q. As a complainant, do I need a lawyer?**
- A. No, you do not.**
- Q. What does this office promise to the executive arm of the government?**
- A. Rule of law, dispensation of inexpensive and speedy administrative justice, protection of legitimate government interests and judicious exercise of discretion.**
- Q. Which complaints are turned away by this office?**
- A. Those complaints which:**
- (i) have been previously admitted and processed.**
 - (ii) are subjudice - that is those which have either already been adjudicated upon by a court or are pending adjudication before a court.**
 - (iii) fall under the jurisdiction of other Ombudsmen.**
- Q. How long is the procedure of investigation and redress?**
- A. This office ventures to resolve cases within 90 days but the time frame is flexible depending on nature of the complaint.**
- Q. Is the Decision of the Ombudsman binding on the executive or the administrative machinery of the Province?**
- A. Yes, the Decision of the Ombudsman is binding thereupon.**
- Q. By seeking the assistance of the Ombudsman, do I lose my right to approach a court of law?**
- A. In the first place, if your case is pending in a court of law, your complaint shall not be entertained in this office. However, if you have sought the assistance of this office and are unsatisfied, you may always go to a court of law after withdrawing your complaint from this office.**
- Q. Can I lodge my complaint in the Head Office, Secretariat Provincial Ombudsman Sindh in Karachi?**
- A. Not necessarily. You may also complain in any of our Regional Offices.**



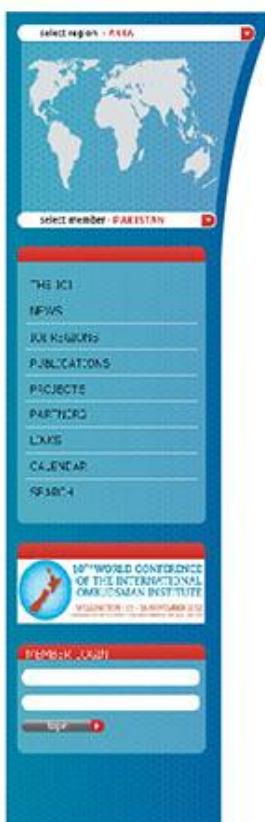


INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



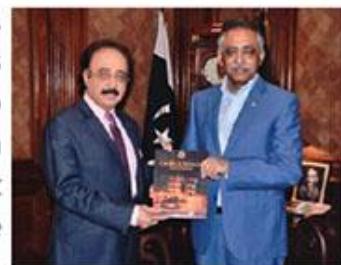
International Ombudsman Institute
Institut International de l'Ombudsman
Institute Internacional del Ombudsman



Dated: 12.12.2017

PAKISTAN | Ombudsman Sindh commitment to ensure protection of citizen's rights

Provincial Ombudsman Sindh Mr. Asad Ashraf Malik presented his institution's 2016 Annual Report to Governor Sindh. The Report details a year's work, reiterating its commitment to provide administrative justice and protection of citizens' rights.



Pakistan Ombudsman Sindh presenting the annual report, and Governor Sindh (from left to right)

He briefed the Governor about the activities of the institution, informing him that 6,816 complaints against different provincial government departments were received during the year 2016. After scrutiny 3,197 were admitted for regular investigation, whereas the remaining were disposed of after preliminary enquiry as not admitted. According to Annual Report two special areas were addressed and 05 complaints were dealt under the Freedom of Information Act and 75 complaints pertained to Children Complaint Office.

Continue...



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



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



Dated: 12.12.2017

Governor Sindh Mohammad Zubair appreciated the efforts made by the Provincial Ombudsman in providing administrative justice to the people of Sindh, specially in the remote areas of the province without incurring financial encumbrance. He assured his support to the institution in providing prompt and inexpensive justice to the underprivileged and vulnerable segment of society. Governor observed that due to endeavors of the Ombudsman the incidence of mal-administration by state functionaries had been curbed considerably and substantial relief had been provided.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



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



Dated: 06.04.2017

PAKISTAN | Ombudsman Sindh orders Karachi Water & Sewage Board to supply drinking water to the residents of Karachi

A complainant approached Provincial Ombudsman Sindh Mr. Asad Ashraf Malik, for supply of potable water. According to details, residents of Gulshan-e-Iqbal Karachi were suffering from the acute shortage of safe drinking water for the last one year during which they had no other option but to buy a water tanker to meet their basic need.

To provide relief to the complainant, Ombudsman Sindh issued directives to the authorities concerned to initiate an enquiry into this which disclosed that the residents were regularly paying water bills but portable water was not being supplied to them.

To redress the grievance of local community Ombudsman Sindh directed the Executive Engineer Karachi to ensure regular supply of water as per schedule. On enquiry it was confirmed by the complainant that now the residents of Gulshan-e-Iqbal, Karachi were getting water supply on a regular basis. The Ombudsman decision provided urgent relief to a very large population.

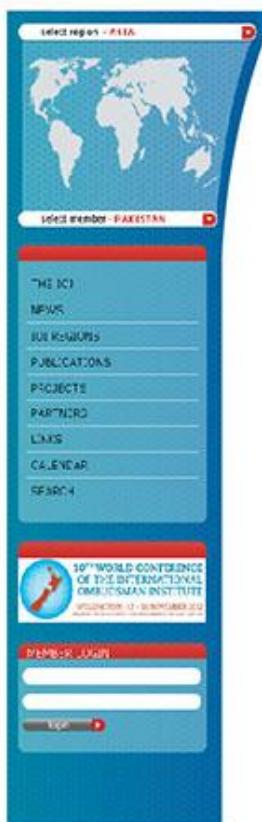


INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



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



Dated: 30.08.2017

PAKISTAN | Directives of Provincial Ombudsman Sindh to Accountant General Sindh for transfer of family pension

The complainant, widow of a deceased official of Revenue Department, approached the Provincial Ombudsman Sindh Mr. Asad Ashraf Malik for transfer of pension of her deceased husband in her favour as family pension. The department was allegedly delaying the transfer of family pension.

To redress the grievance of the complainant, Ombudsman Sindh Mr. Asad Ashraf Malik issued directives to the authorities concerned to initiate enquiry against the officers/officials responsible for delaying the matter. Due to intervention of the Ombudsman, procedure of scrutiny by the concerned department was expedited and pension of deceased government servant was released and transferred in favour of the complainant.

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



UNIVERSITY OF SINDH

JAMSHORO SINDH, PAKISTAN

Prof. Dr. Fateh Muhammad Burfat
VICE-CHANCELLOR

No. VC/O/ 9 77 2 /2017
December 18, 2017

Mr. Ishrat Ali Siddiqui
Regional Director and
Consultant (Media & Outreach)
Provincial Ombudsman (Mohtasib) Secretariat
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat
Karachi

Subject: - Annual Report – 2016 of the Provincial Ombudsman Sindh

My dear Siddiqui Sahib,

Assalam-o-Alaikum!

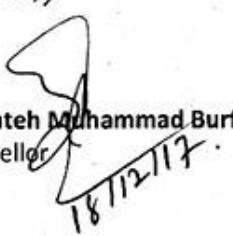
I take it as my honor to communicate to you my heartiest felicitations for taking stringent and effective remedial measures for redressal of problems of the poor masses of Sindh. I congratulate you and Secretariat of Provincial Ombudsman Sindh on this noble effort, and submit my sincere appreciation for publishing such an excellent piece of work.

The quality of contents, lay out, design and paper of the report stand plus.

I thank you profusely for sending me a copy of the report.

With regards,

Yours sincerely,


Prof. Dr. Fateh Muhammad Burfat
Vice-Chancellor



OFFICE OF THE COMMISSIONER, LARKANO DIVISION, LARKANO

Ph: Office: 0749410244-5 Ph: Camp: 0749410294-5 Fax: 9410305 & 9410293
Email: commissionerlarkana@gmail.com

No. 06/C.C/52

Dated: 12.2017

8-1-2018



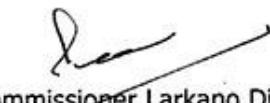
The Consultant (Media & Outreach)
Secretariat of Provincial Ombudsman (Mohtasib)
Opposite Sindh Secretariat
Karachi

SUBJECT: ANNUAL REPORT -2016 OF THE PROVINCIAL OMBUDSMAN SINDH.

This office hereby acknowledges receipt of 'Annual Report 2016 of Provincial Ombudsman Sindh' with thanks.

The Annual Report reflects the serious efforts of Provincial Ombudsman Secretariat in providing administrative justice to the people of Sindh through inexpensive process. The report is very comprehensive and provided valuable information in general.

It is hoped that continuation of such efforts will be very helpful in bringing about good governance in government institutions and we assure our best role in achieving aimed goals in the public interest.


Commissioner Larkano Division



Dr. Mahmud Husain Library
UNIVERSITY OF KARACHI
KARACHI-75270 (Pakistan)

Phone : 99261352
99261300-7/2243
Fax No. 99261353

Ref. No. 411/2017

Date: 26-12-2017

Mr. Ishrat Ali Siddiqui
Consultant (Media & Outreach)
Secretariat Provincial Ombudsman (Mohtasib) Sindh,
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat,
Karachi.

Sir,

We acknowledge with thanks the receipt of Annual Report 2016 ,
“ Provincial Ombudsman Sindh”.

We trust it is a valuable addition in our stock.

With regards.

Syed Iftikhar Husain
Librarian



12th December'2017

Mr. Ishrat Ali Siddiqui
Consultant – Media & Outreach
Secretariat Provincial Ombudsman Sindh
Karachi

Subject: Annual Report – 2016 of the Provincial Ombudsman Sindh

Dear Ishrat,

Hope this letter finds you in good health. I have received the book on the Annual Report of the Provincial Ombudsman Sindh.

Secondly, as I review the book, I will be giving my comments / suggestions regarding the Annual Report 2016 accordingly.

Best Regards,


Ms. Sultana Siddiqui
President – HUM Network Limited

HUM NETWORK LIMITED

Karachi Office

Building No. 10/II, Hassan Ali Street,
Off I.I. Chundrigar Road Karachi-74000.
DAN: 111-486-111
Fax: +92 21-3262 8840

Lahore Office

Siddiqui Trade Center, 105, First Floor,
Aman Boulevard, Gulberg, Lahore.
Ph: +92 42-35817155-59
Fax: +92 42-35817157

Islamabad Office

House No. 45, Street # 20,
F-7/2, Islamabad.
Ph: +92 51-260 9256-58
Fax: +92 51-260 9259

www.humnetwork.tv



COMMISSIONER
KARACHI DIVISION
No. PS/CKD/209/2017
Karachi, the 29th Nov 17.

The Consultant (Media & Outreach),
Secretariat Provincial Ombudsman (Mohtasib)
Sindh,
Karachi.

SUB: ANNUAL REPORT – 2016 OF THE PROVINCIAL OMBUDSMAN SINDH.

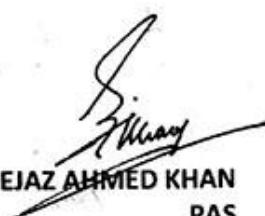
It is a great pleasure to receive the latest annual report for the Provincial Ombudsman Sindh. It is a very important document in understanding the functioning of the Ombudsman and the efficient resolution of public complaints by the Office. The contents of the report are quite interesting and would help in making various public offices more responsive to the complaints they receive.

A major aspect of good governance is ensuring that conflict for the constituents is minimized and resolved. The office is providing speedy and adequate relief to the complainants which is commendable.

It would be worthwhile to mention that this office attaches great importance to the services received from the Ombudsman Secretariat in disposing complaints of the public against public service offices. The work of the Ombudsman office is a great service to the people in addressing critical issues of public and administrative importance.

Please accept my greatest compliments to the contributions made by your team in preparing this report and much regards to the Honourable Ombudsman Sindh who is spearheading this work.

Regards.


EJAZ AHMED KHAN
PAS
COMMISSIONER



Altamash Institute of Dental Medicine
ST-2B, Block 3, Shahrah-e-Firdousi,
Clifton, Karachi-75600 - Pakistan
Tel: +(92 21) 35874071
Fax: +(92 21) 35874074
Email: drmaltamash@gmail.com

Prof. Dr. Mohammad Altamash
B.D.S. Dr. med.dent (Germany)
F.A.C.D. (USA)
Sitara-e-Imtiaz
President / Principal

November 30, 2017

Mr. Asad Ashraf Malik
PPM, PSP
Provincial Ombudsman
(Mohtasib-e-Aala)
Sindh, Pakistan

Dear Mr. Asad Ashraf Malik

I would like to thank you and acknowledge that we have received Annual Report- 2016 of the Provincial Ombudsman Sindh.

I would like to take this opportunity to appreciate the commendable efforts and great work that you and your team have been doing.

Wishing you all the best for future endeavors.

Regards,

Warmest regards

Prof. Dr. Mohammad Altamash
Sitara-e-Imtiaz



Honorary Consulate of The Federal Democratic Republic of Ethiopia in Karachi



Dated: 21/12/2017

Mr.Ishrat Ali Siddiqui
Consultant (Media & Outreach)
Secretariat
Provincial Ombudsman (Mohtasib)
Shahrah-E-Kamal Ataturk,
Opp. Sindh Secretariat,
Karachi

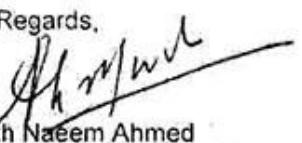
Dear Ishrat Sahib,

Thank You for sending your Annual Report 2016. It is indeed an impressive document.

I would like to appreciate the efforts of complete team of Ombudsman's and extend my gratitude to you for sharing such valuable information.

Accept my best wished for your success in all future endeavors.Kindly conveys our regards to Honorable Ombudsman Sindh.

With Regards,


Shaikh Naeem Ahmed
Honorary Consul General F.D.R.E Ethiopia



4/1, 20th Street, Phase V, DHA, Karachi-Pakistan. Tel: +92-21-35370281-82 Fax: +92-21-35370280
E-mail: hcep@cyber.net.pk | www.hcep.com.pk



Office # : +92-21-99222848 & 958



SYED NASIR HUSSAIN SHAH

No.PS/MIN/TMT/L&HR/INF/2017/85

Minister
For Transport & Mass Transit,
Labour & Human Resources and Information
Government of Sindh

Karachi dated: 12 - 12 - 2017

SUBJECT: ANNUAL REPORT-2016 OF THE PROVINCIAL OMBUDSMAN SINDH

Respected

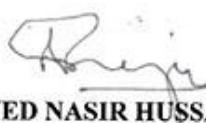
It is indeed great pleasure receiving a copy of Annual Report of Provincial Ombudsman, Sindh for the year 2016.

2. I appreciate the time and efforts you have spent to share your administrative justice as well as solve the problems to the people of Sindh.

3. I believe that it is only through collective wisdom and efforts one can fulfill the obligations of this onerous task.

4 I always welcome bright ideas from you and hope that it will continue in future.

With Regards,


(SYED NASIR HUSSAIN SHAH)

Mr. Asad Ashraf Malik
Provincial Ombudsman, Sindh
Karachi

PERFORMANCE REVIEW





RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2017

Receipt and Disposal of Complaints from January to December 2017	
Provincial Government Agencies	5,978
Federal Government Agencies	528
Total	6506

ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES

Action Taken on Complaints Relating to Provincial Government Agencies	
Admitted for investigation u/s 10	2454
Admitted for investigation (complaint of children issues)	34
Admitted for investigation (under freedom of Information Act)	01
Suo-Moto	04
Admitted U/s. 33	07
Forwarded to the Agencies for necessary action (including 10 children complaints & 01 under freedom information Act issues)	2,500
Not entertained (Deferred/Anonymous/Pseudonymous)	1,114
Advised to approach the concerned higher authorities or await action by authorities	924
Total	1,440
	5,978

NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Nature of Complaints Not Entertained After Initial Scrutiny	
Service matters	152
No case of mal-administration	346
Private matters	13
Subjudice	06
Anonymous/Pseudonymous	240
No personal grievance	11
Time barred	45
Advice tendered	111
Total	924



AGENCY WISE COMPLAINTS DURING THE YEAR 2017

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1,116
2	Education & Literacy Department	1,066
3	Name of Agency not given	700
4	Revenue Department	567
5	Federal Government Agencies	528
6	Local Government and Housing Town Planning Department	485
7	Karachi Metropolitan Corporation	264
8	Irrigation Department	212
9	Health Department	209
10	Karachi Water & Sewerage Board	199
11	Sindh Building Control Authority	195
12	Karachi Development Authority	186
13	Accountant General Sindh	124
14	Works & Services Department	117
15	Food Department	65
16	Agriculture, Supply & Prices Department	51
17	Auqaf, Religious Affairs Zakat & Ushr Department	50
18	Malir Development Authority	46
19	Public Health Engineering and Rural Development Department	42
20	Labour and Human Resources Department	30
21	Excise, Taxation and Narcotics Department	30
22	Cooperation Department	25
23	Finance Department	23
24	Industries & Commerce Department	20
25	Forest & Wild Life Department	18
26	Enquiries & Anti Corruption Establishment	16
27	Sindh Employees Social Security Institution	15
28	Live Stock & Fisheries Department	13
29	Sports & Youth Affairs Department	13
30	Private Matters	13
31	Services, General Administration & Coordination Department	11
32	Culture, Tourism and Antiquities Department	11
33	Social Welfare Department	8
34	Home Department	7
35	Lyari Development Authority	6
36	Sindh Public Service Commission	6
37	Population & Welfare Department	5
38	Transport & Mass Transit Department	5
39	Environmental Alternate Energy	5
40	Mines & Mineral Department	2
41	Information & Archives Department	1
42	Law and Parliamentary Affairs Department	1
	TOTAL	6,506



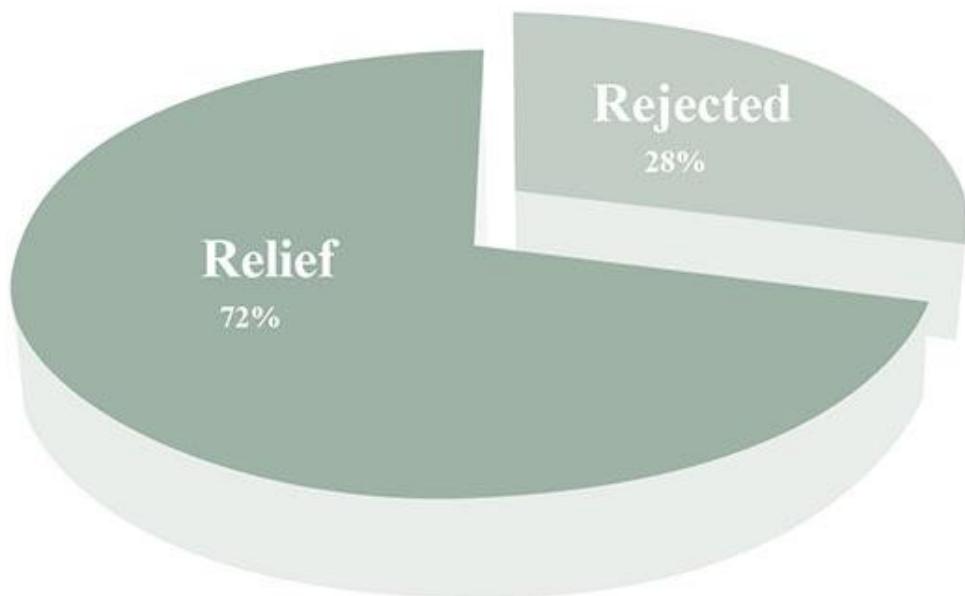
AGENCY WISE ADMITTED CASES DURING THE YEAR 2017

S.NO	NAME OF AGENCY	NO. OF CASES
1	Education & Literacy Department	410
2	Police Department	348
3	Revenue Department	272
4	Local Government and Housing Town Planning Department	226
5	Karachi Metropolitan Corporation	187
6	Karachi Water & Sewerage Board	166
7	Karachi Development Authority	125
8	Sindh Building Control Authority	111
9	Irrigation Department	105
10	Accountant General Sindh	94
11	Work & Services Department	88
12	Health Department	83
13	Food Department	45
14	Malir Development Authority	39
15	Agriculture, Supply & Prices Department	25
16	Public Health Engineering and Rural Development Department	23
17	Labour and Human Resources Department	18
18	Excise, Taxation and Narcotics Department	17
19	Cooperation Department	17
20	Industries & Commerce Department	16
21	Finance Department	14
22	Sports & Youth Affairs Department	10
23	Sindh Employees Social Security Institution	9
24	Enquiries and Anti Corruption Establishment	7
25	Auqaf, Religious Affairs Zakat & Ushr Department	6
26	Forest & Wild life Department	6
27	Live Stock & Fisheries Department	6
28	Home Department	5
29	Services, General Administration & Coordination Department	5
30	Lyari Development Authority	4
31	Environmental Alternate Energy	4
32	Culture & Tourism Department	3
33	Social Welfare Department	3
34	Mines & Mineral Department	1
35	Transport & Mass Transit Department	1
36	Population & Welfare Department	1
	TOTAL	2,500



**DECISIONS TAKEN DURING THE
PERIOD FROM
JANUARY TO DECEMBER 2017**

Relief	Rejected	Total
1365 72%	524 28%	1889





AGENCISE-WISE CHILDREN COMPLAINTS DURING THE YEAR 2017

S. No.	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	45
2	Police Department	7
3	Karachi Metropolitan Corporation	1
4	Health Department	4
5	Malir Development Authority	1
	TOTAL	58



COMPLAINT RECEIVED UNDER FREEDOM OF INFORMATION ACT, 2006

S.No	NAME OF AGENCY	2011	2012	2013	2014	2015	2016	2017	Total
1	Karachi Metropolitan Corporation	3	39	23	2	-	-	-	67
2	Police Department	-	-	2	11	19	-	-	32
3	Malir Development Authority	1	11	1	-	-	-	-	13
4	Sindh Building Control Authority	3	10	7	2	-	-	1	23
5	Karachi Water & Sewerage Board	-	9	75	4	-	-	-	88
6	Lyari Express Way Project	-	4	-	-	-	-	-	4
7	Revenue Department	-	6	-	1	8	3	-	18
8	Law Department	-	2	-	-	1	-	-	3
9	Environmental Alternate Energy	-	1	-	-	-	-	-	1
10	Services, General Administration & Coordination Department	-	1	1	3	3	-	-	8
11	Finance Department	-	1	-	3	2	2	-	8
12	Excise & Taxation Department	-	1	-	-	-	-	-	1
13	Information Techology Department	-	2	-	-	-	-	-	2
14	Works & Services Department	-	1	-	-	-	-	-	1
15	Education & Literacy Department	-	-	3	3	1	-	2	9
16	Local Government Department	1	-	4	1	1	-	-	7
17	Lyari Development Authority	-	-	1	-	-	-	-	1
18	Health Department	-	-	1	30	1	-	1	33
19	Industries Department	-	-	1	-	-	-	-	1
20	Enquires & Anti Corruption Establishment	-	-	-	2	-	-	-	2
21	Food Department	-	-	-	-	1	-	-	1
22	Forest & wild life Department	-	-	-	-	-	1	-	1
23	Live Stock & Fishereis Department	-	-	-	-	-	1	-	1
TOTAL		8	88	119	62	37	7	4	*325

* Decided cases 198



AGENCIES-WISE CHILDREN COMPLAINTS SEPTEMBER-2009 TO DECEMBER 2017

S. No.	NAME OF AGENCY	TOTAL	DECIDED
1	Education & Literacy Department	447	224
2	Police Department	98	78
3	Health Department	21	12
4	Zakat & Ushr Department	5	4
5	Revenue Department	5	2
6	Works & Services Department	8	7
7	Karachi Metroplitan Corporation	11	6
8	Irrigation Department	1	-
9	Local Governement Department	4	3
10	Labour Department	1	-
11	Public Health Engg. Department	1	-
12	Karachi Water & Sewerage Board	2	1
13	Excise & Taxation Department	3	1
14	Malir Development Authority	1	-
15	Federal Government Agency	1	1
TOTAL		* 609	339

★ Admitted-496



CHILDREN COMPLAINTS REGION-WISE 2009 TO 2017

S.No	NAME OF REGION	NO. OF COMPLAINTS
1	Headquarter	226
2	Shaheed Benazirabad (Nawabshah)	55
3	Hyderabad	53
4	Mirpurkhas	42
5	Larkana	33
6	Karachi East	24
7	Karachi Central	24
8	Khairpur Mir's	22
9	Jacobabad	22
10	Naushahro Feroze	20
11	Thatta	20
12	Badin	18
13	Dadu	16
14	Sukkur	14
15	Ghotki	11
16	Tharparkar @ Mithi	5
17	Karachi-South	4
TOTAL		609



DETAILS OF REPRESENTATION TO GOVERNOR

	Jan to Dec. 2017	Oct. 1991 to Dec. 2017
Representations received	46	583
Representations decided	19	525
Accepted	Nil	58
Upheld the Decision	19	467
 Pending with Governor Sectt.	27	58



AGENCY WISE COMPLAINTS UP TO THE YEAR 2017

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	29,008
2	Education & Literacy Department	23,192
3	Local Government and Housing Town Planning Department	18,795
4	Revenue Department	17,160
5	Federal Government Agencies	14,082
6	Name of Agency not given	11,954
7	Irrigation Department	10,276
8	Karachi Metropolitan Corporation	9,673
9	Private Matters	5,921
10	Karachi Development Authority	5,517
11	Health Department	5,066
12	Work & Services Department	4,534
13	Auqaf, Religious Affairs Zakat & Ushr Department	2,983
14	Agriculture, Supply & Prices Department	2,356
15	Karachi Water & Sewerage Board	2,323
16	Labour and Human Resources Department	2,180
17	Excise, Taxation and Narcotics Department	1,874
18	Services, General Administration & Coordination Department	1,569
19	Sindh Building Control Authority	1,471
20	Accountant General Sindh	1,444
21	Food Department	1,239
22	Industries & Commerce Department	1,153
23	Forest And Wild Life Department	1,114
24	Malir Development Authority	987
25	Finance Department	940
26	Social Welfare Department	797
27	Population & Welfare Department	654
28	Home Department	440
29	Cooperation Department	331
30	Public Health Engineering and Rural Development Department	288
31	Culture, Tourism and Antiquities Department	270
32	Transport & Mass Transit Department	242
33	Sindh Employees Social Security Institution	229
34	Lyari Development Authority	209
35	Enquiries & Anti Corruption Establishment	182
36	Information & Archives Department	168
37	Environmental Alternate Energy	158
38	Law and Parliamentary Affairs Department	128
39	Sindh Public Service Commission	114
40	Live Stock & Fisheries Department	97
41	Hyderabad Development Authority	45
42	Sport & Youth Affairs Department	41
43	Information Science & Technology Department	21
44	Mines & Mineral Department	7
TOTAL		181,232



AGENCY WISE DECISION DURING THE YEAR 2017

S.NO	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	395
2	Police Department	296
3	Revenue Department	183
4	Local Government and Housing Town Planning Department	149
5	Karachi Metropolitan Corporation	115
6	Karachi Development Authority	99
7	Karachi Water and Sewerage Board	74
8	Accountant General Sindh	71
9	Health Department	71
10	Works & Services Department	68
11	Sindh Building Control Authority	65
12	Irrigation Department	64
13	Malir Development Authority	52
14	Agriculture, Supply & Prices Department	20
15	Services, General Administration & Coordination Department	20
16	Public Health Engineering and Rural Development Department	18
17	Excise, Taxation and Narcotics Department	17
18	Cooperation Department	16
19	Food Department	16
20	Finance Department	12
21	Labour and Human Resources Department	11
22	Auqaf, Religious Affairs Zakat & Ushr Department	10
23	Industries & Commerce Department	9
24	Hyderabad Development Authority	5
25	Sindh Employees Social Security Institution	4
26	Home Department	3
27	Social Welfare Department	3
28	Enquiries & Anti Corruption Establishment	2
29	Environmental Alternate Energy	2
30	Forest & Wild Lift Department	2
31	Inforamation Technology Department	2
32	Lyari Development Authority	2
33	Mines & Mineral Department	2
34	Population & Welfare Department	2
35	Sindh Public Service Commission	2
36	Transport & Mass Transit Department	2
37	Culture, Tourism and Antiquities Department	1
38	Information & Archives Department	1
39	Law Department	1
40	Live Stock & Fisheries Department	1
41	Sports & Youth Affairs Department	1
	TOTAL	1,889



AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2017

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	9,200
2	Education & Literacy Department	8,665
3	Local Government and Housing Town Planning Deptt.	8,533
4	Revenue Department	6,396
5	Karachi Metropolitan Corporation	5,567
6	Irrigation Department	3,718
7	Karachi Development Authority	3,067
8	Karachi Water and Sewerage Board	1,860
9	Works & Services Department	1,849
10	Augaf, Religious Affairs Zakat & Ushr Department	1,578
11	Health Department	1,545
12	Accountant General Sindh	1,003
13	Labour and Human Resources Department	993
14	Sindh Building Control Authority	870
15	Agriculture, Supply & Prices Department	741
16	Malir Development Authority	557
17	Industries & Commerce Department	490
18	Services, General Administration & Coordination Deptt.	465
19	Food Department	456
20	Excise, Taxation and Narcotics Department	433
21	Finance Department	377
22	Cooperation Department	219
23	Public Health Engineering and Rural Development Deptt.	206
24	Forest & Wild Life Department	202
25	Home Department	201
26	Social Welfare Department	171
27	Sindh Employees Social Security Institution	157
28	Transport & Mass Transit Department	120
29	Lyari Development Authority	102
30	Hyderabad Development Authority	99
31	Culture, Tourism and Antiquities Department	80
32	Population & Welfare Department	78
33	Enquiries & Anti Corruption Establishment	63
34	Environmental Alternate Energy	59
35	Live Stock & Fisheries Department	51
36	Sindh Public Service Commission	46
37	Information & Archives Department	32
38	Law Department	26
39	Sport & Youth Affairs Department	17
40	Information Technology Department	16
41	Mines & Mineral Department	4
	TOTAL	60,312

IMAGES & REFLECTIONS



Images & Reflections



Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh and President I.O.I. Asia Region being introduced to President of Turkey H.E. Recep Tayyip Erdogan after Istanbul Conference



Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik handing over a cheque of dues to Syed Raees Haider, Project Manager, M/s. Omer Razzak Enterprises (Pvt.) Limited. The payment was overdue to the company in respect of security provided to some KMC hospitals.



Images & Reflections



Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh handing over a cheque on account of financial assistance to son / legal heir of deceased Mahjabeen Zehra Zaidi an employee of Education & Literacy Deptt. Govt. of Sindh



Syed Tahir Shahbaz, Federal Ombudsman of Pakistan called on Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik alongwith Secretary, Federal Ombudsman Secretariat. They discussed matters relating to International Ombudsman Institute. Mr. Asad Ashraf Malik is President Asia Region.

Images & Reflections



Justice (Retd) Shahnawaz Tariq, Provincial Ombudsman for the Protection against Harassment of Women at the Workplace called on Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik. They discussed matters relating to enhancing cooperation between the two offices.



Dr. Farhana Shahid, Senior Technical Advisor, John Hopkins Program and Dr. Saima Ibad Senior Program Officer called on Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik in his office and exchanged various women related health issues and available avenues for their redressal.



Images & Reflections



Office bearers of International Ombudsman Institution Vienna (2016-20)

Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh
who is President Asian Region is also seen in the picture



Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh attending conference organized by Forum of Pakistan Ombudsman chaired by Mr. Rauf Chaudhri
Federal Tax Ombudsman Mr. Salman Farooqi, the then
Federal Ombudsman is also seen in the picture.

SELECTED CASES





Selected Cases



DECISION

Complaint No:	POS/568/2014/DG-I
Name and address of the complainant:	Mr. Nadeem Ahmed Gillani, R/o. 163, E-Market, Block-6, P.E.C.H.S, Karachi.
Name of the Agency complained against:	Karachi Development Authority (K.D.A)
Name & Designation of Investigating Officer:	Mr. Zamir Ahmad Khan Director General-I
Subject:	DELAY IN HANDING OVER PHYSICAL POSSESSION OF PLOT # A-112, BLOCK-6, GULISTAN-E-JAUHAR, SCHEME-36, KARACHI.

THE COMPLAINT

Mr. Nadeem Ahmed Gillani, made a complaint on 5.3.2014 stating that in the year 1987 he was allotted a plot bearing No. A-112, Block-6, Scheme-36, Gulistan-e-Jauhar, Karachi. After making full occupancy value, he approached the authorities concerned for taking over physical possession, but he was informed that plot in question was under encroachment along-with other plots and Honourable High Court of Sindh, had issued stay order for entire Block-6, Gulistan-e-Jauhar, Karachi. He added that despite his continuous approaches, nothing has been done, he, therefore, sought our intervention in the matter.

PROCEEDINGS

2. The matter was taken up with the Agency and Assistant Director (Scheme-36), Land Management vide letter dated 25.4.2014, conceded the facts of the complaint and reported that Suit No. 762/1995 was pending before the Honourable High Court of Sindh, filed by M/s. Shahbaz Goth against Government of Sindh and others in respect of plots of Block-6, Scheme-36, Gulistan-e-Jauhar, Karachi.

3. The Executive Engineer, Scheme-36, Gulistan-e-Jauhar, Karachi Development Authority vide letter dated 16.9.2015 reported that the entire Block-6, Scheme-36 was clear from encroachment and most of the owners had also obtained physical possession of their respective plots. He added that complainant might be directed to contact his office for obtaining possession of his plot as the same was clear from all types of dispute.

4. A copy of the Agency's report was forwarded to Lt. Col (Retd.) Imran Nadeem Khawaja (complainant's attorney) who extended his gratitude and confirmed redressal of grievance.



5. The grievance of the complainant having being fully redressed, the complaint stands disposed of.

Given under my hand and seal of this office.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 7th June, 2017



Selected Cases



DECISION

Complaint No:

POS/3262/2015/DG-II

Name and address
of the complainant:

Mr. Muhammad Umair Ansari,
Prop. M/s. Grace Enterprises, Shop No. 45/A. Hashmi Trust
Building, Robson Road, Near Women College, Karachi.

Name of the Agency
complained against:

Health Department

Name & Designation of
Investigating Officer:

Mr. Agha Perwez
Director General-II

Subject:

**DELAY IN CLEARANCE OF BILLS OF Rs. 782,134/-
FOR THE PERIOD FROM 2013 TO 2015 ON
ACCOUNT OF SUPPLIES MADE BY THE
COMPLAINANT.**

THE COMPLAINT

Mr. Muhammad Umair Ansari filed a complaint in this Secretariat against Health Department, Government of Sindh regarding delay in clearance of payment amounting to Rs. 782,134/- against the supply of various stationeries and other miscellaneous items to the Health Department during the financial year 2013 to 2014 and 2014 to 2015. According to him the matter of payment was delayed by the concerned department without intimating the exact reasons of non- payment. Having felt aggrieved & dejected, he approached this Secretariat with the request to intervene in the matter.

PROCEEDINGS

2. A copy of the complaint was forwarded to the Secretary, Health Department, Government of Sindh, for report by this Secretariat vide letters dated: 26.11.2015 and 23.02.2016, but no response was received from the Agency.

3. To sort out this matter, it was considered appropriate to call the representative of the Agency and the complainant for having their view point. The concerned D.D.O of the Health Department contended that the bills of the complainant have been checked / verified and a letter has also been issued vide no. SOB (HD) POL/2012-13 dated 06.05.2016 to the Secretary Finance, Government of Sindh seeking permission to clear the said out standing liabilities for the period 2013-2014 and 2014-2015.



4. During the next hearing, the representative of the Agency submitted a permission letter vide no. FD (B&E-V) 7 (1) / 2012 received from the Finance Department before the investigating officer regarding clearance of the liabilities. He also informed that after completion of some necessary process by the department the claim of the complainant would be settled. The complainant who was also present in the hearing and showed his satisfaction.

5. Afterwards, complainant submitted a letter dated 13.07.2017 in which he expressed gratitude and thankfulness for the hectic efforts made by this Secretariat towards settlement and payment of his dues.

CONCLUSION

6. In view of the above, since the grievance of the complainant has been redressed the case stands disposed and consigned to record accordingly.

Given under my hand and seal.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 23rd August, 2017



Selected Cases



DECISION

<i>Complaint No:</i>	POS/429/2016/C-7
<i>Name and address of the complainant:</i>	Mst. Sawalat Sultana wd/o Farooq Hussain Malik, Tariq Manzil, Abidabad Street-07, Chakiwara Road, Karachi.
<i>Name of the Agency complained against:</i>	Police Department
<i>Name & Designation of Investigating Officer:</i>	Sayed Amir Ali Shah Advisor-C
<i>Subject:</i>	ALLEGED DEMAND OF ILLEGAL GRATIFICATION FOR PAYMENT OF PENSION AND OTHER SERVICE DUES IN RESPECT OF DECEASED HUSBAND OF COMPLAINANT SIP FAROOQ HUSSAIN MALIK OF C.I.D. MALIR.

THE COMPLAINT

Mst. Sawalat Sultana wd/o Farooq Hussain Malik (late) SIP CID Malir, in her complaint received on 11.02.2016 deposed that her husband expired while on duty due to heart attack on 16.8.2015. She alleged that she managed to complete the file regarding pension and service dues in respect of her deceased husband but concerned officials were demanding bribe. She, therefore, took recourse of this Institution for early payment of her legitimate service dues and pension.

PROCEEDINGS/COMMENTS OF AGENCY

2. The matter was instantly taken up with the Inspector General of Police Sindh, who forwarded the report dated 27.4.2016 of SSP District Malir East Zone according to which case of leave encashment was passed and approved by the A.G. Sindh and payment of which would be issued shortly. Case of pension/gratuity too was virtually finalized and submitted to A.G. Sindh along with service book. Group Insurance case had been furnished to State Life Insurance Corporation duly completed in all respects. G.P. Fund final payment was also prepared/finalized and would be disbursed as and when the service book is received back. As far as the payment of financial assistance was concerned the same too was prepared and would be finalized as soon as the service book is received.

3. The Inspector General of Police Sindh and SSP Malir both were directed to expedite and finalize the payments. Consequently SSP Malir vide report dated 26.7.2016 informed that payment of leave encashment amounting to Rs.2.75,760/- was paid to the widow vide cheque No.3086913 dated 13.5.2016. Gratuity amount of Rs.8,19,995/- was paid vide endorsement No.33 on 03.6.2016 and final payment of G.P. Fund amounting to Rs.2,46,776/- was also paid to the complainant.



COMPLAINANT'S REJOINDER

4. Copy of Agency's report was sent to the complainant for her rejoinder, who vide rejoinder dated 25.11.2016 confirmed the receipt of all payments except Group Insurance and financial assistance. She also paid her gratitude to this Institution.

5. The matter was taken up with the State Life Insurance Corporation to expedite and finalize the payment of Group Insurance and consequently the Assistant Manager, Claim, SLIC vide letter dated 09.3.2017 sent the original cheque No.3524233 amounting to Rs.600,000/- which was handed over to the complainant on 14.3.2017 duly acknowledged by her.

6. As far as the payment of Financial Assistance was concerned, the AIGP Welfare vide letter dated 14.4.2017 reported that the cases of Financial Assistance were processed seriatim according to the date of death due to limited budget. Presently cases of deceased officials who died till March-2015 were being processed whereas the husband of complainant died on 16.8.2015, his case would be finalized as per the policy in vogue on turn basis.

DECISION

7. In view of the above, when virtually all outstanding dues have been paid to complainant except Financial Assistance, I, therefore, in exercise of powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, direct the Inspector General of Police Sindh to expedite and finalize the payment of Financial Assistance to the complainant without further loss of time and report compliance inside 30 days.

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

Given under my hand and seal.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 23th June, 2017





Selected Cases



DECISION

Complaint No:

POS/3331/2015-K

*Name and address
of the complainant:*

Dr. Naheed Munir,
House No. 75/1, 5th Commercial Street, Phase-IV, DHA,
Karachi

*Name of the Agency
complained against:*

**Sindh Local Government Board
Government of Sindh**

*Name & Designation of
Investigating Officer:*

Mr. Ghulam Abid Shaikh
Advisor-K

Subject:

**ALLEGED DELAY IN PAYMENT OF PENSIONARY
DUES TO THE COMPLAINANT BY SINDH LOCAL
GOVERNMENT BOARD.**

THE COMPLAINT

Dr. Naheed Munir, retired Senior Medical Officer, Gizri Maternity Home, CDGK, Karachi filed her complaint on 30.11.2015 regarding alleged delay in payment of her pensionary dues by Sindh Local Government Board. She stated therein that she was appointed as Medical Officer in Peoples Municipality Sukkur by Sindh Local Government Department vide order dated: 07.02.1976. Later on transferred to City District Government, Karachi vide order dated: 04.12.2003. After attending the age of superannuation she retired from Gizri Maternity Home on 12.09.2011 vide Sindh Local Government Board orders dated: 08.11.2011. Since then, she had been approaching the concerned authorities for payment of her pensionary dues but to no avail. Being aggrieved by that, she solicited our intervention in the matter.

PROCEEDINGS

2. After admitting the complaint under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, the copy of complaint alongwith its enclosures was forwarded to Secretary, Sindh Local Government Board who was directed to appear before the Investigating Officer on 09.12.2015 alongwith detailed para-wise comments on the allegations leveled by the complainant in her complaint. The personal hearing was attended by the Director (Co-ord) SLGB, Director Finance KMC and the complainant. During the proceedings the Director KMC assured that the pension contribution of Dr. Naheed Munir for the period 01.07.2003 to 31.09.2011 which she served in KMC would be remitted to Secretary Local Government Board within a week. It was also pointed out by the complainant that although the Municipal Corporation Sukkur had already sent her pension contribution amounting to Rs.566,801/- to Secretary, Sindh Local Government Board but it was not yet been paid to her. Upon that, the representative of SLGB assured that the same would be passed on to the complainant soon.



3. Subsequently, as undertaken by the Director Finance, KMC a cheque amounting to Rs.613,830/- was sent to Secretary, Sindh Local Government Department in lieu of Pension Contribution of Dr. Naheed Munir for the period of 01.07.2003 to 31.09.2011 as she served in KMC.

4. As a follow up, the Secretary, Sindh Local Government Board was directed vide this office letter dated: 29.12.2015 to take following actions immediately:

- i. ***Release the pension contributions received by his office from KMC and Sukkur Municipal Corporation to Dr. Naheed Munir.***
- ii. ***And, the payment of monthly pension to Dr. Naheed Munir may be started forthwith. As regards her pension arrears (including the gratuity) those should be paid as soon as required funds are received from Finance Department but not later than next 03 months.***

5. In compliance to the above, the Director-II, Sindh Local Government Board vide his letter dated: 17.02.2016 informed that an amount of **Rs.157,190/-** had been released on account of the monthly pension of January, 2016 to Dr. Naheed Munir through her bank account **No. NB3111504549** Khayban-e-Itehad, Branch of NBP. He further stated that owing to their financial difficulties they were unable to release the gratuity to retired SLGB employees since long. A list of pensionary dues had been prepared which comes to a total amount of Rs.72.00 million to offset their liabilities. In this connection, a summary to Chief Minister was submitted and as soon as it was approved, the remaining pensionary dues of Dr. Naheed Munir would be cleared.

6. The aforesaid report of Director-II, Sindh Local Government Board was forwarded to the complainant vide this office letter dated: 19.02.2016 for filing her rejoinder. In response, she vide her letter dated: 02.03.2016 confirmed the receipt of **Rs.157,190/-** towards her monthly pension but reiterated her earlier request that her pensionary dues should be paid forthwith owing to financial problems being faced by her.

7. Subsequently, the Director-II, Local Government Board vide his letter dated: 03.11.2016 informed that Dr. Naheed Munir was drawing her monthly pension regularly and she had been paid **Rs.799826/-** against her dues of **Rs.5979558/-** and the remaining amount would be paid to her as soon as the pension funds were made available to them by Provincial Government. Finally, on our persuasion the LG Board vide their letter dated: 28.03.2017 informed that the remaining arrears of the complainant amounting to **Rs.66,06,144/-** had been included in her monthly pension bill which would be released in April, 2017.

CONFIRMATION OF THE COMPLAINANT

8. The complainant vide her letter dated: 10.04.2017 has now confirmed the receipt of pensionary dues alongwith commutation and expressed her gratitude to this Institution for cooperation and helping her for redressal of her grievance.

CONCLUSION

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

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh
Karachi, dated 17th April, 2017





Selected Cases



DECISION

Complaint No:	POS/558/2015/F
Name and address of the complainant:	Mr. Muhammad Mustaqeem Khan, Additional Private Secretary, Provincial Ombudsman Secretariat Head Office, Karachi.
Name of the Agency complained against:	Karachi Municipal Corporation
Name & Designation of Investigating Officer:	Mr. Manzoor Ali Awan Consultant-F
Subject:	ALLEGED DEMOLITION OF BOUNDARY WALLS AND CUT OF TREES OF SIDDQUI PARK, ORANGI TOWN. REQUEST FOR DIRECTIVES FOR CONSTRUCTION OF ITS BOUNDARY WALL & MAINTAINING THE BED OF FLOWER OF / TREE, ETC.

THE COMPLAINT

Mr. Muhammed Mustaqeem Khan in his complaint received on 26.02.2016 stated that he was resident of Sector 10-L Orangi Town Karachi. There used to be a beautiful Park named Khawaja Gharib Nawaz, Park commonly known as Siddiqui Park. The Z.M.C. Orangi Town had started renovation work of the park a year back. The boundary walls on three sides were demolished and the trees and plants removed. Resultantly, the remaining green trees and plants had gone dry as these were not maintained. The complainant prayed for our intervention to direct the Z.M.C Orangi Town to start and complete the renovation of the park.

REPORT OF THE AGENCY

2. The Administrator, D.M.C. Karachi-West was asked to submit report. The D.T.O (Parks) Orangi Town appeared on 19.03.2016 and submitted report wherein he stated that work had stopped due to shortage of funds.

HEARING/PROCEEDINGS

3. The matter being of public interest, it was pursued vigorously with the agency. The DMC released the funds in piece-meal to the contractor and finally the work of renovation was completed.

4. The complainant through letter dated 14.12.2016 informed that the renovation had been done. He expressed his gratitude to the institutions.



CONCLUSION

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

Given under my hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 2nd January, 2017





Selected Cases



DECISION

Complaint No:	POS/847/2017/B-15
Name and address of the complainant:	Mr. Abid Ali & others, Students of B.Tech Conversion.
Name of the Agency complained against:	NED University of Engineering & Technology
Name & Designation of Investigating Officer:	Syed Qamar Razi Naqvi Consultant-B
Subject:	ALLEGED NOT ALLOWING THE STUDENTS TO CONTINUE THEIR STUDIES IN 3RD YEAR OF B.E. UNDER CONVERSION PROGRAMME AS PER ADVERTISMENT PUBLISHED FOR ACADEMIC SESSION 2014-2015 BY THE NED UNIVERSITY OF ENGINEERING & TECHNOLOGY.

THE COMPLAINT

Mr. Abid Ali and other students of B.Tech Conversion Programme (Batch 2014-2015), N.E.D. University of Engineering & Technology filed a complaint on 13.03.2017 against the Management of NED University stating that they had got admission in B.Tech (Pass) Conversion Programme in Civil, Mechanical & Electrical Faculty for Academic Session 2014-15. The said admission notice was published in different leading Newspapers. The students added that under the said programme an opportunity for admission in 3rd years Bachelors of Engineering was to be provided by the University. The student lamented that even after passing/clearing two years of Conversion Programme, the University declined admission in the third year of B.E as according to the University, the Pakistan Engineering Council (PEC) had imposed restrictions over the continuation of Conversion Programme. Being aggrieved with the said situation, the students solicited our intervention and requested for resolution of their problem.

PROCEEDINGS

2. The matter was referred to the Vice Chancellor, NED University of Karachi for report/comments. In response, the Registrar, NED University, vide his letter No.Acad/63(12)/3657 dated 28.03.2017, reported that Pakistan Engineering Council was not allowing registration to the students who had completed Bachelor of Engineering on the basis of Conversion Programme because the enrolment committee of P.E.C. in its meeting held on 23.12.2015 had denied to grant registration to such students. It was added that the University had requested the P.E.C. vide letter dated 14.07.2016 to consider such graduates but there was no response from P.E.C. As such, the University had no option left but to stop offering admissions on the basis of Conversion Course till the decision of P.E.C was received. The Registrar informed that the matter was also discussed with the Chairman of P.E.C. during his visit at University on 23.02.2017 who had assured to resolve the issue very soon.



3. The Registrar, NED University, vide his another letter No. Acad/63(12)/4824 dated 26.04.2017 explained that the Conversion Programme had been introduced in order to bring talented and bright B.Tech (Pass) graduates into main stream of Engineering, the NED University through its Centre for Continuing Engineering Education (CCEE) had been offering 2 years Conversion Programme to B.Tech graduates for upgrading their academic qualifications. Moreover, on successful completion of 2 years of B.Tech, the students are allowed admission directly in Third Year of B.E in the appropriate discipline. He added that the said programme continued till Academic Session 2013-2014 and the students who had passed 2 years Conversion Course had been granted admission in third year of relevant engineering programme. However, Pakistan Engineering Council had not accepted registration as Registered Engineer of such graduates who had completed their Bachelors of Engineering degree by studying two years i.e. third and fourth year in Main Stream Engineering where they were admitted on the basis of B.Tech (Pass)/ Conversion Programme. The Enrolment Committee of PEC in its meeting held on 23.12.2015 had denied registration to such graduates, which was communicated to NED University by the students during March/April, 2017. As such, the University had no option left but to stop Conversion Programme as well as not to allow direct admissions in 3rd year of Bachelor of Engineering.

4. The matter was also referred to the Chairman, Pakistan Engineering Council Islamabad vide letter dated 19.04.2017 for report/comments in the matter. However, no response had been received from the PEC so far.

5. To resolve the issue, couple of hearings were held in which Syed Ghazanfar Hussain, Registrar NED University and the complainants participated. The Registrar NED University was asked to appreciate that the student had been granted admission in B.Tech (Pass) Conversion Programme, Session 2014-15 and at this stage University had no justification to decline the admission in Third Year of B.E. It was also pointed out during hearing that at the time of publishing of the Admission Notice of Session 2014-2015 for the said Conversion Programme, the University must have taken up the authorities of PEC in confidence. If it had been done at that stage, the objection of PEC would not have been justified at all.

6. During the proceedings it was also brought to notice that a batch, probably for the year 2013-2014, under the said programme had also been granted admission during March, 2016. As such, the Registrar was asked to discuss the matter with the Vice Chancellor and resolve the matter at the earliest as the career of the students was at stake, as a considerable time had already elapsed in waiting for grant of admission in Third Year of B.E.

FINDINGS

7. I have gone through the complaint, correspondence exchanged, proceedings conducted and have noted that:

- (i) The NED University had published Admission Notice in Newspapers for Session 2014-2015 for B.Tech (Pass) Conversion Programme in different faculties in which various students got admissions during January-February 2015;
- (ii) The contention of NED University that PEC was not allowing registration since 23.12.2015 to such students who had completed their B.E through Conversion Programme, is not at all justified. Before advertising the Admissions Notice for Session 2014-2015, the NED University must have consulted the PEC and also the Board of Studies/Syndicate/Admission Committee of NED University must have accorded its



approval in the matter. If it was not so, it is a glaring example of maladministration which must be taken care of by those at the helm of affairs. In such confusion, the career of young students should not be put to risk.

- (iii) The meeting of PEC had been held on 23.12.2015 wherein it was decided not to continue the Conversion Programme. However, the NED had announced admissions 2014-2015 during January, 2015. As such the matter must have been sorted out with the PEC and resolved during two years of B.Tech Programme which has not been done by the NED University.
- (iv) According to the Registrar, the Conversion Programme was continued till 2013-2014, if it was so, the NED must not have announced the admissions for 2014-2015 Session in B.Tech (Pass) Conversion Programme.
- (v) The Investigating Officer also referred the matter to Chairman, PEC, Islamabad, but there has been no response from PEC. As such, silence of PEC on the subject matter indicates that PEC has apparently no concern whatsoever and has no objection if these students are granted permission to continue their studies in 3rd year of B.E.
- (vi) The NED University must have received substantial amount from the students for admission in this programme. As such the NED is legally as well as morally cannot leave the students in lurch. Rather NED is required to settle the issue with the PEC and ensure enrolment of all the students, being last batch of Conversion Programme.

DECISION

08. In view of above, in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, I hereby direct the Vice Chancellor, NED University of Engineering & Technology, Karachi.

- (a) To allow admission to the complainants/students of B.Tech (Pass) Conversion Programme Batch 2014-2015 in 3rd year of B.E in order to safeguard their career;
- (b) To settle the issue with PEC during the study period, and ensure enrolment of the students as Registered Engineers on their successful completion of B.E.
- (c) To streamline a procedure of admissions in the University so that no more students should suffer in future.
- (d) To report compliance to the undersigned inside 15 days hereof.

09. Copy of the Decision is also forwarded to the Chairman, Pakistan Engineering Council, Islamabad, with advice to extend full cooperation in the matter in order to save the career of the students of B.Tech (Pass) Conversion Programme Batch 2014-2015, NED University. He is also required to facilitate the said students and ensure that the successful students of B.Tech (Pass) Conversion Programme, Session 2014-2015, NED University, are enrolled as Registered Engineers by the Enrolment Committee of PEC.

Given under my hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 16th May, 2017





Selected Cases



DECISION

Complaint No:

POS/3505/2016/G

Name and address
of the complainant:

Mr. Moeen Ahmed S/o Mehboob Ali,
R/o Village Lal Bux Chachar B.O. Buxapur District
Kashmore.

Name of the Agency
complained against:

Local Government Department, Govt. of Sindh

Name & Designation of
Investigating Officer:

Mr. S.M. SHUJAAT ALI
Consultant-G

Subject:

**DELAY IN GRANT OF FINANCIAL ASSISTANCE
AND APPOINTMENT OF THE COMPLAINANT
AGAINST DECEASED QUOTA IN PLACE OF HIS
FATHER WHO DIED DURING SERVICE ON 21.03.2014.**

THE COMPLAINT

Mr. Moeen Ahmed in his complaint dated 06.10.2016 stated that his father Mehboob Ali (late) Naib Qasid posted at Town Municipal Office, Kashmore expired during service on 21.03.2014. After death of his father he applied for financial assistance and as well as for the job against deceased quota but the department concerned paid no attention. Hence this complaint for intervention.

PROCEEDING

2. The matter was taken up with the Secretary, Local Government Department, Govt. of Sindh Karachi, vide this office letter dated 07.11.2016. The Local Government Department referred the matter to the Chairman, Town Committee Kashmore who stated vide letter dated 21.03.2017 that the case for appointment of the complainant Moeen Ahmed S/o Late Mehboob Ali, Ex-Naib Qasid, Town Committee Kashmore against deceased quota had already been sent to the Secretary, Local Government Department, Govt. of Sindh, Karachi, for consideration. He further added that Town Committee was facing financial crises due to short fall of funds from Govt. of Sindh on account of Octroi and Zila Tax Share. Hence the amount of Rs.200,000/- (Rupees Two Lacs only) as a financial assistance will be paid to the complainant in installments at the earliest.

3. During the course of enquiry, the Town Officer, Town Committee Kashmore, vide letter dated 30.05.2017 informed that cheque No.19901964 dated 30.05.2017 of Rs.200,000/- (Rupees Two Lacs only) of Sindh Bank Ltd, Kashmore on account of financial assistance has been issued and handed over to the complainant as well as appointment Order has also been issued in his favour against deceased quota.



REJOINDER

4. The complainant in his rejoinder dated 12.08.2017 informed that his grievances have been redressed. He expressed his satisfaction for role played by this Institution.

CONCLUSION

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

Given under my hand and seal of this office.

Sd/-

**(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh**

Karachi, dated 6th October, 2017





Selected Cases



DECISION

Complaint No:

POS/1593/2016/DG-I/Cons.I

*Name and address
of the complainant:*

Mr. I. D. Jaffari,
M/s Hadi Enterprises, 9, Humeer Building, Harmusji
Street, Gari Khata, Aram Bagh, Karachi.

*Name of the Agency
complained against:*

S.E.S.S.I.

*Name & Designation of
Investigating Officer:*

Brig. Muhammad Jamil (Retd)
Consultant-I

Subject:

**DELAY IN CLEARANCE OF OUTSTANDING DUES
OF RS.7,05,000/- TOWARDS SUPPLY OF HOSPITAL
FURNITURE ETC. BY M/S HADI ENTERPRISES.**

THE COMPLAINT

Mr. Irshad Dabeer Jaffari of M/s Hadi Enterprises, Karachi in his complaint dated 04.05.2016 stated that he had supplied hospital furniture to SESSI Hyderabad Hospital during the year 2012-13 against supply order dated 12.02.2013 amounting to Rs.7,05,000/- but no payment was made to him by SESSI.

2. The complainant further added that due to blocking of his such huge amount, he was passing through severe financial constraints and accordingly requested this Office to help him getting his outstanding amount from the Agency.

AGENCY'S REPORT

3. The matter was referred to the Commissioner SESSI vide letter dated 13.05.2016 for submitting detailed report in the matter. On no response from the Agency, hearings were fixed on different dates. In last hearing dated 17.05.2017, Mr. Basharat Khan represented SESSI head office and submitted report dated 16.05.2017 stating therein that due to non-availability of budget in the concerned head of account payment could not be made. However, the Agency assured that said payment must be made to the supplier (complainant) before end of this financial year i.e. 30.06.2017.

4. Director Procurement SESSI in his subsequent report dated 07.06.2017 informed this Office that after having deducted 4% income tax (Rs.28,200/-) an amount of Rs.6,76,800/- (Six hundred seventy six thousand and eight hundred only) has been sanctioned in favour of M/s Hadi Enterprises on account of "supply of hospital beds" HME Tender items for the year 2012-13.



5. A copy of the above said report was sent to the complainant for his confirmation vide our letter dated 29.06.2017. In response, the complainant vide his letter of thanks dated 04.07.2017 confirmed to have received the payment amounting to Rs.6,76,800/- from Director Procurement SESSI after deducting the requisite tax.

CONCLUSION

6. In the light of Agency's report dated 07.06.2017 and confirmation from the applicant, the grievance of complainant is fully redressed, the complaint is closed and disposed of accordingly.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 24th October, 2017





Selected Cases



DECISION

Complaint No:	POS/1283/2015/M-1
Name and address of the complainant:	Abdul Razzak Lakhani, Prop. M/S. Crystal Vision, F-24/3, Block-8, Clifton, Karachi.
Name of the Agency complained against:	S.I.T.E. Ltd, Karachi (Industries Department, Government of Sindh)
Name & Designation of Investigating Officer:	Mr. Firoz Akhtar Khan Consultant-M
Subject:	<u>ALLEGED UN-JUST CANCELLATION OF ALLOTTED PLOT OF COMPLAINANT (C-162 NOORIABAD) REQUEST FOR INTERVENTION.</u>

THE COMPLAINT

Mr. Abdul Razzak Lakhani, Prop. M/S. Crystal Vision filed his complaint on 12-05-2015 stating that a plot of Land measuring 20 Acres bearing number C-162 at SITE Nooriabad was allotted to him for setting up Textile unit vide Allotment Order No. Adm/NA/1523/3859 dated 26-07-2002 after payment of full cost of Land but due to non-construction of the unit and non-payment of Non-utilization fees (NUF), his plot was cancelled and re-allotted to M/s. Orient Automotive Industries (Pvt.) Limited by SITE Ltd. in July 2014. He also stated that neither notices were acknowledged by him nor any advertisement in this respect was published in the daily Newspapers.

2. Regarding non-construction of the Industrial unit, the complainant stated that in the absence of infrastructure e.g. road link, water connection, gas and 11000 KVA Power Line construction on allotted Industrial Plot could not be started at that time. Regarding non payment of NUF he informed that amount on this head stood payable at the time of commencement of construction so that the final charges upto a definite date could be worked out which he was willing to pay. He claimed that his plot was cancelled but in many other Cases it was not done so rather they were allowed time to settle their dues and also the matter was advertised in the daily Newspaper. He also complained that SITE Ltd. did not pay any attention in response to his several approaches in the matter which led to file a complaint in the Ombudsman Secretariat

REPORT OF THE AGENCY

3. The complaint was referred to the Agency for their Report in the matter. In response, the Agency reported vide their letter No. 8010 dated 31-08-2015 that the Complainant was issued Notices for payment of outstanding dues on account of Non- Utilization fees, Development charges, rent and Premium etc. aggregating to Rs. 4.623 million upto 21-01-2014 which he failed to pay apart from utilization of Plot. As such a Final Show Cause Notice was served upon him on 31-01-2014 which was not responded by the complainant which led to cancellation of plot.



REJOINDER OF THE COMPLAINANT

4. A copy of the Agency report was forwarded to the complainant for his rejoinder vide this office letter no. POS/1283/2015/M-1-15589 dated 07-09-2015. In response vide his letter No. nil dated 21-9-2015 he denied all allegation by the Agency made against him stating that:-

- (a) He was not in receipt of any Notice for payment of dues, Show Cause Notice or even Order of Cancellation of Plot which only he came to know when he approached Agency's office personally.
- (b) He also referred Clause No. 6 of the Allotment Order which indicated that Non utilization Fee would be charged in case of non-compliance of construction of factory Building.
- (c) No infrastructure was made available by the Agency to his Plot till date of cancellation on 21-02-2014.

As a result the complainant expressed his feelings that it was malafide intention and un-lawful action to cancel his plot instead of giving opportunity to him to clear the dues as per clause 6 of the Allotment Order.

PROCEEDINGS & HEARINGS

5. The above referred letter of the Complainant was furnished to the Agency for their rejoinder vide this office letter POS/1283/2015/M-1 dated 24-11-2015 with a direction to provide their reply latest by 3-12-2015. Since reply was not received by due date a series of remainders were issued vide following letters of this office:-

POS/1283/2015/M-1 dated 20-01-2016
POS/1283/2015/M-1 dated 10-02-2016
POS/1283/2015/M-1 dated 23-02-2016
POS/DG/Conslt-M/2015 dated 03-03-2016
POS/DG/Conslt-M/2015 dated 08-03-2016
POS/DG/Conslt-M/2015 dated 27-04-2016
POS/DG/Conslt-M/2015 dated 28-06-2016
POS/DG/Conslt-M/2015 dated 25-11-2016
POS/DG/Conslt-M/2015 dated 16-12-2016
POS/DG/Conslt-M/2015 dated 09-01-2017

Apart from above letters of this Secretariat, Administrative Department of SITE Ltd, Industries & Commerce Department also issued their letter No. I&CD/F.P/POS/DG/SITE/2016 dated 09-05-2016 directing the Agency to attend the scheduled hearing on 09.05.2016.

6. The Law Officer, SITE Ltd. and the Complainant attended the hearing on 09.05.2016 and it was agreed that:-
- (a) The Complainant Original Plot would be restored and all outstanding dues would be paid by the complainant.
 - (b) In case proposal at (a) above could not be materialized due to fresh allotment to another Allottee, an alternate Plot of Land would be provided to the Complainant by SITE Ltd.



7. After laps of a considerable period the Agency informed vide their letter No. nil dated 06-12-2016 received in this office on 28-12-2016 that the Estate Engineer SITE Ltd., Nooriabad had been directed to let them have availability of Land for allotment within 3 days. Subsequently vide their letter No. Nil dated 08-03-2017, the Law Officer enclosed a reminder to the Estate Engineer to provide the required information.

8. Having received no information from the Agency, reminders were issued to the Agency vide letters No. POS/1283/2015/M-1 dated 17-03-2017 and dated 15-05-2017 for their necessary action.

9. Subsequently vide Letter No. 4913 dated 06-06-2017 the Agency provided the following information:-

1. The allotment of M/S. Crystal Visions (Complainant) stood cancelled in their record and Cancellation letter bearing No. Adm/NA/1523/111 dated 21-02-2014 was issued.
2. As informed by their Estate Engineer concerned, there was no land available for allotment of plot to the complainant.
3. The land was allotted to another allottee by SITE Ltd. i.e M/S. Orient Automotive Industries (Pvt.) Limited.

10. In order verify the statement of the Estate Engineer SITE that there was no open plot available at Nooriabad for allotment of alternate plot to the Complainant, a hearing was held on 01-11-2017 in which the Complainant identified an open plot measuring 19.75 acres which could be earmarked to him. On this the Estate Engineer requested to allow him time to verify it in their records, which was allowed.

11. In the next hearing held on 18-12-2017, the Estate Engineer confirmed that such plot was still remained un-allotted and available for alternate allotment to the complainant for which he had already moved the proposal to the Higher Authorities of SITE Ltd. vide his Note dated 15-12-2017.

FINDINGS

12. The Agency failed to provide the evidence of acknowledgement of notices and letters issued to the Complainant as pointed out by him vide letter No. nil dated 21.09.2015.

13. One side action of cancellation of allotment of a property against which full cost had been paid is not justifiable by the SITE. The Agency should have made it sure that matter of recovery of dues & cancellation of plot has been communicated to the Allottee by means of the advertisement in daily Newspapers, sending Special Messengers or even contacting him on telephone which had not been done.

14. When there is a clause in Allotment letter to recover NUF for non-construction, this should have been implemented instead of cancellation of Plot.

15. As pointed out by the Complainant and endorsed by the Estate Engineer, Nooriabad, SITE that a plot was available for re-allotment, SITE Ltd. could manage a plot for him for setting up an industrial unit which he was eager to construct and operate.



DECISION

16. In view of the above facts, it is a clear case of mal-administration on part of SITE and I am inclined to conclude that the Complainant should not suffer particularly when he had paid full amount of the cost of land and SITE failed to facilitate infrastructure necessarily required to put the factory on operation.

17. Therefore, in exercise of power vested in me under section-11 of the Establishment of office of the Ombudsman for the Province of Sindh Act, 1991, I hereby direct Managing Director, SITE Ltd. to allot a plot of land equivalent in size to the Complainant at nearest location on recovery of legal dues.

18. Compliance should be reported to me within 45 days hereof without fail.

19. Given under my hand and seal of the office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 26th December, 2017





DECISION

Complaint No:

POS/2832/15/60/South/R

Name and address
of the complainant:

Mst. Shakeela D/o. Akhlaq Ahmed,
School No.22, Keamari Town, West, Karachi.

Name of the Agency
complained against:

District Municipal Corporation (West) / KMC

Name & Designation of
Investigating Officer:

Mr. Masood Ishrat
Registrar

Subject:

**UNJUST WITHHOLDING OF SALARIES OF THE
COMPLAINANT SINCE AUGUST, 2015.**

THE COMPLAINT

Mst. Shakeela D/o. Akhlaq Ahmed filed a complaint on 7th October, 2015 stating that she has been serving as School Teacher in KMC School No.KZ-22, Maripur, Keamari Town for last 25 years. She alleged that her salaries have been stopped without any reasons and despite her efforts the same were not being released causing problems to her. She, therefore, requested to intervene in the matter.

PROCEEDINGS

2. The matter was taken up with the then Administrator, KMC and after persuasion the Agency submitted copy of Order dated 17.02.2016 regarding release of salaries of the complainant.

3. The complainant in her rejoinder stated that her salaries were stopped in August, 2015 which were released in February, 2016 but outstanding salaries have not been paid and, therefore, requested to issue directives for release of the same at the earliest.

4. The matter was again taken up with the concerned authorities. The Director (Legal Affairs), Human Resources Management, KMC, vide letter dated 26.07.2016 reported that in compliance of directives of the Government of Sindh, education department, KMC, has already been transferred to respective District Municipal Corporations and requested to take up the matter with DMC (West), Karachi.

5. After continuous follow-up and series of hearings in the matter, Municipal Commissioner, District Municipal Corporation (West) vide letter dated 17.10.2017 reported that outstanding salaries of the complainant have been released vide cheque dated 16.10.2017 amounting to Rs.1,72,414/-.

6. The complainant vide her letter dated 18.10.2017 confirmed that cheque has been deposited in her account as confirmed by bank through SMS.



CONCLUSION

7. In view of the above, since grievance of the complainant has been fully redressed, the complaint stands disposed of accordingly and consigned to record.

Given under my hand and seal of office.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 25th October, 2017



DECISION

Complaint No:

POS/CH/2233/2016

Name and address
of the complainant:

Mr. Abdul Hakeem,
House No. 710, Street No. 10,
Ali Akbar Shah Goth, Ibrahim Hyderi, Karachi

Name of the Agency
complained against:

Police Department

Name & Designation of
Investigating Officer:

Mr. Muhammad Ali Shah
Incharge – Children's Complaint Office

Subject:

**ALLEGED MAL-TREATMENT AND TORTURE UPON
A TEN YEARS OLD STUDENT BY MOLVI AYAZ,
TEACHER OF A MADARSSA AT IBRAHIM HYDERI,
KARACHI, ETC.**

THE COMPLAINT

Pursuant to the news appearing in Daily Jang dated: 17.06.2016 regarding alleged mal-treatment and torture upon a ten (10) years old student by Molvi Ayaz teacher of a Madarssa at Ibrahim Hyderi, Karachi Suo-Moto Notice was taken under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 and the investigation assigned to Incharge Children's Complaint Office.

PROCEEDINGS

2. The Investigating Officer, thereafter took up the matter with S.H.O, Police Station Ibrahim Hyderi, Karachi vide letter dated: 20.06.2016 and asked him to appear personally alongwith detailed report. In response, the S.I.P, Ibrahim Hyderi Police Station appeared before the Investigating Officer and reported that after filing of the complaint by Mr. Abdul Hakeem (the uncle of the victim), the FIR No.114/16 U/S342/337-F9(i)337-A(1)PPC was registered by SHO, Ibrahim Hyderi Police Station on 16.06.2016. The accused Moulvi Ayaz Qari of Madarssa Usmania was arrested on the same day and brought before Court of Judicial Magistrate-I, Malir on 18.06.2016 but instead of remanding him to Police custody the accused was released on bail against Surety PR Bond of Rs.10,000/-.

3. Subsequently both the parties viz Abdul Raheem (father of the victim) and accused Moulvi were called by the Investigating Officer on 05.09.2016. They informed that the matter was amicably settled between them. The Incharge of Madarssa Usmania also submitted his written statement informing that the accused Moulvi Ayaz had been removed from service and he had strictly directed other staff members not to repeat such unlawful act in future.

4. The SHO, Ibrahim Hyderi P.S has now informed that based on the final Medico Legal Report of JPMC, he has submitted Final Challan in the Court of 1st Civil Judge and Judicial Magistrate, Malir where the case is pending.



DECISION

5. Since the objective of taking Suo-Moto Notice has been achieved, therefore, no further action is required by this Institution.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 20th February, 2017



Selected Cases



DECISION

Complaint No:	POS/470/2015/KC
Name and address of the complainant:	Mst. Tahira Begum H. No. 2/522, Jhanda Chowk Liaquatabad, Karachi.
Name of the Agency complained against:	D.M.C. East
Name & Designation of Investigating Officer:	Mr. Nazir Ahmed Qidwai Director, Regional Office, Karachi Central
Subject:	REQUEST FOR THE PAYMENT OF LEGAL SHARE FROM PENSION / OTHER SERVICE DUES TO THE COMPLAINANT BY VIRTUE OF BEING SECOND WIFE OF DECEASED EMPLOYEE.

THE COMPLAINT

Mst. Tahira Begum, in her complaint filed on 18.02.2015, stated that she was the second wife of Mr. Miraj-ud-Din, employed as Naib Qasid in the Town Municipal Administrator, Jamshed Zone, DMC East, Karachi. She added that her husband expired during service on 14.12.2012. She asserted that her late husband left behind him his first wife namely Shakeela Begum, a son and four daughters as his legal heirs. She further stated that despite repeated approaches, the concerned Department had not yet informed her anything about the payment of pension/other service dues of her late husband. She, therefore, solicited our intervention for the resolution of her problem.

PROCEEDINGS

2. The matter was taken up with the Agency. Director Administration DMC, Karachi East vide his letter dated 28.04.2015, stated that DMC East had made payment of financial aid and other fund and the case had been submitted to the Head Office KMC for further funds and pension for the widow of Mr. Meraj-ud-Din (Late).

3. Director Administration vide his another letter dated 12.06.2015 stated that Family Pension cases were regularized under Rule 4.10 of civil Service Pension Rule 1963.

4. Rule 4.10 (2b) provides as under:-

"If the Government servant had more than one wife, and the number of his surviving widows and children does not exceed 4, the pension shall be divided in the following manner, viz, each surviving widow shall get 1/4th of the pension and the balance (if any) shall be divided equally among the surviving eligible children . Distribution in the above manner shall also take place whenever the Government servant leaves behind surviving children of a wife that has predeceased him in addition to the widow and her children, if any."



5. Additional Director (Welfare), Finance & Accounts, KMC, submitted a letter dated 04.10.2016 wherein he had stated that a cheque in respect of Group Insurance, amounting to Rs.3,00,000/- had already been delivered to the widows of Miraj-ud-Din namely Mst. Shakeela Miraj-ud-Din and Mst. Tahira Miraj-ud-Din accordingly. After the payment of Group Insurance the claim had been forwarded to the concerned department i.e. DMC (East), Karachi for further process regarding matter pertaining to Family Pension cum Gratuity. He also requested to direct the concerned Department i.e. DMC (East) to submit the case regarding Family Pension/ Gratuity to the Welfare Department for further necessary action.

6. The matter was pursued on regular basis which finally resulted in the payment to the complainant the due share of pension/other service dues of her deceased husband (Late).

7. The complainant submitted a letter dated 27.03.2017 wherein she confirmed the resolution of her problem with the cooperation of this Institution. She expressed her thanks in that regard and requested for closing further proceedings on her complaint.

CONCLUSION

8. The complaint is disposed as redressed.

Given under hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 11th September, 2017





Selected Cases



DECISION

Complaint No:

POS / 28 / 2016 / KS

Name and address of the complainant:

Mst. Shahnaz Akhtar W/o. Muhammad Bachal Bohio,
R/o. Flat No.A-202, Block-02, COM.11/1, Fortune Arcade,
Clifton, Karachi.

Name of the Agency complained against:

Karachi Water and Sewerage Board (KW & SB)

Name & Designation of Investigating Officer:

Mr. Ishrat Ali Siddiqui

Director, Regional office , Karachi (South)

Subject:

ALLEGED DEMAND AND RECOVERY OF WATER CHARGES AMOUNTING TO RS.99,094/- THOUGH NO WATER CONNECTION WAS PROVIDED TO THE COMPLAINANT. REQUEST FOR INTERVENTION.

THE COMPLAINT

Mst. Shahnaz Akhtar (through her husband Mr. Muhammad Bachal Bohio) filed her complaint dated: 10-06-2016 stating therein that she owned flat No. A-202, Block-2, Commercial 11/1, Fortune Arcade, Clifton, Karachi where no water connection was provided by KW & SB but despite that they had issued bill bearing consumer no. A-0231934000E for the month February 2016 amounting to Rs. 19934/- with final disconnection notice if payment was not made. Therefore, concerned authority was approached but it was not responded. Meanwhile, the KW & SB had issued bill for the month April, 2016 for Rs. 20,280/- and notice dated 01-06-2016 for proceeding under land Revenue Act, 1967 for recovery amounting to Rs. 99,094/. She pointed out that according to judgment dated 22-12-2014 of Honourable High Court Sindh in CP No. 1969 of 2007 it was held that where water was not supplied or where water connection was not available, the KW & SB could not demand payment from the occupants / owners. Being aggrieved by that, she solicited our intervention in the matter.

REPORT OF THE AGENCY

2. In response to this office letter dated: 15-06-2016, the Executive Engineer (W/S) Clifton, KW & SB in his report dated: 24-06-2016 admitted that water supply connection had not been provided to Fortune Arcade Clifton, Karachi. However, the said premises had been connected with KW & SB, Sewerage System.

3. However, the Deputy Director Officer (Tax), Saddar Town, KW & SB vide his letter dated: 26-07-2016 informed that water connection was provided in the said building but due to non-payment, it was disconnected. He further reported that 10 consumers had been paying water supply charges out of 50 residents of the Fortune Arcade Apartments.



REJOINDER OF THE COMPLAINANT

4. The complainant in her rejoinder dated: 11-07-2016 reiterated that since the Executive Engineer (W/S) Clifton had confirmed the non-availability of water connection in their premises, hence, demand / recovery of water charges was illegal.

HEARING PROCEEDINGS

5. In order resolve the issue, the Investigating Officer fixed the case for hearing, the parties on 17-08-2016 which was attended by Mr. Anwar Ali Memon XEN (W/S), KW & SB Clifton, Karachi, Mr. Hubdar Ali, Sub-Inspector on behalf of Deputy District Officer (Tax) Saddar Town, Karachi and Mr. Muhammad Bachal Bohio authorized attorney of Ms. Shahnaz Akhter. They were examined and their statements were recorded. The representative of agency denied to have any record about sanction / disconnection of water supply line of Fortune Arcade building.

FINDINGS

6. The perusal of record reveals that:

- (i).the KW & SB had failed to prove that water was being supplied to residents of Fortune Arcade Apartments but despite that issuing water charges bills to them which was illegal.
- (ii). the Honourable High Court of Sindh in CP No.1969/2007 had rules that "where water is not supplied or where no connection is available for the premises, KW & SB cannot make demands for the services not availed by the occupants / owners".

DECISION

7. In view of the above, I in exercise of powers vested in me under section 11 of Establishment of office of Ombudsman (Mohtasib) for the Province of Sindh Act 1991, hereby direct the Managing Director, Karachi Water & Sewerage Board, Karachi not to demand water charges from the complainant till such time water supply is made available to her. Compliance to be reported to the undersigned inside 30 days.

Given under my hand and seal of this office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 17th March, 2017





Selected Cases



DECISION

Complaint No:

POS/ROS/SKK-35/2013

Name and address of the complainant:

Syed Manzoor Hussain Shah, Govt. Contractor,
R/o. village Turki Turail P.O Kandhra, Taluka Rohri, District Sukkur.

Name of the Agency complained against:

**Administrator,
Taluka Municipal Administration, Rohri**

Name & Designation of Investigating Officer:

Dr. Badaruddin Ujan
Director, Regional Office, Sukkur

Subject:

ALLEGED DELAY IN PAYMENT OF OUTSTANDING AMOUNT IN RESPECT OF WORK DONE BY THE COMPLAINANT.

THE COMPLAINT

Syed Manzoor Hussain Shah filed a complaint on 08.03.2013 regarding alleged delay in payment of outstanding amount from Taluka Municipal Administration, Rohri in respect of work done by him. He, therefore, solicited intervention in his matter from this office.

REPORT OF THE AGENCY

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, the matter was taken up with the Administrator, Taluka Municipal Administration, Rohri vide this office letter dated: 19.03.2013. In response thereto, Mr. Azhar Shah Sub-Engineer and Mr. Nisar Bhatti, Tender Clerk submitted their statement wherein they denied the allegations leveled against him.

3. The Chief Municipal Officer, Municipal Committee, Rohri also submitted his comments dated: 30.05.2013 informing that the construction work of C.C. Block and Surface Drain at Village Latif Dino Palh and Syed Mohallah Tarki Turail Union Council Trimoonh was awarded to the complainant for Rs.20,00,000/- with call deposit of Rs.40,000/-. The complainant had completed his work and the payment was made to him on various dates. He also denied the allegations made by the complainant that the complainant was given verbal orders by the T.M.A officials to carry out the extra construction work of other villages beyond the contract work awarded to him but he had carried out the extra work at his own discretion for which he was responsible. He also denied the allegation of bribe leveled by the complainant against the T.M.A officials.

REJOINDER OF THE COMPLAINANT

4. The complainant also submitted his rejoinder dated: 24.02.2014 and reiterated that the agency did not pay him.



5. Subsequently, the agency submitted it's another report dated: 12.05.2014 informing that the complainant had executed the work of other villages on the verbal orders of Ex-Officer of T.M.A, Rohri and the Sub-Engineer had taken the measurement of above construction work and recorded in measurement book and prepared the final bill of Rs.677,902/- of remaining work and same was paid to him. Now there was no outstanding dues against T.M.A.

CONFIRMATION OF THE COMPLAINANT

6. The complainant appeared before the Investigating Officer on 24.05.2017 and submitted his written statement and confirmed that all his dues had been cleared by the Taluka Municipal Administration Rohri. Therefore, he did not want to proceed his case further and requested therein to close his case as his grievance was redressed.

CONCLUSION

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

Sd/-

**(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh**

Karachi, dated 3rd October, 2017





Selected Cases



DECISION

Complaint No.:

POS/ROM/124/07/RM-217/NWS-128

POS/2766/07/RM-277/NWS-129

*Name and address
of the complainant:*

Mr. Ashrafuddin Ansari, General Secretary,
Pakistan Human Rights, Justice & Peace Council,
C/o City Guest House, Iqbal Road, near Gulshan-e-Siddique,
Tando Adam.

*Name of the Agency
complained against:*

Environment Department

*Name & Designation of
Investigating Officer:*

Mr. Khan Muhammad Zardari

Director, Regional Office, Shaheed Benazir Abad

Subject:

**NON-INSTALLATION OF FILTERS BY THE OWNERS
OF COTTON GINNING FACTORIES SITUATED IN THE
MIDDLE OF TANDO ADAM TOWN ALLEGEDLY DUE
TO SUPPORT OF E.P.A. AUTHORITIES WHO FAILED
TO TAKE ACTION AGAINST THEM.**

THE COMPLAINT

Mr. Ashrafuddin Ansari stated in his complaint dated 01.8.2007 that cotton factories situated in the Middle of the Tando Adam Town had made the lives of human beings miserable as the smoke emitting out was spreading in the open air causing serious threat of diseases like asthma and T.B. On the protest of the residents, the owners of the factories had promised that filters would be installed to stop the air pollution but they failed to do so. He, therefore, solicited for our action against the Environment Protection Department.

PROCEEDINGS

2. The matter remained under correspondence including reports received from the Agency and thereafter Investigating Officer fixed the case for hearing the parties on different dates. While the said process of investigation was underway, Assistant Director (T) Regional Office Mirpurkhas reported vide his letter dated 01.10.2013 that EPA team was deputed to ascertain the current status of cotton factories. They reported that cotton industries at Tando Adam were visited. Eleven industries had got dust catcher installed to control the air pollution. Two industries were shifted outside the town area.

COMPLAINANT'S REJOINDER

3. Complainant in his rejoinder stated that some of the owners of cotton factories had not yet installed "new dust catcher system" and were still operating without pollution control. He admitted that the two town industries were shifted out of city as reported by EPA.



4. Regional Incharge EPA Regional Office Mirpurkhas submitted his visit report vide his letter dated 06.9.2016. He reported that M/s M. Siddique and Sons and Agro Product Cotton ginning factory (Sundar Sham) had installed the dust catcher, while Al-Shams Cotton Ginning Factory was found closed and non-operational.

5. The complainant appeared before the Investigating Officer on 20.10.2016 and submitted his statement that M/s M. Siddique and Sons and Agro Product Cotton Ginning Factory (Sundar Sham) had installed the dust catchers while Al-Shams Cotton ginning factory was found closed for last one year. He showed his satisfaction and withdrew from his complaint.

CONCLUSION

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

7. This also disposes of the same complaint from same complainant, registered separately vide No.POS/2766/07/RM-277/NWS-129, as redressed on the above lines.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 10th March, 2017





Selected Cases



DECISION

Complaint No:

POS/RD/DU/88/2016

Name and address
of the complainant:

Mr. Manzoor Khokhar,
R/o Village Daree,
Taluka and District Dadu.

Name of the Agency
complained against:

Education Department, Government of Sindh

Name & Designation of
Investigating Officer:

Mr. Nadir Ali Jamali
Director, Regional Office, Dadu

Subject:

**COMPLAINT AGAINST DELINQUENT PRIMARY
SCHOOL TEACHER WHOSE ABSENCE CAUSED
CLOSURE OF SCHOOL IN VILLAGE OF THE
COMPLAINANT.**

THE COMPLAINT

Mr. Manzoor Khokhar, stated in his complaint dated nil (received on 01.11.2016) that the Government Primary School at his village, Daree, Taluka and District Dadu, was closed and not functioning because of the alleged absence and non-performance of duty by the concerned primary school teacher (PST) namely Mr. Anwar Panhwar, for a considerable period of time. He further alleged that his repeated requests to the concerned officers of the Agency for the remedial action was unheard and fruitless, due to which education of the children of the school suffered immensely. He, therefore, solicited our intervention in the matter for getting the school opened.

PROCEEDINGS

2. The Investigating Officer called for report from the Agency in the matter. As the same was not received within the stipulated period of time, he fixed the case for hearing the parties on 04.01.2017. The alleged delinquent Primary School Teacher i.e. the respondent and the complainant appeared before him on the said date. The respondent disclosed in his statement of the date that he had been doing his duty daily on regular basis and education of the children was going on in the school briskly and assured therein that he would not repeat his habit of absenting him from duty in future, hence requested to close the case against him. The complainant confirmed regular attendance of the teacher after interposal of this institution and expressed his gratitude for the same, vide his statement of the date. He added that the assurance given by the teacher for regular performance of his duty in future resolved their grievance, therefore requested therein to close his case.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 17th January, 2017



Selected Cases



DECISION

Complaint No:

POS/619/HYD/2016

Name and address
of the complainant:

Mr. Nasir Ali Khan,
R/o C-11, Block-B, Unit No.05, Latifabad,
Hyderabad.

Name of the Agency
complained against:

Hyderabad Development Authority/W.A.S.A.

Name & Designation of
Investigating Officer:

Mr. Muhammad Akram Saeed
Director, Regional Office, Hyderabad

Subject:

**ALLEGED NON-CLEARANCE OF MANHOLE NEAR
THE HOUSE OF THE COMPLAINANT FOR THE LAST
FIVE TO SIX YEARS ETC.**

THE COMPLAINT

Mr. Nasir Ali Khan, stated in his complaint dated 25.08.2016 that 10-12 years back sewerage lines were laid down in Unit No.5 Latifabad near Muhammadi Hospital by H.D.A/WASA authorities. He added that the residents of the area were directed to connect their lines with the manhole, but his neighbour Mr. Abdul Rehman and his brothers did not act on the said advice. He further added that the manhole was as old as of about 35 to 40 years and it had lost its utility. He also mentioned that his neighbors used the manhole, but did not contribute towards its maintenance charges etc which were borne by him for the last twelve (12) years and his requests to the Executive Engineer, WASA Latifabad, for its cleanliness and maintenance did not receive due attention. He, therefore, solicited our intervention in the matter for directions to the Agency for remedial action.

PROCEEDINGS

2. The matter remained under process of investigation including correspondence with the Agency and the complainant. During the said process the Executive Engineer, HESCO Affairs WASA, Hyderabad, finally submitted report dated 10.02.2017 (after follow up) that blockage of sewerage line had been resolved by providing new sewer line to facilitate the complainant. He also attached a copy of letter dated 08.02.2017 of the complainant wherein he acknowledged the satisfactory execution of work as contained in the above said report of the Executive Engineer. The complainant later appeared before the Investigating Officer on 23.02.2017 and produced his letter dated 08.02.2017 (copy already received). He appreciated the work done by the WASA staff after interposal of this institution. He expressed his gratitude for the prompt action and resolution of his five to six years old problem & requested to close his case.

CONCLUSION

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



Sd/-
(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh
Karachi, dated 19th April, 2017



Selected Cases



DECISION

Complaint No:

POS/2542/ROK-97/(KHP)/2015

Name and address
of the complainant:

Miss Anam & Miss Zulekhan C/o Zain House,
Near Zafar Hotel & GBHS Mohallah,
Bhurghari, Khairpur.

Name of the Agency
complained against:

Shah Abdul Latif University Khairpur

Name & Designation of
Investigating Officer:

Haji Ghulam Kasim Baloch
Director, Regional Office, Khairpur

Subject:

**ALLEGED UNJUSTIFIED REJECTION OF REQUEST
OF THE COMPLAINANTS FOR REFUND OF THEIR
B.ED (BACHELOR) ADMISSION FEE OF RS. 22520/-
EACH.**

THE COMPLAINT

Miss. Anam & Miss Zulekhan, filed a joint complaint dated 10.09.2015 against alleged unjustified rejection of her request for refunds of their B.Ed (Bachelors) Admission fee of Rs. 22520/- each. They further stated that university adjusted others candidates against their vacated seats on receipts of admission fee from them hence rejection of their request for refund was not justified. They requested Ombudsman to the direct the Shah Abdul Latif University authorities for refund of their admission fee.

PROCEEDINGS

2. Complaint was forwarded to the agency for comments. Agency was delaying the submission of reply on one pretext or another. In order to resolve the matter, Investigating Officer fixed the hearing on 10.03.2016. The hearing was attended by the university representative Dr. Ghulam Ali Mallah, Chairman, Department of Teacher Education, Shah Abdul Latif University Khairpur and both the complainants. During the course of hearing Dr. Ghulam Ali Mallah submitted two cheques in favour of the complainants cheque Nos. FAF.8834700 dated 11.03.2016 of Rs.22520/- in favour of Miss Zulekhan and cheque No.8834699, dated 11.03.2016 of Rs.22520/- in favour of Miss. Anam. Both the complainants had confirmed the receipt of cheques issued in their favour by the Shah Abdul Latif University Khairpur. The complainants also thanked this institution for the efforts for ensuring refund of their amount from the university.

DECISION

3. As the grievances of the complainants stands redressed, therefore, the case stands redressed and consigned to record accordingly.

Sd/-

**(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh**

Karachi, dated 20th November, 2017





Selected Cases



DECISION

Complaint No:

POS/RBH/18/2015

Name and address
of the complainant:

Mr. Muhammad Soomro S/o Talib Nohario
R/o. Fatehabad, Taluka Shaheed Fazil Rahu, District Badin.

Name of the Agency
complained against:

Mukhtiarkar (Revenue)
Taluka Shaheed Fazil Rahu, District Badin

Name & Designation of
Investigating Officer:

Mr. Waqar Ahmed Bhurgri
Director, Regional Office, Badin

Subject:

**ALLEGED DELAY IN CORRECTION OF RECORD OF
RIGHTS IN FAVOUR OF THE COMPLAINANT EACH.**

THE COMPLAINT

Mr. Muhammad Soomro R/o. Badin filed a complaint on 14.05.2015 and stated therein that the record of his inherited land in Deh Kheer Pitaro and Sityari Survey Nos. 479 and 482 had been wrongly entered in Record of Rights whereas the actual survey Nos. were 478, 492, 161, 162 and 258. He further stated that not only these survey nos were entered wrongly but the area of the land was also reduced in the record which was also not entered in village form VII-B. In this regard, he had been approaching the Assistant Commissioner, Mukhtiarkar and Tapedar of Taluka Shaheed Fazil Rahu since last one year but he was unheard even having complete documents in file placed in Mukhtiarkar's office. Being aggrieved by that, he solicited our intervention in the matter.

REPORT OF THE AGENCY

2. After admitting the matter under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, report was called from Mukhtiarkar Revenue, Shaheed Fazil Rahu vide this office letter dated: 18.05.2015 followed by several reminders. Finally, after constant persuasion of this office, the Mukhtiarkar Revenue Shaheed Fazil Rahu vide his report dated: 15.06.2017 informed that the grievance of complainant had been redressed. In support thereof, he submitted copy of Record of Rights showing the correction of all entries point out by the complainant.

CONFIRMATION OF THE COMPLAINANT

3. A copy of the report was sent to the complainant on 15.06.2017 for his rejoinder. In response, he filed his written statement on same day confirming the correction in Record of Rights in his favour and also shown his satisfaction on entries made in village form VII-B. He further extended profound thanks to this Institution for redressal of his grievance.

CONCLUSION

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

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 2nd August, 2017

Annual Report, 2017



Selected Cases



DECISION

Complaint No:

POS/3104/TTA/29/2015

Name and address
of the complainant:

Mr. Nazeer Ahmed S/o Muhammad Yousuf,
Retd. Teacher, House No. 70-8, Bus Stand Sujawal, Taluka
& District Sujawal.

Name of the Agency
complained against:

District Accounts Officer (DAO), Thatta

Name & Designation of
Investigating Officer:

Mr. Manzoor Ahmed Mughal
Director, Regional Office, Thatta

Subject:

**ALLEGED DELAY IN RESTORATION OF
COMMUTED PORTION OF PENSION OF THE
COMPLAINANT BY DAO, THATTA.**

THE COMPLAINT

Mr. Nazeer Ahmed S/o Muhammad Yousuf, retd. Teacher filed a complaint on 10.12.2015 regarding alleged delay in restoration of commuted portion of his pension by District Accounts Officer, Thatta. Being aggrieved by that, he solicited our intervention in the matter.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, the matter was taken up with the District Accounts Officer, Thatta vide this office letter dated 27.01.2016. In response, he vide his letter dated 20.05.2016 informed that restoration case of Mr. Nazeer Ahmed pensioner had been finalized and payment would be made to the complainant as and when he appeared in his office to sign pension bills. Later on, the District Accounts Officer, Thatta submitted another report dated 30.06.2016 informing that the payment amounting to Rs. 1,37,483/- had been credit to his Accounts No.PLS A/c No.101-2 in National Bank of Pakistan, Sujawal Branch.

REJOINDER OF THE COMPLAINANT

3. The copy of said report was sent to the complainant for his rejoinder on 19.07.2016 followed by reminder dated 23.08.2016. In response, he appeared before the Investigating Officer on 27.09.2016 and submitted written statement confirming that the office of District Accounts Officer, Thatta had **credited Rs. 137,483/- in his PLS A/c. No.101-2 in the National Bank of Pakistan, Sujawal Branch.**

CONCLUSION

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

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 11th November, 2017





Selected Cases



DECISION

Complaint No:

POS/RL-31(LKA)2014

Name and address
of the complainant:

Mr. Bandah Ali Bugti, President,
Al-Fateh Social Welfare Association,
R/o Village Rohal Khan Bugti, District Larkana.

Name of the Agency
complained against:

Education Works Department

Name & Designation of
Investigating Officer:

Mr. Zulqurnain Abro
Director, Regional Office, Larkana

Subject:

**DELAY IN COMPLETION OF REMAINING
CONSTRUCTION WORK OF GOVT. GIRLS PRIMARY
SCHOOL BY THE EDUCATION WORKS DEPARTMENT.**

THE COMPLAINT

Mr. Bandah Ali Bugti filed an application dated 10.02.2014 against Education Works Department regarding delay in completion of remaining construction work of Government Girls Primary School Village Rohal Khan Bugti. He therefore requested us for our intervention in the matter.

PROCEEDINGS

2. The complainant vide his application dated 01.10.2015 reported that the roof work of the aforementioned school was completed, plaster of two rooms and hall was also completed. However, remaining works such as white wash, electrification, installation of hand pump and external gate was not done so far by the Agency. The Executive Engineering, Works Division Larkana vide his letter No.XEN(EWD)CB-F56/2292 dated 01.12.2015 reported that rehabilitation work of Government Girls Primary School Village Rohal Khan Bugti was in progress. The main building was completed except colour.

3. The Investigating Officer fixed the matter for site inspection of Government Girls Primary School Village Rohal Khan Bugti in presence of complainant and the representative of the Agency on 02.6.2016. During site inspection it was pointed out that the school building was complete in all respects and handed over to Education Department. The complainant vide his application dated 09.01.2017 also confirmed that the construction work of said school was completed in all respects and handed over to Education Department. He thanked this Institution.

CONCLUSION

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

Sd/-

**(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh**

Karachi, dated 14th March, 2017





Selected Cases



DECISION

Complaint No:

POS/ROG/GTK-170/2015

**Name and address
of the complainant:**

Mst. Ajaib Khatoon W/o. Izat Khonharo,
R/o. Bakhsho, Seelro, Taluka Pano Aqil, District Ghotki.

**Name of the Agency
complained against:**

Revenue Department

**Name & Designation of
Investigating Officer:**

Mr. H. Ahmed Khan Jamali
Director, Regional Office - Ghotki

Subject:

**COMPLAINANT'S REQUEST FOR CHANGE OF FOTI
KHATA OF DECEASED MOULA BUX AND GETTING
DUE SHARE OF MST. MAJEEDA D/O. MOULA BUX IN
THE LANDED PROPERTY SITUATED IN DEH
BHITTOON AREA 6-06 GHUNTTA'S.**

THE COMPLAINT

Mst. Ajaib Khatoon w/o. Izat Khonharo in her complaint dated 05.09.2015 filed before the Regional Director, Ghotki stated that she was previously married to Moula Bux who had divorced her during lifetime. She had conceived one daughter by name Mst. Majeeda from her first husband Moula Bux. Moula Bux used to give maintenance allowance during his lifetime but after his death his cousin by name Raban was issuing threats of dire-consequences and had refused to give share in property left by Moula Bux.

2. She, therefore, approached this Institution for relief.

REPORT OF THE AGENCY

3. The Mukhtiarkar (Revenue), Ghotki vide his report dated 26.11.2015 stated that as per Village Form VII-A entry No. 193 an area to the extent of 00-33 paisas from Survey No. 20/3 and others was entered in the name of Sattar Bux S/o. Bagh Ali Kuharo. He furnished copy of Village Form VII-A and statement of the Tapedar of the beat, according to which, these Survey Nos. were entered in the name of Sattar Bux father of late Moula Bux. The Foti Khata Badal had not been effected in the revenue record as yet.

HEARING / PROCEEDINGS

4. The investigation conducted by the Regional Director, Ghotki revealed that late Sattar Bux had five sons namely Qasim, Baghan, Moula Bux, Hussain Bux and Ghous Bux, out of whom one Ghous Bux was alive while the remaining four had expired leaving behind number of heirs. As far as heirs of Moula Bux were concerned he had left three daughters and a son.



CONCLUSION

5. It appears that this case of Foti Khata Badal, which had not yet been effected by the Mukhtiarkar Revenue Ghotki in the revenue record nor any heir of the deceased had apparently approached the Revenue authorities.

DECISION

6. I, therefore, in exercise of powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991, hereby direct the Deputy Commissioner, Mirpur Mathelo at Ghotki to ensure that the Foti Khata Badal in respect of the agricultural land and other property left by Sattar Bux S/o. Bagh Ali Khonharo was effected in the revenue record amongst the heirs left by him as per law. The needful should be done after hearing all the stakeholders including complainant Mst. Ajaib Khatoon.

7. The Compliance should be reported to me inside 60 days.

Given under my hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 01st June, 2017





Selected Cases



DECISION

Complaint No:

POS/2869/ROJ-47(JBD)/2016

Name and address
of the complainant:

Mst. Azeeman Wd/o Delo Khan Golo,
R/o Gulsher Mohallah Kandhkot,
District Kashmore @ Kandhkot.

Name of the Agency
complained against:

Local Government Department

Name & Designation of
Investigating Officer:

Mr. Farhad Baig S. Dahir
Director, Regional Office, Jacobabad.

Subject:

**REQUEST FOR PAYMENT OF OUTSTANDING
PENSION DUES.**

THE COMPLAINT

This complaint was filed by Mst. Azeeman Widow of Delo Khan Golo dated 25.07.2016, stating that her husband was serving as Draftsman in the Municipal Committee Kandhkot, while in service he expired on 13.06.2015. Since then she has been running from pillar to post for the payment of his pension dues. She also approached the higher authorities but no satisfactory response was given. Finding no other alternative she knocked the door of this institution and requested for redressal of her grievance.

PROCEEDINGS

2. The complaint was forwarded to the agency for comments. In response, Chief Municipal Officer, Municipal Committee, Kandhkot vide his letter dated 04.11.2016 informed that husband of the complainant expired during service on 13.06.2015. His pensionary dues were calculated and an amount of Rs. 8,41,637/- was outstanding against Municipal Committee Kandhkot, however, she was drawing Rs.10,394/- per month as family pension regularly and an amount of Rs. 10,000/- per month was also being paid towards outstanding arrears of pensionary dues since January 2016. He further stated that due to poor and weak financial position it was not able to make full payment of outstanding therefore the payment was being made in installments. Photocopy of the report of the agency was communicated to the complainant for filing of her rejoinder, followed by reminders. On 26.01.2017 complainant appeared before the Investigating Officer and deposed that she has received an amount of Rs.400,000/- from the total outstanding amount against the agency due to intervention of this institution and she was given assurance that the remaining amount would be paid to her by the Municipal Committee Kandhkot as early as possible. She further stated that she did not want to proceed further as her grievance had been redressed.

CONCLUSION

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



Sd/-
(ASAD ASHRAF MALIK)
PPM, PSP

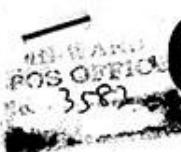
Ombudsman, Sindh
Karachi, dated 6th September, 2017

PUBLIC ACKNOWLEDGEMENTS





Public Acknowledgements



GRACE ENTERPRISES

Deals In Printing Stationery Machinery & General Order Supplier

N.T.N. 2524715-8



Date: 13-7-2017

LETTER OF THANKS

The Honorable Ombudsman,
(Mohtasib) Sindh,
Karachi.

SUB: DELAY IN CLEARANCE OF BILLS OF RS. 782, 134/- FOR THE PERIOD FROM 2013 TO 2015 ON ACCOUNT OF SUPPLIES MADE BY THE COMPLAINANT. (COM: MR. M. UMAIR ANSARI).

Reference: CASE No. POS/3262/15/DG-II.

Respected Sir,

It is informed that my delay of payment of Rs. 782,134/- has been made by the Health Department. I am very thankful and grateful for this institution to efforts for clearance of my payment. Sir, I have no complaint against Health Department and my case may be closed.

In the end, I am again many thanks to this department for resolve my outstanding dues.

UMAIR MUMTAZ ANSARI
CELL: 0300-3333675

CC to:

The Director General-II, Secretariat Provincial Ombudsman (Mohtasib) Sindh, Karachi.

Shop No. 45/A, Hashmi Trust Building, Robson Road, Near Women College
Karachi. Cell: 0321-8999441



Public Acknowledgements



Gasoline Inn



Ref: _____

Dated 4th December 2017



**The Assistant Director
For Advisor-C,
Secretariat Provincial Ombudsman
Sindh, Karachi.**

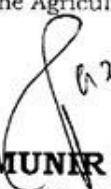
**SUBJECT: DELAY AND NON-RESPONSE IN CLEARANCE OF OUTSTANDING
BILLS AMOUNTING TO RS. 4,67,476/- TOWARDS SUPPLY OF
P.O.L.**

Respected Sir,

Our subject case bearing No.POS/2396/2015/C-45 was decided by the Hon'ble Ombudsman Sindh dated 27th July 2016.

In compliance of your decision Agriculture Department has paid our outstanding dues i.e. Rs. 4,67,476/-.

We are very thankful for the Ombudsman institution and its effective action which ensured the release of our outstanding dues of P.O.L. Now we had no complaint against the Agriculture Department.


(MUNIR RAZA)
Acctt. Manager




Public Acknowledgements



ABUZER GHAFFARI CO-OPERATIVE HOUSING SOCIETY LTD.

Ref. No. _____
AZG/ADMN/39/2017

Date : _____
March 20, 2017

*The Regional Director (Karachi Central),
Provincial Ombudsman,
Karimabad, F. B. Area,
Karachi*



Complaint No. POS/48/2017

Sir,

With reference to the above complaint, we are thankful to you for your intervention to resolve the problem of our Society. It was very kind you to take cognizance of the problem and the Sub-Registrar, Gadap Town has agreed to entertain the cases of Lease/Sale Deeds of the members of our Society.

In this perspective case we request you to close proceeding on our Complaint which may be allowed to be withdrawn as the problem has been resolved by the institution of Provincial Ombudsman, Sindh.

Thanking you very much.

CO-OPERATIVE HOUSING SOCIETY LTD


(Yawar Mehdji)
Hon. Secretary

Office No. 531, 5th Floor, Mashriq Centre, Near National Stadium,
Sir Shah Suleman Road, Gulshan-e-Iqbal, Block 14, Karachi.
Phone : 021-34891106, 0321-8233776
E-mail: arg_skh958@yahoo.com



Public Acknowledgements

LETTER OF THANKS

Dated 27/10/2017

Director General-I,
Ombudsman (Mohtasib) Sindh,
Shahrah-e-Kamal Ataturk, Opp. Sindh Secretariat,
Karachi.



REQUEST FOR ENQUIRY REGARDING ALLEGED FINANCIAL MISMANAGEMENT AND ORDER FOR PAYMENT OF BALANCE AMOUNT OF RS.700,000/- TO THE COMPLAINANT.

It is respectfully submitted that I had filed a complaint dated 25.07.2017 (POS/2270/2017/DG-I) in this Secretariat for the payment of balance amount of Rs.700,000/- of CP Fund.

I am immensely delighted to inform that the Agency i.e. Karachi Development Authority, has cleared my outstanding CP Fund dues of Rs.700,000/-, through cheque No.46800292 dated 04.08.2017 (Rs.300,000/-) and cheque No. 46915229 dated 06.10.2017 (Rs.400,000/-).

I would like to extend my gratitude to this Secretariat for the redressal of my grievance and requested that my case may kindly be closed, as I have no further grievance against the Agency.

Rajendra
27/10/17
(Dr. Shahid Mehbboob)



Public Acknowledgements

GRACE ENTERPRISES

Deals In Printing Stationery Machinery & General Order Supplier

N.T.N. 2524715-8

Ref. _____

Date: 13-7-2017

To,



The Director General-II,
Secretariat Provincial Ombudsman,
(Mohtasib) Sindh, Karachi.

SUB: DELAY IN CLEARANCE OF BILLS OF RS. 782, 134/- FOR THE PERIOD
FROM 2013 TO 2015 ON ACCOUNT OF SUPPLIES MADE BY THE
COMPLAINANT. (COM: MR. M. UMAIR ANSARI).

Reference: CASE No. POS/3262/15/DG-II.

Respected Sir,

It is informed that my delay of payment of Rs. 782,134/- has been made by the Health Department. I am very thankful and grateful for this institution to efforts for clearance of my payment. Sir, I have no complaint against Health Department and my case may be closed.

In the end, I am again many thanks to this department for resolve my outstanding dues.

UMAIR MUMTAZ ANSARI

CELL: 0300-3333675

Shop No. 45/A, Hashmi Trust Building, Robson Road, Near Women College
Karachi. Cell: 0321-8999441



Public Acknowledgements

December 13, 2017

To,
Syed Qamar Razi Naqvi,
Consultant,
Secretariat, Provincial Ombudsman (Mohtasib),
Sindh, Shahrah-e-Kamal Ataturk,
Opp Sindh Secretariat,
Karachi.

Ref: Case No. POS/3093/2015/B-

SUBJECT: REFUND OF BOND MONEY TO MS. SURRIYA SARWAT

Respected Sir,

Reference captioned subject, it is my great pleasure to write this letter in order to deeply thank you regarding your cooperation and kind heartedness in connection with my request of refund of bond money. With your generous support, the bond money has been successfully refunded to me.

Being a normal citizen without any external influence, I got the positive response; consequently, I would say that still people like us should remain hopeful and believe in government sector's performance as long as people like you are there for our help.

Thanks again,

Dr. Surriya Sarwat



Public Acknowledgements

To,

The Adviser -K,
Provincial Ombudsman (Mohtasib)
Shahrah-e - Ataturk, Opp Sindh Secretariat,
Karachi

IN-WARD
POS OFFICE
100
12-4-12
11-4-12

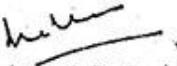


SUBJECT: - DELAY IN PAYMENT OF PENSION AND COMMUTATION TO THE COMPLAINANT.

Ref: -your letter No POS / 3331/ 2015-k dated 05.04.2017

I have received all my arrears of pension and commutation as per details given by Director -11, Sindh Local Government Board, Government of Sindh, Karachi vide their letter No- SLGB/AOP-1351/SCUG/2016/3127 Dated 28. MAR-2017.

I am thankful to you for your co operation and help in solving my case of pension and helping me to recover my arears of pension and commutation.

 10/04/2017
Dr Naheed Munir Retired Medical Officer

House No 75/1, 5th Commercial Street, Phase 4

DHA Karachi

Tel no. 35895363

Cell No. 03212380475



Public Acknowledgements



His Excellency Honorable Ombudsman Sindh,
Sindh, Karachi.

Attention: SYED QAMAR RAZI NAQVI, Consultant-B

Subject: **THANKS FROM THE BOTTOM OF HEART FOR THE JUSTICE**

Reference: **Complaint No: POS/847/2017/B-15**
Decision Passed on: 16-05-2017

Respected Sir,

We may feel honoured and blessed if we could convey our best regards and bundle of thanks to you and all officers and officials who was included directly and indirectly in our case for the greatest action of courtesy that we got our lawful rights.

We all students and our parents say Thanks to you with enthusiasm for a renewal blessed chapter of our life with this hope and pray May Al-Mighty Allah give you more honour and prosperity and make ease all your difficulties as you have done for us. Aameen.

NED University of Engineering & Technology, Karachi has implemented your decision & after due process 14 out of 27 students have got most awaited directly third year admission in NED University of Engineering & Technology, Karachi. We have started our studies, putting our all efforts in studies, and preparing ourselves for future career and to help the workforce of tomorrow. That will progress the Pakistan.

After Allah, it is all just because of the his Excellency Ombudsman Sindh and Secretariat of Ombudsman Sindh, and all the Officers and Officials who was directly or indirectly put their all efforts for our lawful rights. Especially efforts of Syed Qamar Razi Naqvi, Consultant-B and his PS Mr. Abdul Shakoor.

We must want you to know how grateful we were after watching vision, humbleness for students, dedication, kindness, professionalism inside of Ombudsman Sindh and his learned Officers and officials while the proceeding of our case. May Rabb ul Karim bless you with many more joyful years, good health & His sweet presence inside your heart; May Allah bless you today & always.

We are certain, in future his Excellency Ombudsman Sindh and his Secretariat will continue their effort to provide quick justice for the peoples of Province of Sindh, the land of sufies and tolerance.

Hope you always find a reason to smile, Ameen.

Best regards,

Rescued students of B-Tech Conversion Programme

Batch 2014-15

NED University, Karachi.

Date: 29/1/2018

M. Taiba Aman Ansari *[Signature]*
Shoaib Ahmed *[Signature]*
Mr. Jahanzeb *[Signature]*
Rehan Ali *[Signature]*
M. Faizan *[Signature]*
Imran *[Signature]*
S. Yasir *[Signature]*

[Signature]
Ehtisham Ul-Haq
Abdul Salam *[Signature]*
M. Hassan *[Signature]*

Waqar Akber
M. Asael



Public Acknowledgements

82
13-2-17
I

4TH February, 2017

Mr Ishrat Ali Siddiqui
Regional Director - South (Ombudsman) Sindh
1ST Floor, State Life Building No 3, Dr Zia Uddin Ahmed Road
Opposite Chief Minister's House
KARACHI

Dear Sir :

RESOLUTION OF COMPLAINT DATED 22ND JULY 2016 LODGED AGAINST SBCA/SAFARI BUILDERS AND DEVELOPERS CONCERNING NON REFUND OR HANDING OVER OF RESIDENTIAL PLOTS B-130 (400 SQ YARDS) AND A-251(200 SQ YARDS) IN PROJECT OMEGA CITY PHASE III

Reference hearing conducted in your esteemed office on 26TH January 2017 (your letter No Pos/2619/2016/48/KS/-18 dated 6TH January 2017 refers) attended by the undersigned and Mr Azhar Khan Manager Safari Builders & Developers. I am pleased to inform that with the cooperation extended by Mr Azhar Khan the issues have been sorted out and I have been allotted two plots of similar sizes in another project named Omega Grand City by offering an acceptable package of additional payments and converting/shifting of the two plots earlier booked in Omega City Phase III and adjustments of payments already made. A copy of my letter dated 4TH February 2017 addressed to Safari Builders & Developers (containing all the details is attached for your record). Allotment letters ,Possession orders have been given to me. Registrar's formality for Leasing will InshaAllah be completed shortly.

I take this opportunity to thank you and your team in helping to resolve the matter which may now be treated as closed.

Thank you once again.

Yours faithfully -

Shahnawaz Siddiqui - C/O Soneri Bank Ltd- 10TH Floor, PNSC Building, M T Khan Road Karachi.



Public Acknowledgements

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



Subject: - **REMAINING SERVICES DUES (COMMUTATION) ARE PAID BY PUBLIC SCHOOL SUKKUR.**

Respected Sir,

Kindly refer to your kind office letter No-PSO/RL-37 (LKA) 2016 dated 03-08-2017 on the above subject.

Respectfully submitted that recently in the first week of June 2017, I have received Rs: 500,000/- (five lacks) now all remaining services dues are received from school's worthy authority. However I am getting monthly pension without any break since my retirement.

Sir,

I am thankful to your institution for kind co-operation.

Thanks.

Date: 09-08-2017

Yours Truly

(Yasmin Akhtar)

C/o Gulab Khan Chandio Bank Squire Near
Shahnawaz Park, Azeem Shah Mohallah, Larkana.



Public Acknowledgements

لے خدمتے ہنابت ریجنل ڈائٹریکٹر ھاڈ
صوبائی محتبب اعلیٰ ہنزہ پور

ہنابت اعلیٰ



جیشٹے تر آئے عمر مندار ڈیسٹریکٹ ارٹساد ہائیکورن ڈال
مکرم نظیر احمد بھلیم سائین ہن کی عمر من می
کریاتے ہیں جیکو منہج ہو کیس اوهان می آئیں ہم
منہجی مدرس موم ڈیٹریکٹ احمد بھلیم ہی پیش
گریجوئی بابت ہلندر ہیو، عمون کی (365) LPR
ڈسیپن جا ہو را ڈشا 2,30,920/- ملی یا آهن.
اوهان ہی کو ششن ہوان ہون کی جلدی مسئلہ
مل کرائی ڈنگ آھی. اوهان ہی ۶ اوهان ہی
استاٹ وارن ہی دھایت شکرگزار آہیان ۶ سائین
ہن کی گزارنس آھی. تھاٹی منہجی S.S.P
آئی وارن می ہلہ ف کاب سکھایت کوئن ۲۰۱۷
یہ ہای منہج ہو کیس بذکرہ خرمائیں ڈا یہ اوهان
ہی اداری ہی مصنفوں ۶ مسکوں رہندس

ارٹساد

ہیمات ارٹساد ہائیکورن ڈال
مکرم ڈیٹریکٹ احمد بھلیم ویل
گورنر ہسپرائیو بھلیم دقلقہ گھبی
صلو ہنزہ پور مدرس.



Public Acknowledgements

بخدمت ۾ جناب معتصب اعلى سند سيڪريٽريٽ ڪراچي.



جناب اعلى Pos/Rom/91/15/Rm/131/NWS/170

آئون عرضدار نالي اعجاز علي ولد ارباب علي ملاح رہندر ڳوٹ

جعفر جي ميان تعلق و ضلع سانگھر جو عرض ٿو ڪريان ته منهنجو والي

ارباب ملاح جيڪو هائيوي ڊوين سانگھر ۾ ملازم هيو، جيڪو ديوٽي دوران

فوٽ ٿي ويو هيو، جنهن بعد مون فوٽي ڪوٽا نه ملڻ ڪري سائين جن وٽ ڪيس

داخل ڪيو هيو، جيئن ته مون کي هيئٽ سائين جن جي ڪوششن ۽ ڪاوشن سان

فوٽي ڪوٽا ۾ نوڪري ملي چڪي آهي، ۽ مان ۽ منهنجي آل سائين جن جا نهايت

شكري گزار آهيون، ۽ رهنداسين، تنهنڪري سائين جن کي عرض آهي ته هائي

انهي ڪيس ۽ نوٽسن کي بند ڪيز وڃي ته سائين جن جو نهايت شڪري گزار

رهندرس.

Arif Jafar
عرصدار

اعجاز علي ولد ارباب علي ملاح

شناختي ڪارڊ نمبر 94515815-44203



Public Acknowledgements



ASFAND TRADERS

Approved Govt. Contractor

Steel, Wooden, Furniture Manufacturer & General Order Supplier

Ph: 022-3641459,
Mob: 0300-3066403

Ref: _____

Ref No: 2486
Date: 18/10/17
Regional Office, Hyderabad

Date: 18/10/17

محترم راجحون ڈاٹریکٹر
صربائی مختسب آفسس صدر آباد
عنوان: سی. ڈی. آر. آئی. دالی
کسٹر گریڈ: POS/NA/842/16

جناب عالی، عرض ہے کہ میں نے آپ کو درخواست ڈاٹریکٹر آفیسیل پور خاص سے سی. ڈی. آر. آئی. دالی کے لیے دی تھی جسکا افادہ چالسیس ہزار تک آپ کی کوشش کی وجہ سے ڈاٹریکٹر آفیسیل پور خاص نے دی چالیس ہزار کا چینک دیا ہے جو کہ میں نے وصول کر لیا ہے میں کوئی ساتھ لگا رہا ہو اور تیردل سے آپ کا تکریز گزار ہو - اور اور اور اس سے میں کوئی فتنہ مردیا نہیں۔

میں نے
کوئی
ٹکڑا
نہیں
لے رکھا

اسٹریٹر راجحون ڈاٹریکٹر آباد

0345-4050800
0312-3603022

Address: H. No. 63/E, Fish Market Groo Nagar, Hyderabad.



Public Acknowledgements

Pos/2208/2011/C-37

بجزت جناب ۳ سپتامبر ۱۹۴۱ء حکومت سندا

عنوان ۲۰ درخواست بڑائے شلدرہ میں مسیب اعلیٰ اور سماں

نہایت ادب اور فہمی سے آمیزہ ہے خدمت ہس درخواست
جناب عالیٰ۔

برلئی شلر رکه رهاییوں. اس نیت، ساہ اللہ یاہاں آج چنان بارہاں
کے سماں بعد الوادی فان مظاہب اور حقد عالم مظاہب جو انسان دوست اور

بُوکے ہمدردِ انسان ہوئے ہی دمہ سے مجھے میری رحم بھی ادا کر دی گئی اور
جو اذ سے قبیت اور سیار بھی ملے ضایا سر اعلق سوہ بھرستان سے ہتا۔

لہبہ آج دن کا ایسا دن اتنا ڈیا رہا درجہ سنت ملی مل دیجئے محسوس ہیں میرا بھر

دعا - صناب تفصیلی اول ریوک کم سرگی ریم 155000 روپے ایک ہو لس ایکھار نہم صیز ڈیکس ایکس سرگی رکھتے۔ جس کی تکمیل میں نہ آپ کی خدمت مس کی تھی۔ صناب نہ اپنے اہتمامات استھان کر رہا ہے میں پوری رقم

اُس پریس ایکار سے 155000 روپے پورے والیں رواں
جسے دلوائی۔ اب میں اپنی دوڑی رحم و مول کرنے کے بعد اب چنانچہ
خوبیت میں درخواست ارسال کر رہا ہوں۔

در خواست احمد خان سلیمانی دله سنجی خود رفان سلیمانی سکنه سلیمانی خلیل خان
که برادر ایشانی همچو رود بیانی
بوده است.

PRESS COVERAGE





MONDAY DECEMBER 18, 2017

Sindh ombudsman received most complaints against police, education depts: report

KARACHI: Police and education were the top departments against whom most public complaints were registered and taken up for action by the Sindh Ombudsman's office last year, shows the 2016 annual report recently released by the provincial ombudsman.

The report says that a total of 7,424 complaints were lodged with the ombudsman's office in 2016, of which 6,816 were against the provincial government agencies and the rest of 608 were related to the federal government agencies. Some 3,197 of the complaints were admitted.

More than 40 ministries and allied departments of the Sindh government were nominated in the public complaints that were registered with the provincial ombudsman and the police department secured an undesirable top position by being nominated in 1,230 complaints. Some 463 of them were admitted.

The education and literacy department was found the close second as people sent 1,155 complaints against it of which 529 were admitted.

Some 693 complaints were made against the local government depart-

ment, 577 against the revenue and 309 against the health department.

The Karachi Metropolitan Corporation, the Sindh Building Control Authority and the Karachi Water and Sewerage Board also remained among the top-10 Sindh government agencies against which 282 [196 admitted], 270 [179 admitted] and 243 [182 admitted] complaints were registered, respectively.

The sports and youth affairs ministry attracted least [two] complainants; as five or less cases were registered against social welfare, mines and mineral development, law and information and archives departments.

The report said relating to the provincial government agencies, some 3,111 cases were admitted for investigation under Section 10, which required registering a complaint on solemn affirmation or oath and in writing addressed to the ombudsman by the person aggrieved or, in the case of his death, by his legal representative of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991.

which included 303 against the police department and 301 against the education and literacy department.

More than 100 cases involving local government and revenue departments and 90 against the irrigation department were also decided.

The report said relief was granted in 67 per cent of the decisions taken in complaints in the past year; while, the remaining 33pc were rejected.

A total of 86 children complaints were registered out of which a whopping 76 were against the education and literacy department, six against the police department, two against the KMC, and one each against the KWSB and a federal government agency.

Since September 2009 to December 2016, a total of 551 children complaints were got registered.

Again, the education and literacy department was the agency against which a huge 402 cases were registered, of which, 196 were decided.

Similarly, out of 91 complaints against the police, 67 were decided. Besides, 17 cases were registered against the

Some 75 complaints vis-à-vis children issues were registered for investigation.

Besides, five cases were related to the freedom of information act, two were taken under suo motu action and four others were conciliated by the office under Section 33 of the act.

It said some 1,358 complaints were forwarded to the agencies for necessary action, which included 11 children complaints and two others related to the freedom of information act.

Some 889 complaints were not entertained for being the complainants were anonymous or had used pseudonyms; or, had been deferred.

Besides, in 1,372 cases the ombudsman's office advised the complainants to approach the authorities concerned or await action by the authorities.

Among 889 complaints, which were not entertained after initial scrutiny, 332 were pertained to maladministration, 258 were anonymous or pseudonymous, and 106 were service matters, etc.

Some 28 of them were time barred and advice was tendered in another 122 cases.

A total of 1,704 cases were decided,

health department and nine of them had been decided.

Other departments and ministries included Zakat and Ushr, revenue, works and services, KMC, irrigation, LG, labour, public health engineering, KWSB, and excise and taxation.

Most of children complaints [211] were registered at the ombudsman's headquarters, 23 of them in Karachi East, 21 in Karachi Central, 49 in Hyderabad, 39 in Mirpurkhas, five in Thar, 26 in Larkana, 14 in Sukkur, 17 in Khairpur, 49 in Benazirabad, 16 in Naushehra Feroze, 17 each in Jacobabad and Badin, 16 in Dadu, 19 in Thatta, nine in Ghotki and three in Karachi South district.

The report said so far up to 2016, the ombudsman's office received 174,726 public complaints of which 57,812 were admitted.

Some 27,904 complaints were registered against the police department of which 9,056 were admitted.

Education and literacy remained second as 22,126 cases were registered against it and 8,255 of them were admitted.—Hasan Mansoor



The DAILY NEWS

Tuesday, May 23, 2017



Ombudsman for the protection against harassment of women, Justice (Retd) Shah Nawaz Tariq, called on Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik, at his office. He is seen here with Mr. Malik.

Ombudsman for the Protection against harassment of Women calls on Sindh Ombudsman

KARACHI, May 23 (PR): Newly appointed Ombudsman for the Protection against Harassment of Women, Justice (retd) Shah Nawaz Tariq called on the Provincial Ombudsman Sindh Asad Ashraf Malik at his office here.

He remained with him for some time and discussed the matters of mutual interest.

Provincial Ombudsman Sindh Asad Ashraf Malik welcomed Justice Retd Shah Nawaz Tariq in the Ombudsman's fraternity and

hoped that the Institution will work under his rich experience to achieve desired results to resolve the women issues on priority. He said that this segment of society deserved and needed protection against cruelties.

Justice Retd Shah Nawaz Tariq congratulated Mr. Asad Ashraf Malik on his election as President of International Ombudsman Institute, Asia Region. He lauded the efforts of the Institution in providing administrative justice to the people of Sindh.

The Nation

5 SEP 2017

Elimination of corruption stressed to improve health sector

N
OUR STAFF REPORTER
MIRPURKHAS

Sindh Ombudsman Asad Ashraf Malik has said that Sindh government departments are infected by mismanagement and corruption and drastic measures are needed to eliminate them.

He was speaking at a seminar titled, 'Challenges of Health-care System in Sindh; role of Provincial Ombudsman' as a chief guest. The seminar, held here on Thursday, was attended by health department officials, Deputy Commissioner Zahid Hussain Memon, former director general health Sindh Dr Hadi Bux Jatoi, Chairman District Council Mir Anwer Ali Khan Talpure, doctors, lawyers, representatives of NGOs and teachers.

He further said that corruption was afflicting every sector from top to bottom. "The situation particularly in health sector is disastrous," he commented.

He regretted that 780 children had died of malnutrition and lack of health facilities in district Tharparkar that was an alarming situation and demanded urgent action.

Regarding complaints of procurement of spurious medicines, he said, "We should not play with the lives of people."

He said that there were philanthropists in Karachi, Lahore and Islamabad, who had agreed to support the needy.

He said improvement in health department was only possible if corruption was eliminated.

Ex-director general health services Hyderabad Dr Hadi Bux Leghari said that health sector had already collapsed and there was a need to overhaul the whole system.

He lamented that today 80 percent of doctors paid bribes for getting postings at their favourite stations.

He said that government hospitals had been handed over to NGOs while PPHI was a gang of looters and no authority was ready to ask it about purchase of medicines. He demanded registration of a case against PPHI for being responsible for the deaths of children in Tharparkar, as it was its duty to run the health institutions. SRPO Executive Director Zahida Detho lamented the worst condition of Civil Hospital Mirpurkhas. She further said that there was no monitoring system in the health department while the dearth of doctors and paramedical staff had further dented the situation. She demanded the government impose ban on private practice of doctors and ensure basic health facilities at hospitals. She also called for the appointment of qualified and doctors of good repute at Civil Hospital. Managing Trustee of Muhammad Medical College Mirpurkhas Professor Dr Syed Muhammad Razi said that depression had increased in society, and each doctor should have knowledge to treat psychiatric patients.

He called upon the government to allow district administrations to make their own health policies. He drew attention towards the spread of diseases such as Hepatitis C, B and breast cancer, and stressed the need for joint efforts to prevent their further spread. Others who also spoke on the occasion were medical researcher Dr Farhan Shahid, Regional Director Ombudsman Mirpurkhas Zulfikar Ali Junejo, Taluka coordinator Hands Abdul Kareem Samejo and Farrukh Habib, Noor Ahmed Narejo, Wafa Baloch, Tauqeer Chatta etc.



Monday, June 19, 2017

Sindh ombudsman congratulates Cricket team over big victory in ICC

Karachi: Provincial Ombudsman Sindh has said that in the given a gift of big victory to Sindh and Ex First Class Player Asad Ashraf Malik has congratulated the happiness before Eid, all Pakistan Cricket Team over tremendous victory and defeating traditional rival India at Oval in ICC Championship.

In his statement the Provincial Ombudsman said that the team members are definitely deserved appreciation. He lauded the role of Skipper Sarfraz Ahmed who had leadership qualities and

filled the aspirations and defeated the rival by winning the match. Team members are definitely deserved appreciation. Nation will warmly welcome its victorious team on arrival from oval in Pakistan with pride and

added.

on arrival from oval in Pakistan with pride and

added.

In his statement the Provincial Ombudsman said that the team members are definitely deserved appreciation. He lauded the role of Skipper Sarfraz Ahmed who had leadership qualities and

Daily Times

Monday, February 13, 2017

Non-bailable arrest warrant of executive engineer, Scheme 36, KDA issued

KARACHI: Provincial Ombudsman Sindh, Asad Ashraf Malik has issued non-bailable warrant of arrest of Syed Aurangzeb Ali, Executive Engineer, Scheme 36, KDA, Karachi. He was served Bailable warrant to appear before Ombudsman on Feb 08, 2017

but he failed to comply without any intimidation or reasonable cause. The Provincial Ombudsman Sindh has directed the Senior Superintendent of Police, Karachi East to produce Syed Aurangzeb Ali on Feb 20 before the Ombudsman Sindh. STAFF REPORT



The DAILY NEWS

Monday, May 15, 2017

Security agency gets dues on Sindh Ombudsman's intervention

KARACHI, May 15 (PR): On the directives of the Provincial Ombudsman Sindh Mr. Asad Ashraf Malik, a cheque of amounting to Rs. 888,689/- was handed over to M/s Razzaq Enterprises on account of their outstanding dues of security services charges bill which were not paid since last four years by the KMC.

Provincial Ombudsman had received a complaint that the KMC had denied payment of outstanding dues without reasons and the complaint approached him in this regard. The Provincial Ombudsman Sindh got the matter investigated and directed the KMC authorities to pay their legal dues. Razzaq Enterprises had provided security services to Abbasi Shaheed Hospital between February 2012 to June 2013.

M/s Razzaq Enterprises thanked and appreciated the intervention of the Provincial Ombudsman Sindh in the matter to resolve the issue and getting them their outstanding dues after 4 years.

The DAILY NEWS

Friday, February 10, 2017



Ombudsman Sindh, Asad Ashraf Malik with Governor Sindh M Zubair at Governor House yesterday.

Provincial Ombudsman calls on Governor

KARACHI, Feb. 10 (PR): Provincial Ombudsman Sindh Mr. Asad Ashraf Malik called on the Governor Sindh Mr. Muhammad Zubair at the Governor's House here yesterday. He remained with him for some time and apprised him about the working and efforts being made by the Institution for providing inexpensive and speedy administrative justice to the people of Sindh.

Provincial Ombudsman Sindh Asad Ashraf Malik informed the Governor about establishing of a Children Cell in collaboration with

UNICEF.

He also informed the Governor that sixteen regional offices have been established to provide administrative justice at the door step of poor population and more offices are to be established in near future.

The Governor appreciated the efforts of Ombudsman Sindh and assured him that he will go all out to help him in achieving better performance.

He hoped that the institution will continue to play its role for ensuring good governance in provincial departments of Sindh.



Ombudsman orders action against illegal slaughterhouses

Wednesday, January 11, 2017

Ombudsman takes cognizance of delay in construction of Govt Hospital Gulshan-e-Iqbal

KARACHI, Jan 11 (PR): Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik has taken cognizance of delay in completion of Gulshan-e-Iqbal Government Hospital at NIPA Chowrangi and has sought a detailed report from concerned authorities, in the matter.

The Ombudsman took suo

moto notice of a complaint which appeared in the print media.

It is worthwhile to mention here that Provincial Ombudsman Sindh provides speedy relief on public grievances and complaints of maladministration in the provincial government departments.

Sindh's ombudsman has directed the Karachi Metropolitan Corporation (KMC) to devise a comprehensive plan to identify and take action against illegal slaughterhouses across the city.

Ombudsman Asad Ashraf Malik issued the order after finding the stance of the KMC on the matter "unconvincing", read a statement issued on Sunday.

The communiqué added that the ombudsman had taken notice of news reports with reference to unauthorised slaughterhouses operating in various parts of the metropolis.

It said that the responding officers of the municipal body had submitted a report that during the previous year frequent campaigns were launched and 14,248 kilograms of meat seized.

Cattle pens were, however, devolved to the district municipal corporations, and these enclosures were the main source of illegal slaughtering, concluded the ombudsman's statement. — APP



September 20, 2017

تعلیم کاتی سکریٹ خیرپور جی آفیسن جا ضمانت نہ تین جو گا وارنٹ جاری

صوبائی محتسب سامنہ ہوں 20 سیپتیمبر تی پیش تین جو حکمر
 ڪراچی (جیف روپرتو) صوبائی محتسب اعلیٰ ضلعی تعلیمی افسر (پرائمری) خیرپور
 سند اسٹ اشرف ملک. لیاقت علی خاص خیلی 24 نئے
 ھکڑو ڈائیرکٹر اسکول ایجوکیشن (سیکندری)
 سکریٹ خیرپور علی پھر ضلعی تعلیمی افسر
 (سیکندری) خیرپور جا ضمانت تین جو گا وارنٹ
 جاری کری چڈیا آهن چالاں آفیسن کی صوبائی
 محتسب اعلیٰ سند جو سامنہ 11 سیپتیمبر 2017
 تی پیش تکشہو برپتا کنہن عندر ہ اخلاع جی
 واسطیدار ایس ایچ اوز جی ذریعی لاکاپل ایس پیز جی
 حکمن تی پیش تکشہو صوبائی محتسب اعلیٰ سند
 سینئر سیرنندت ایب بولیس خیرپور ہ سکر کی
 ہنایشن جاری کیون آهن ت چالاں آفیسن کی گرفتار
 کری سندس روپو سیانی لریع ڈینہن 20 سیپتیمبر تی
 4 وگی پیش کیو جی



September 15, 2017



میر پرو خاص: محتسب اعلیٰ اشرف ملٹن دنر جو انتخاب شری رہیو آهي



September 15, 2017

کریشن جی خاتمی لاے بہتر انتظام ہجھن گھرمن: اسد اشتر

اسان کی حکومت یہ پیدا نہیں بدانظامی کی درست کڑو آہی، مسئلہ حل نہیں
صحت کاتر مختلف بیمارین تی اجا تائین گھنول نہ کری سکھیو آہی

اہیا د محتسب اعلیٰ جو ادارو صوبائی تولی
صلن ہر کڑو کنڈار ادارو عوار جی صحت
تعلیم ہ پیٹھ جی صاف پاٹی مہما کڑو دارن
منصوبن جی مائیزرنگ کری سرکاری کاتن
جو احتساب گھنول د جیشن امی پنهنجون
ذمیداریون نیاٹی سکھن ہن عوار کی جیو د
سیشی سرکاری ادا ترہان کی لاب ڈیٹن لام
قادر خیل آمن جنہن لام ترہان تی ہ فرض
عائد شنی توڑ ترہان پنهنجی تھن کی سچانو
اہی ادارن وت وچی حاصل کریو محتسب
اعلیٰ جی دفتر ترہان جی ڈکن جو ادارو کنڈو
ہن چیز ت ہو معاشری ہو اوثان جی خاتمی لام
پنهنجو رول ادا گھنول من چیو ت اچ ہی ہن
ہر گرام ہ ماهرن جی راء کی لعیت ایشی
سفارشون تیار گھبیں ان سفارش جی روشنی
ہر اسان سندھ حکومت جی کاتن کی ملائیون
جاري اکرائیں گھنول ادا چیو ت جنی آر لو
پلات تھا حل درجی ستر ناقص امی صحت
جن سہولتوں لان چیو ہن آمن اهن کاتن کی
پاپند بناکیں گھنول ت ہو پنهنجو کڑو دارن ہن
جیشن عوار جو ادارن تی اعتماد ودی سکھی
ہن چیز ت محتسب اعلیٰ جی ائیس کی مثالي
ناہینداوسن ت جیشن عوار ہ ادارن جی وج و
پکریل اہی جنہن جو ازارو صرف ہ صرف جب
الوطی سخت ہ ایمانداری جی جذبی سان
کری سکھیو تو جنہن لام معاشری جی ہر
ڈیپی ہ استیک ہولدر کی پنهنجو کڑو دا
کڑو ہوندو جناب اسد اشرف ملک چیو د
اسان کی حکومت ہ بدانظامی کی درست
کڑو اہی ان لام اسان کی ھانی چینج
سامہن ایندا ہر اسان کی اھن ہار کڑا آهن
ہن چیز ت اسان جو دلرو سندھ حکومت جی
کاتن ہر بیل عارمی سستان کی حل کڑو لازم
آہی ساکی طرح اسان برائیو ہت ادارن ہمرو
صحت یا بلدری اہی، اگر کنہن مائھن سان
زیادتی کھٹی ہوندی ہ اسان بلڈنگ گھنول
انارسی ذریعی ان ہیاتیویت مسلنی جو حل
عبدالکریم سیمیج، پروفیسر داکتر بید
راضی محمد محمد میڈیسکل ٹالیج ہ زادہ
تیس جنہن د مطلع گھنول چیزین میر
انو تالیب، دیشی کھشتر زادہ حسین میمن
سیکھریتی محتسب ضمیر احمد، داکتر
جنل فرج حبیب داکتر محتسب میر بورخاسن
ڈالنقار علی جوٹیجو ہ داکتر فرازان شاہد
جی ہن بیوو د ائین مائھن کی امید نیاں آیو
خطاب ھیں



DAILY HILAL-E-PAKISTAN KARACHI

عوام جو آواز

روزانہ کراچی

ہلال پاکستان

May 23, 2017



کراچی: صوبائی محتسب سند اسد اشرف سان شاہنواز طارق ملاقات ڪندی

صوبائی محتسب اعلیٰ سند اسد اشرف سان ملازمت واری ہند عورتن سان ناروا سلوک بابت مقرر ثیل محتسب شاہنواز طارق جی ملاقات

کراچی (اسٹاف ریپورٹ): صوبائی محتسب حاء عورتن سان ناروا سلوک بابت صوبائی محتسب سند اسد اشرف ملٹک سان ملازمت واری محتسب / ذمہ صفحہ 2 نعاما 8

جسٹس ارا شاہنواز طارق سندس آفسس ملاقات ڪشی ہو ڪچھ دیرسانس ڈرہبیو گلیل ڈیسپری جسیں معاون تی گاہہ بولہ ڪشی ان موقعی تی صوبائی محتسب اعلیٰ سند اسد اشرف ملٹک کیس پلیکار ڪندی جوڑ ہو ہے عاصی محتسب اداری جو میسر اہی محتسب برقراری م کس پلیکار چئی شو امید ظاہر ڪشی ت ہو ہیئھی اعلیٰ منصی تحریک ٹ صلاحیت سان عورتن جامسلاحل ہکن م شانی مدنہ ملینی ملازمت واری جاہوتی عورتن سان ناروا سلوک بابت صوبائی محتسب جناب جسٹس رنائز شاہنواز طارق صوبائی محتسب اعلیٰ سند اسد اشرف ملٹک کی لیسا رجن جی عالمی محتسب اداری جو صدر چونچن تی وایپون ڈیمون چیوڑ ہن جی قیادت م محتسب جو ادارو عوام جی مسئلہ ہی حل لا، پریو ٹھردارنا ٹھری رہسو اہی ہن اداری جی ٹھارکد گی کی سارا ہیندی جیوت اداری جی محتسب ایمانداری سان معنتری را ٹھیمن بیسا شیر اہمی ہ ریاست شی عوام جی انسداد انساؤٹیں سان گلڈ گڈ عوام جانیا نیا مسٹا ہ فوری طور حل تی رہیا اهن



September, Wednesday 20, 2017

صوبائی محتسب اعلیٰ نے 3 افران کے وارثت جاری کر دیئے

لیاقت خاچیلی، عبدالعزیز اور محمر ہمی کو اسد اشرف ملک کے سامنے بیٹھ ہوئے تھے

تینوں کو گرفتار کر کے آج شام چار بجے تک جو شیخ کیا جائے، ضلع سکھر اور خیر پور کو ہدایت کر دیجی (انساف روپر) سندھ کے نائب اعلیٰ افسر ایکٹر ایجنسی (سینڈری) سکھر اور خیر پور کے ہدایت پر ہر طبقی تعلیمی سند (سینڈری) خیر پور کے ہدایت ایجنسی ایکٹر ایجنسی (پاکیسٹان) ضلع خیر پور، عبدالعزیز کو کوڈو خاتم ادارت جاری (باقی صفحہ 5۔ نمبر 25) کر دیئے۔ ان تمام افران کو صوبائی محتسب اعلیٰ سندھ کے درود 11 جنوری 2017 کو پیش ہوئے۔ صوبائی محتسب اعلیٰ نے سخت پر شدید آف پاکس لے خیر پور اور خیر پور تھانکی کو تختیں طروی کر لائے کہ افران کے 20 جنوری کشام پہ بیچ سکھر ایکٹر کے پیش کیا جائے۔



May 23, 2017



صوبائی محتسب اسد اشرف ملک سے محتسب اعلیٰ سندھ کے خواتین جنپس (۱) شاہزادہ طارق میاں ملاقات کر رہے ہیں

صوبائی محتسب اسد اشرف ملک سے محتسب اعلیٰ خواتین جنپس

ریاض اڑو شاہزادہ طارق کی ملاقات

کراچی (پر) صوبائی محتسب سندھ اسد اشرف ملک سے محتسب اعلیٰ خواتین جنپس شاہزادہ طارق نے ان کے خفیہ میں ملاقات کی وہ کوئی بھی ان کے صور اور سے اور پاکیزی و توجی کے امور پر تفاصیل خیال کیا۔ صوبائی محتسب اعلیٰ نے ان کا خیر و مقدم کیا اور کہا کہ ان کی اعلیٰ پیشہ و نان معاہدوں و توجیہ کے تجھے میں خواتین کے مسائل مل کرنے میں کافی مدد ملتے گی۔ محتسب جنپس ریاض اڑو شاہزادہ طارق نے اسد اشرف ملک کو ایک ریجیکٹ کے مالی محتسب ادارے کا صدر محتسب ہونے پر مبارکباد وی محتسب کی کارکردگی کو سراپی چیز ہوئے کہا کہ ادارہ کی بھت بگن اور دیانت داری سے ماحصلے میں اٹھیاں پیدا ہوئے اور دیاست پر گام کے واحد میں اضافہ ہونے کے ساتھ ساتھ ان کے پھوٹے چھوٹے مسائل بھی خوبی مل جوڑے ہوئے۔



Thursday, January 19, 2017

کے ایم کی طاز میں کوپٹشن اور باقی ایجات کی فوری ادا سکی کا حکم

کراچی (انساف روپر) صوبائی محتسب اعلیٰ اسد اشرف ملک نے کراچی میٹرو پیٹشن کا دار پریشان کو ہدایت کی کہ وہ مانچ و دل اور دمگ 3 خازن میں کی پیشان اور باقی ایجات کی فوری ادا سکی کرے ہاچ رہے کہ کراچی میٹرو پیٹشن کا دار پریشان کے طالب ایجاد اور دل نے 2 سال سے پیشان کے واجبات کی عدم ادا سکی کے سلسلے میں صوبائی محتسب اعلیٰ کو فکایت درج کراچی جی سے صوبائی محتسب اعلیٰ سندھ کے احکام کی روشنی میں کراچی میٹرو پیٹشن کا دار پریشان نے عملدرآمد کرتے ہوئے فوری طور پر پیشان کی رقم کی تمام واجبات کے ساتھ دادا سکی تردی۔



پیر 23 جنوری 2017

غیر قانونی مذکور خانوں کی خلاف کارروائی حکومت

صوبائی محکم اعلیٰ سندھ اسدا شرف ملک کا نوٹس، ایم سی کو غیر قانونی مذکوحة خانوں کے خلاف ٹھوں منصوب پیش کرنے کی مددیات

کاریکی (انٹف ریج رو) صوبائی کتب اوقیانوسیہ کی ایک ایجاد کی تھی جس کے میں 14284 کتابوں کا پریشان کیا گیا تھا۔ اس کا ایجاد 1966ء میں ہوا۔

لیکن گیر 8 اسدا شرف ملک

چرخ سریع ہے فریق نوئی نہ کھدا نوں آنے سے پر پتھر گوشت کی سلائی اور سفری ڈاکٹروں کی میہنگی کر رہیں کے خلاف ٹھاکت کا از خود توں لیا۔ ان احکامات کی روشنی میں کے ایکمی کے دو سینکڑا افراد میہنی تھے اعلیٰ کے دفتر میں درجت کے ساتھ قائم ہوئے اور آگاہی دفعے چاہیا کہ دو فوتا بہم کے دراں



منگل 20 جون 2017ء

اسدا شرف ملک کی قومی نیتیم کو مسار کیا د

کمپانی (اعلاف رپورٹر) سوہنی محنت مندہ د
سماقت فرست کاں کریں اس اشرف لکھ کے پا کھان کی
جاں بے بھارست کو آئی تھی مچھلیں نہیں میں دوں
کے میدان یون
میدان کو کہ کے یاں میں مہاراں میں کسی خوشی
کے نہیں سے پہلے ٹھیک ہی خوشیں دیجئے پہلی ٹھیک خوشی
خوشیں ہوں یا کیے۔ خسماں پاکستان فرداں کو ہی کھل میں
ایک ہاصلانیت کھلاڑی ہا ہے۔ جس میں پوری قائمان
صلانیت۔ جس کی پوری داداں اور اونچ اونچ کی کھل میں گئی
جا ہے کہم پاکستان نے قوم کی اوقاٹات پر پار اترنے اور
وادی اور طیب کوہاں کو اور کم کے لئے ہے۔



۹ فروردین ۱۴۰۰

صوبائی مختسب کی کاوشیں قبل تعریف ہیں، گورنر زندھ

خواہی مسائل کی حل حکومت کی اولین ترجیح ہے اصلی دفاتر اس اضافے کی فراہمی تھیں جو کلکتی (دہن ہمار) کو نزد مددگار سے گورنر باؤس میں صوبائی تھنپے اسدا غرفہ ملک نے طاقت کی۔ کی فریادی کے نزدیک اقدامات اخراجی ہے۔ اخراجی کی تھنپے کا تھنپے اسدا غرفہ ملک نے گورنر طاقت میں صوبائی تھنپے اسدا غرفہ ملک نے گورنر مددگار کو اور کیا کارکوئی مسائل کے مطابق سائکل کے لئے اضافے کے اقدامات اور ملک کا اس امور پر تفصیل برداشت کی۔ اس سیاست کو گورنر مددگار نے کیا کارکوئی اداروں سے تھنپے بالاخوش سرکاری اداروں کے نا اداروں میں کام کرنے والے نا زمین کو زمین کے سائکل کا مل صوبائی حکومت کی اولین ترجیح ہے آسانی پیدا ہو گی۔ طاقت میں صوبائی تھنپے اسدا غرفہ ملک نے گورنر مددگار کو جاتا یا کیا کرکوئی اداروں کے نسل دفاتر کے اقدامات اور مددگار کی جانب ہے اس کو گورنر مددگار کی جانب کیا جائے گا۔

چلدرین کمپلیننس آفیس

سند سرکاری کنهن به اداری یا کارپوریشن سان جیکلدن توهان کی کاشکایت آهي ته اداره محتسب سند کان مدد وئو آوهان جي ذهن پر محتسب سند جي اداری متعلق پیدا ٿيندڙ سوالن جا جواب اسان هیت ڏئي رهيا آهيون ته جيئن توهان کي طريه کاري عمل ڪرڻ پر آسانی ٿئي

س: بارن جي شکایت جي آفیس (CCO) بر شکایت درج شکایت جی فیس (fee) کیتھری آهي؟	ج: شکایت درج کرائے جي کاہر فیس ناهی ء ان جون سیمی خدمتوں بنا معاوضی انجام دینوں ویندوں آهن	س: چا منون کی بھیت شکایت کنڈ کروکیل متز کرائے جی ضرورت هوندي؟	ج: چا منون کی بھیت شکایت کنڈ کروکیل متز کرائے جی ضرورت ناهي.	س: هي آفیس حکومت جي انتظامی امور بر کھوئی طرح فائیمنڈ دايت یتندی؟	ج: هي آفیس بر کھوئی قسر جون شکایتون درج نه یتندروں	س: قانون جي عملداری، بلا معاوضا بنا کنھن دیر جي انتظامی اتصال جي فراہمی حکومت جي حقیقی مفاذ ء تحفظ ء اختیار جي جائز استعمال کی پقني بنائی هر آفیس پرور کوشش کندي.	ج: هي آفیس بر کھوئی قسر جون شکایتون درج نه یتندروں	س: (I) جیکھی بہن دن درج تي جھکیون آهن ء جن تي کارروائی تي جھکی آهي.	ج: (II) جنھن تي کنھن عدالت جي طرفان کروب فیصلو پتاپور ویو هجمی یا جیکھ عدالت بر هندرز هجمی.	ج: (III) کنھن بشی محتمب جي جدن یا اختیارن ہر یتندروں هجھن شکایت جي چند چاہ ء ان جي ازالی جي کارروائی بر کھیتزو وقت گھبیل هوندو اھی.	س: هي آفیس کنھن مسٹلی کي 2 کان 3 مہین جي عرصی بر حل کرائے جي کوشش کندي آهي، ان عرصی بر گھٹ و ڈالی شکایت جي تو عیت سان گاتا پیل آهي.	س: چا صوبی جي انتظامی مسٹنری (پاتچو) یا باختیار ادارا محتمب جي فیصلی جا پاپند هوندا؟	ج: بلکل، هو محتمب جي فیصلی جا پاپند هوندا.	س: چا محتمب جو تعاون حاصل ہنکنڈا پورے کنھن تائونی عدالت سان رجوع کرائے جا حقدار نه ہوندا؟	ج: پہنچن گالہ اها د جیکٹن اورهان جو کیس عدالت بر هلي رھیو آهي دهن آفیس بر اورهان جي شکایت قبول نه کشی ویندی، جیکٹن اورهان هن آفیس جو تعاون حاصل کری و رتو آهي ء اورهان ان مان مطمنن نہ آهیو د اورهان هن آفیس کان شکایت و ایس ونچ کان بعد کنھن ب عدالت سان رجوع کری سکھونا.	س: چا صرف کراچی و محتمب سیکھن تیت جي صدر آفیس بر کی شکایت داخل کراچی سکھان توا	ج: اور ضروری ناهي، اورهان اسان جي کنھن ب علاقتی جي آفیس بر شکایت داخل کراچی سکھونا.
س: بارن جي شکایت جي آفیس (CCO) جو صوبائی محتمب سند (POS) بر قیام جو مقصد چا آهي؟	ج: طرفان یونیسیف جي تعاون سان آفیس قائم کشی وئی آهي، ان جو مقصد خاص طور تي صوبی ہر بارن جي حقن مسٹلی ء انھن سان یتندرو زیادتی جي روکھار کردن آهي.	س: بارن جون شکایتون وصول کرائے جی آفیس قائم کرائے جی ضرورت پیش چو آئی؟	ج: باخستان بارن جي حقن جي بابت اقولر متعدد جي قرارداد جو اقراری آهي جنھن جي مطابق باخستان قائزني طور تي پاپند آهي ت بارن جي حقن جي مستعمل شکایتون بدھ ء ان جي ازالی جو نظار شکیل ذاتی ء بارن جي حقن جو تحفظ کی پھر بثائی.	س: بارن جي شکایت جي آفیس (CCO) بر کھوئی قسر جي شکایت قابل قبول ہوندی آهي؟	ج: سند جي سوون سرکاری آفیس ادارن، جنھن ہر پولیس، جیل، تعليمی ادارا، پیغمبر اخان، ریمانہہ ہونم ء اسٹاپلون وغیرہ شامل آهن جھنی بارن سان یتندز زیادتی جي متعلق شکایتون درج کراچی سکھن ٹيون	س: بارن جي شکایت جي آفیس (CCO) بارن جي لاہ کھوئی طرح فائیمنڈ آهي؟	ج: (I) بارن جي تحفظ جو ماحول قائم کرائے جی لاہ کھوئی طرح فائیمنڈ آدا کندي ء حقن جي بابت شکایتون جي ازالی لاہ تحقیق، وکالت ء بارن جي متعلق بین ادارن جنھن ہر غیر سرکاری ادارن (NGOs) سان راپطی جي ذیعی مھک پلیت فارم مھیا کندي.	س: کھوہ بارن جي شکایتی آفیس (CCO) بر شکایت درج کراچی سکھن ٹيون	ج: (II) بارن جي نمائندگی طور تي کھوہ بے بالغ فرد ذاتی طور تي تحریری درخواست شکایت جمع کراچی سکھن ٹوپا گون ذیعی ء ای میل وغیرہ بہ موکلی سکھن ٹوپا گون ذیعی	س: بارن جي شکایتی آفیس (CCO) من کی بطری شکایت ہنکنڈ کھوئی گالہ	س: کھوہ بارن جي شکایتی آفیس (CCO) بر شکایت درج کراچی سکھن ٹيون	ج: ان ہن بنا دیر اتصال تائین مفت رسانی، تسلی بخش بدھنی ء نتیجا خیز ہارروائی شامل آهي، جیکھارہ بار (18 سالن جي عمر تائین) جي لاہ بنا فرق، ملہب دات یا ہنپی جي مدد فراہم کشی ویندی.	س: چا صوبی ایسی معاوضی محتمب با اختیار آهي؟				

ج: جی ہا صوبی سندھ جی ایکٹ مجرہ 1991 جی تحت قائم تیل محاسب سندھ کی ان معاملی ہر بنیادی قانون جی تحت کاروائی جو اختیار حاصل آہی۔

من: چامان سنتی زیان پر شکایت درج گردشی سگهان تو؟



محتب جي اداري ۾ شڪايت پيش ڪرڻ جو طريقو

سوال: حڪومت جي انتظامي شاخن کي هن آئيس مان سکهيڻي هئا حاصل ٿي سکهي ٿي؟

جواب: قانون جي برتری تڪڙو ۽ ستو انصاف، حڪومت جي جائز حقن جو تحفظ وغیره

سوال: سکھيئن شڪايتون تي چيان ٿا ٿو پيندو

جواب: (1) داخل ٿيل اهي شڪايتون جن تي اڳ ٿي عمل سکيو ۾ هجي.

(2) اهي شڪايتون جن تي حڪومت نيمسلو پتاٽي چڪي هجي يا ان وٽ اڪلام هئي هجي

(3) اهي شڪايتون چيڪي ٻين محتبون جي ڏالري ۾ اينديون هجي.

(4) بٽڪار ٿيل شڪايتون

سوال: بٽڪار ٿيل شڪايتون مان چا مراد آهي؟

جواب: الزاميل بدانظامين کان تي مهينا پوءِ داخل ڪيل شڪايتون بٽڪار سڀجن ٿيون

سوال: چا بٽڪار ٿيل درخواستن جي گنجاش آهي؟

جواب: ها، اهو محتب جي اختياره آهي ٿه هو ڪجهه مخصوص حالتن تحت اهيون درخواستون پڻ جو گيون فرار ٿئي.

سوال: جاچ ۽ تارڪ ٻر ڪيٽرو وقت لڳي سکهي ٿو؟

جواب: گھوٽڪري ٻين ٻاٽن مهين ۾ شڪايت حل ٿي ويندي آهي پر ڪلمن ڪلمن ڪيٽس جي نوعيت تي ٻدارو مدار آهي.

سوال: چا محتب جي نيمسلن تي عمل صوريٽي انتظامي لازمي آهي؟

جواب: ها، اهو لازمي آهي

سوال: جي ڪلمن محتب جي فيصلن سان سهيت ٿه جان ٿو؟

جواب: جي ڪلمن توهان سمجھو ٿا تنيسلو انصاف پر ٻيو نه آهي توهان تي ٢٠ ٿيئن اندر سند جي گورنر کي درخواست ڪري سکھو ٿا، ان تي ڪوڊ حڪم نامر جاري ڪري سکهي ٿو

سوال: چا محتب سند جي مدد سان پنهنجي ڪورٽ ٻر ڙينج جي حق تان هت نه ٿئي ڪنان

جواب: پهرين گالهه تهي آئيس ان ڪيٽس تي ٺور نه ڪندي جي ٻڪو ڪورٽ ٻر اڪلاء هئي آهي پوءِ به جي ڪلمن اسانجي مدد حاصل ڪيو ٿا ۽ ڪارواني مان مطمن نه آهي توهان سکهي ٿي وقت هن آئيس مان ڪيٽس تان هت ڪلڻ بعد ڪنهن ڪورٽ ٻر هجي سکھو ٿا.

سوال: صوريٽي محتب سند جي آئيس جي تيار جو ڪيٽرو منصه آهي؟

جواب: صوريٽي اندرا انتظامي ڪوتا همین خلاف شڪايت ڪنهن جي سندن کي حل ڪرڻ.

سوال: چا سند جو محتب ايگزٽڪويٽوري جي بالادستي کان آزاد آهي؟

جواب: ها، سند صوريٽي محتب جي آئيس جي تيار جو ايڪت 1991 ع تحت محتب پنهنجي ڪن ڪارٽ ٻر خود مختار ۽ آزاد آهي.

سوال: محتب سکهي ٿي ٿم جون شڪايتون ٻڌي ۽ حل ڪري سکهي ٿو؟

جواب: محتب سند حڪومت جي سڀني ادارن سان لاڳاپيل بدانظامي جون شڪايتون ٻڌي سکهي ٿو، سوا ان شڪايتون جي چيڪي وٺائي محتب.

وٺائي تيڪس محتب سند اشورنس محتب، ۽ ٻينڪوگ محتب جي اختيارن ٻر اچن ٿيون

سوال: چا محتب وٽ ڪا شڪايت ڪري سکھان ٿو؟

جواب: ها ڪري، مائڻوساٽي پنهنجي تي صحيح ٿيل شڪايت محتب وٽ داخل ڪري سکهي ٿو جنهن تي تڪلي گانج جي ڪاٻه ضرورت نه آهي ڪنهن

ٻر گمناري ڪوري درخواست تي ٺور نه ڪيرو پيندو

سوال: چا محتب پنهنجي شڪايت بڌن جي ٿي تارٽ ٽيندو

جواب: ها، جي ڪلمن ان سان گڏا هينيان دستاويز شامل هجي.

(1) شناختي ڪارڊ جي ڪاٻي (شڪايت ڪندڙي)

(2) هڪ عدد تمس ناموشامل ۾ ڦوندو جي ڪري ۽ آئيس ٻارجئن آئيس سان

بنائي جي حاصل ڪري سکهي ٿو

سوال: چا مان پنهنجي شڪايت سند ٻر داخل ڪري سکھان ٿو؟

جواب: ها، بلڪل سند ٻر انگريز ٻر درخواست جمع ڪرائي سکهي ٿي

سوال: اهي شڪايت داخل ڪرائڻ پنهنجي ڪيٽرو خرج ايندو؟

جواب: شڪايت ڪرڻ جو ڪويه خرج نه ٺپوندو

سوال: چا شڪايت ڪندڙي وٽ ڪيل جي ضرورت آهي؟

جواب: نه بلڪل نه آهي.

سوال: چا مان صرف پنهنجي شڪايت مركزي آئيس ڪراچي ٻر داخل ڪري سکھان ٿو؟

جواب: ضروري نه آهي، توهان اسان جي ڪنهن به علاقائي آئيس ٻر داخل ڪرائي سکھو ٿا.

سوال: شڪايت ڪندڙي محتب جي آئيس مان سکهي ۽ اميد رکي سکهي ٿو؟

جواب: انصاف تائين ستي پهچ، صحيح ٻڌئي لاپاتي مداخليت، جلد انصاف ۽ محتب جي نيمسلن تي ترت عمل.

اداري جي آفيسن ئېشى استاف جي جان وذائن لاء بە تربىتىي بروگرام ڪرایا ويا تە جىئن پارن کي رليف بەجايوجى

مستقبل جا منصوبا

- 1) پارن جي شکايىتن جوانگ وذائن لاء ڪنهن بهترین ڪنسلتنت فرم کان رسرج استدي ڪرائى تە جىئن پارن جي شکايىتن جي داخلا کي وذايى سگھى.
- 2) ان استدي جي بنىاد تى (Communication strategy) تىار ڪرە ئەن strategy کي جوند بىن ضلعن ھە كەن
- 3) ان تجربى جي بنىاد تى سجي سند بى اشتھاري مهر ھائى تە جىئن پارن جي شکايىتن جوانگ وڌي ئەن شکايىتن جو جلد ازا لو ڪيوجى تە جىئن پارن جي حق رسائىي کي يقيني بىشايوجى
- 4) شروع ھە 6 رىجىنل آفيسن کي هيد آفيس سان ايڪترايي ڪللى ڪمبيوتەر تى لىك ڪيوجىندو ئە بعد بى باقى رهيل رىجىنل آفيسن کي هيد آفيس سان لىك ڪيوجىندو تە جىئن پارن جي شکايىتن کي جلد از جلد اڪلايوجى
- 5) استاف مىمبرن جيوديڪ تربىت ڪرە جو منصوبىيەن آهي تە جىئن پارن جي شکايىتن کي بهتر نمونى سان حل ڪري سگھى





چلبرین ڪمپلینتس آفیس

شبانه خاص خیلی

سنڌ ۾ پارن جي مسئلن خاص طور پارن تي جنسی، جسمانی ۽ ذهنی تشدد ۽ بین حقن جي لئاڻ Violation جي خلاف آواز اثارن لاء، ڪوبه ادارو موجود نه هو جنهن ۾ باربان یا انهن طرفان ڪوبه مرد یا عورت پنهنجي شڪایت درج ڪرائي سگهي.

انهی، اهر مسئلي کي نظر ۾ رکندي محتسب اعليٰ سنڌ جناب اسد اشرف ملڪ، یونیسيف (Unicef) سنڌ جي تعاون سان چلبرن ڪمپلینتس آفیسون (CCO's) پنهنجي اداري جي مرڪري ۽ ضلعي آفیس ۾ قائم ڪيون آهن.

پارن جون شڪایتون ت پهرين ۾ رحسنر ٿينديون رهنديون هيون پر پارن جي مسئلن تي خصوصي توجهه ڏين، انهن کي همتائڻ ۽ پنهنجي حقن جي چان ڏين ۽ سنڌ حڪومت جي مختلف ادارن جنهن ۾ پوليس، تعليم، صحت، ليبر جيل، سماجي بهبود وغيره کي پابند ڪرڻ ته اهي ادارا سختي، سان پارن جي حقن جو خيال رکن لاء، پارن جي حقن جي حفاظت کي هر سطح تي یقيني بثائڻ لاء، قائم ڪيل چلبرن ڪمپلینتس آفیسون ڪارآمد ۽ موثر ڪارروائي ڪنديون.

محتسب اعليٰ سنڌ جي مرڪري (هيد) آفیس ڪراجي ۾ آهي جڏهن ته 16 ريجنل آفیسون سنڌ جي مختلف ضلعن ۾ آهن جن جي ذريعي عوام کي انهن جي درتي فوري ۽ منت انصاف ملي سگنهندو

هن اداري جي اهر ۽ تamar سئي گالهه اها آهي ته هي ڪا شڪایت درج ڪرائڻ لاء، توهان کي ڪا ب فيس ڏين ۽ وکيل ڪرڻ جي ضرورت نه آهي، صرف توهان کي هڪ درخواست پلي اها ڪنهن به زيان سنڌي، اردو ۽ انگريزي ۾ هجي ڏيشي ٻوندي، اها درخواست داخل ٿيڻ سان ٿي محتسب جو ادارو متحرڪ ٿي ويندو ۽ طريقيڪار موجب ڪارروائي شروع ٿي ويندي ته جيئن جلد از جلد شڪایت جوازو ٿي سگهي، اهر مسئلن تي ڪڏهن ڪڏهن ته محتسب سنڌ بنا ڪنهن شڪایت ڪنڊڙ جي به پاشرادو (Suo_moto) نوٽيس به وٺندو آهي.

شڪایتون لکت ۾ پان، خط ذريعي ۽ فشڪس يا انترنيت ذريعي به هيد آفیس ڪراجي يا صوبائي محتسب جي ڪنهن ۾ ريجنل آفیس ۾ ڪري سگهنج ٿيون.

محتسب اعليٰ سنڌ جي آفیس جانمبر ۽ ايڊریس پڻ اخبارن، اشہارن، ريدپرو ۽ پغليت ذريعي عام مائهن تائين پهنجائڻ جي ڪوشش ڪئي وئي آهي ته جيئن عام مائھوجڏهن به ضرورت محسوس ڪري ته رابطو ڪري سگهي.

چلبرن ڪمپلینتس آفیسون (CCO's) 2009 ۾ انهي، مقصد سان قائم ڪيون وين هيون ته پارن جي حقن خاص طور تي UNCRC (يونائيٽي) نيشن ڪنوينشن آف رائتس آف چائبل) ۾ چائيل حقن جي حفاظت کي یقيني بثايو وڃي جنهن جو پاڪستان پڻ آهي Signatory.

انهی سلسلي ۾ مختلف اسڪولون ۾ پروگرام ڪيا ويا ته جيئن پارن ۽ استادن کي به UN-CRC جي باري ۾ جان ڏني وڃي، ضلعي سطح تي ڪرا آرڊينيشن لاء، گڏجائيون ڪيون وين ته جيئن مختلف سرڪاري ادارن ۽ سول سوسائئيز (Civil Societies) جي وچ ۾ Co ordination پيدا ڪيو وڃي ته جيئن پارن جي حقن لاء، مضبوط ۽ موثر ڪري ڪري سگهنجي



چلڈرنر گپلینس آفس

- س: کیا میں سنگی زبان میں شکایت درج کرو سکتا ہوں؟
ج: نہیں! آپ سنگی، اردو یا انگریزی میں شکایت درج کرو سکتے ہیں۔
- س: CCO میں شکایت درج کروانے کی کیفیت کیا ہے؟
ج: شکایت درج کروانے کی کیفیت نہیں ہے اور اس سلسلے کی تمام تر خدمات بلا معاوضہ انجام دی جاتی ہیں۔
- س: کیا مجھ سے شکایت لئندا کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟
ج: نہیں اس کی کوئی ضرورت نہیں۔
- س: یہ دفتر حکومت کے انتظامی امور میں کس طرح کے فائدے کو تینی بناے گا؟
ج: قانون کی عملداری، بلا معاوضہ اور بلا تاخیر انتظامی انصاف کی فراہمی حکومت کے تینی مفادات کا تحفظ اور اختیارات کے جائز استعمال کو تینی بناے گا۔
- س: اس دفتر میں کس قسم کی شکایت درج نہیں ہوں گی؟
ج: اسی شکایات
- (i) جو پہلے درج ہو گئی ہوں اور جن پر کارروائی کی جا گئی ہو۔
(ii) جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کر دیا گیا ہو
یا جو کسی عدالت میں زیرِ اتواء ہوں۔
(iii) جو کسی دوسرے مختسب کے دائرہ کار میں آتی ہوں۔
- س: شکایت کی تفہیش اور اس کے ازالے کی کارروائی میں کتنی مدت درکار ہوتی ہے؟
ج: یہ دفتر کسی مسئلے کو 2-3 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔
- س: تاہم اس مدت میں کمی پیشی شکایت کی نوعیت پر مخصر ہے۔
ج: کیا صوبے کی انتظامی مشیزی اور با اختیار اورے مختسب کے فیصلے کے پابند ہوں گے؟
س: کیا میں شکایت کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا اختیار 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 بھی آپ نے اس دفتر کا تعاون حاصل کر لیا ہے اور آپ اس سے مطمئن نہیں ہیں تو آپ اس دفتر سے شکایت واپس لیئے کے بعد کسی بھی عدالت سے رجوع کر سکتے ہیں۔
س: کیا میں صرف کارپی میں مختسب بکری پیریت کے صدر دفتر میں اسی شکایت درج کرو سکتا ہوں؟
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جن کی تسلیم کتاب میں موجود ہیں) میں شکایت درج کرو سکتے ہیں۔

- س: چلڈرنر گپلینس آفس (CCO) کا صوبائی مختسب سندھ (POS) میں قیام کیا مقصود ہے؟
ج: CCO، صوبائی مختسب کی جانب سے یونیٹ کے اشٹرک سے قائم کیا گیا ہے۔ اس کا مقصد خصوصی طور پر صوبے میں بچوں کے حقوق کے مسائل اور ان کے ساتھ ہونے والی زیادتیوں کے معاملات میں ان کی دادری کرنا ہے۔
- س: چلڈرنر گپلینس آفس کی طبقہ و قائم کرنے کی ضرورت کیوں ہیں آئی؟
ج: پاکستان بچوں کے حقوق کے بارے میں اقوام متحدہ کے کویشن کا دھنڈ کنندہ ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جو ذمہ دار یا عائد ہوئی ہیں انہیں پورا کرے اور اس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نظام نہ ہونے کی صورت میں اس کی تکمیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شامل ہے۔
- س: CCO میں کس قسم کی شکایات قابل قبول ہوتی ہیں؟
ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں بیشول پیس، جیل، یعنی اداروں، سیکم خانوں، ریسائٹ ہومز اور اسپیتالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات درج کروائی جاسکتی ہیں۔
- س: CCO بچوں کے لئے کس طرح فائدہ مند ہے؟
ج: CCO بچوں کے تحفظ کا ماحول قائم کرنے میں ایک اہم کردار ادا کرے گا اور بچوں کے حقوق سے متعلق شکایات کے ازالے کے لئے تھین، دکالت اور بچوں سے متعلق دوسرے اداروں بیشول این جی اوز سے رابطے کے ذریعے ایک پلیٹ فارم مہیا کرے گا۔
- س: کیا میں CCO میں کوئی شکایت درج کرو سکتا ہوں؟
ج: کوئی بھی بچہ یا اس کے نمائندے کے طور پر کوئی بائی فردا تی طور پر یا تحریری طور پر درخواست بچ کر رکھتا ہے یا بچہ کسی اور ذریعے سے مٹا ای میں وغیرہ سے بھی بچج سکتا ہے۔
- س: CCO اس سلسلے میں بچے بطور شکایت لئندا کس بات کی بیان وہانی کرواتا ہے؟
ج: اس میں بلا تاخیر انصاف بک مفت رسائی، تبلیغ شناوی اور نتیجہ خیز کارروائی شامل ہے جو ہر بچے (18 سال تک کی عمر تک) کے لئے بلا خاطر فرق، نہ صہب، ذات یا پلکر کے مذہب اہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی مختسب سندھ گلی طور پر با اختیار ہے؟
ج: یہی ہاں! صوبائی مختسب کے ایکٹ ہمیری 1996ء کے تحت قائم شدہ دفتر مختسب کے مطابق اسے اس معاملے میں بنیادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔



محتسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے

ج: قانون کی بادلتی، بلا معاوضہ تیز رفتار انتظامی انساف کی فراہمی، جائز حکومت کے مفادات کا تحفظ اور صوابیدی اختیارات پر منصفانہ عملدرآمد۔

س: کس تکمیلی شکایات دفتر میں قبول نہیں کی جاتی؟
 ج: (۱) ایسی شکایات جو پہلے منظور ہو کر ارروائی سے گزر جگی ہو۔
 (۲) کسی عدالت میں زیر ساعت ہو یا جس پر فیصلہ ہو چکا ہو۔
 (۳) کسی دوسرے محتسب کے دائرہ اختیار میں آتی ہو۔
 (۴) شکایت زائد المعیاد ہو جگی ہو۔

س: زائد المعیاد سے کیا مراد ہے؟
 ج: بدانظامی کی ایسی شکایت جسے گزرے ہوئے تین ماہ سے زائد ہو چکے ہوں۔

س: کیا زائد المعیاد کے لیے کوئی استثناء ہو سکتا ہے؟
 ج: ہاں محتسب سندھ کی صوابیدی پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظور کر لے۔

س: کارروائی اور اتفاقیں میں کتنی مدت لگ جاتی ہے؟
 ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدت لگتی ہے لیکن نام فریم میں اضافہ ہو سکا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔

س: کیا محتسب کے فیصلوں پر صوبے کی انتظامی اور عاملاء مشنری کو عمل کرنا لازمی ہوتا ہے؟
 ج: ہی ہاں محتسب سندھ کے فیصلوں پر عمل کرنا صوبائی مکملوں 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 میں دن کے اندر گورنر سندھ کو عرض داشت Representation بھیج سکتے ہیں جو مناسب سمجھنے پر نظر ہانی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محتسب سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہو جائے گا؟
 ج: پہلی شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو

آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ محتسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محتسب سندھ کے دفتر سے اپنے لے کر عدالت میں جا سکتے ہیں۔

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

ج: معاشرین کی شکایتوں کے ازالے کے لیے قائم ہو گا۔

س: کیا محتسب سندھ حکومت (انتظامی) سے خود فشار ہے؟

ج: ہی ہاں یہ نامیاتی قانون کے تحت خود فشار ہے اور اپنا فریضہ محتسب سندھ ایک 1991ء کے تحت انجام دیتا ہے۔

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

ج: ایسی شکایت جو حکومت سندھ کے تمام مکملوں میں سے کسی بھی بدانظامی کے زمرے میں آتی ہو۔ ماسوان کے جو واقعی محتسب سندھ یا خصوصی محتسبین مثلاً میکس محتسب، بینکنگ محتسب، انسورنس محتسب کے دائرہ اختیار میں ہوں۔

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

ج: کوئی بھی شخص سادے کانفڈینس پر شکایت لکھ کر اپنے دھنخیل سے پیش کر سکتا ہے۔ اس اپنے لگانے کی ضرورت نہیں ہے۔ گنام یا فرضی نام پر شکایتیں قبلی قبول نہیں ہوتیں۔

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

ج: ہی ہاں۔ اگر اس کے ساتھ آپ کے قوی شاخی کا روکی فونو کاپی اور حلف نامہ جو بلا معاوضہ خدمت مہیا کرتا ہے اس پر دھنخیل موجود ہوں۔

س: کیا میں سندھی میں اپنی شکایت لکھ سکتا ہوں؟

ج: بے شک سندھی، اردو یا انگریزی میں سے کسی بھی ایک زبان میں شکایت بھی جاسکتی ہے۔

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

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

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

ج: نہیں۔ قطعی ضرورت نہیں ہے۔

س: کیا اپنی شکایت محتسب سندھ کی میری خرچ کے بینہ آفس میں بھیجا جا ہے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی وکیل 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 کر گئی جاسکتی ہے؟

ج: بلا معاوضہ انساف تک رسائی، توجہ کے ساتھ ساعت، نتیجہ خیر مداخلت،

محتسب سندھ کے فیصلے کا جلد از جلد اطلاق۔

س: حکومت کی انتظامی طاقت کے آگے محتسب سندھ کے دفتر سے کیا توقع

رکھی جاسکتی ہے؟

وائز ارکروانا، کئی علاقوں میں پانی کی فراہمی جیسے مسائل کا حل شامل ہے۔ یہ بات بھی قابل ذکر ہے کہ ان تمام مسائل کے حل کے لئے مدعی کو کسی قسم کے اخراجات کی ضرورت نہیں پڑتی۔ عوام کے معاشی حالات کو دیکھتے ہوئے یہ اندازہ لگانا مشکل نہیں کہ بلا معاوضہ انصاف کی فراہمی اور وہ بھی قلیل مدت میں عوام کے لئے کسی تپتے ریگستان میں سایہ شجر کی حیثیت سے کم نہیں۔

یورڈپ کے ممالک میں یہ ادارہ بہت مقبول ہے اور تقریباً تمام ترقی یافتہ ملکوں میں نہ صرف یہ کہ موجود ہے بلکہ نہایت فعال بھی ہے۔ ہر چند کے ان ممالک میں بدانظامی کی شرح پاکستان کی نسبت انتہائی کم ہے اور نہ ہی ان کی عدالتون پر کیسز کا اتنا بوجھ ہے جتنا ہمارے ملک کی عدالتون پر ہے۔ اس تناظر میں اگر محتسب کے ادارکی افادیت کا جائزہ لیا جائے تو یہ حقیقت بڑے ہی واضح انداز میں اُبھر کر سامنے آئے گی کہ اس کا کردار نہ صرف عوام کے لئے بلکہ حکومت کے لئے انتہائی معاون اور افادیت کا حامل ہے۔ مسائل کے حل سے نہ صرف یہ کہ سرکاری مکملوں پر بوجھ کم ہوتا ہے بلکہ حکومت کی نیک نامی اور ایجمنگ کو بھی فائدہ پہنچتا ہے مگر صورت حال یہ سامنے آئی ہے کہ حکومت اور متعلقہ ادارے اس ثابت پہلو سے علم نظر آتے ہیں۔

محتسب سندھ نے یویف کے تعاون سے حال ہی میں بچوں کے شکایتی مرکز قائم کیے ہیں تاکہ بچوں کے حوالے سے معاشرے میں ہونے والی زیادتوں کا فوری ازالہ کیا جاسکے۔ یہاں چائلڈ Prison کا ذکر مناسب ہو گا جہاں ماحول سازگار نہیں ہے لہذا اس کے معاملات کی اصلاح کے حوالے سے اس شکایتی مرکز کا کردار بہت اہم ہے۔ ہمارے معاشرے میں بچوں کی محرومی ان کے ساتھ نامناسب سلوک سے ہم سب واقف ہیں۔ ان بچوں کے مسائل کا پاسیدار حل یقینی اقتصادی ترقی سے ملک ہے جس کا حصول شاید اتنی جلد ممکن نہیں لہذا موجودہ حالات میں محتسب کے دفاتر میں قائم شدہ مرکز کی افادیت کو جتنا بھی سراہا جائے کم ہے میں سمجھتا ہوں کہ حکومت کی یہ کوشش ہونی چاہیے کہ شکایتی مرکز کے فروع میں اس ادارے کی بھرپور مدد کرے۔

کسی بھی حکومت کے پاس مسائل کی کمی نہیں ہوتی صرف ترجیحات پر نظر ثانی کی ضرورت ہوتی ہے بے شمار سرکاری اخراجات ایسے ہیں جنہیں اگر نہ کیا جائے تو معاشرے پر کوئی منفی اثرات مرتب نہیں ہوتے لہذا حکومت کو عوام و معاشرے اور خود اپنی کارکردگی کی اصلاح کے لئے اس ادارے کی بھرپور معاونت کرنی چاہیے۔ اگر باریکی سے دیکھا جائے تو محتسب کے ہر فیملے کا ثابت رہ عمل حکومت کے ہی حق میں ہوتا ہے۔

اس ادارے کے اغراض و مقاصد دیکھتے ہوئے یہ امید کی جاتی ہے کہ اس ادارے کو مختلف شعبہ ہائے زندگی سے تعلق رکھنے والے لوگ، خاص طور پر با اثر طبقہ کا تعاون حاصل رہے گا کیون کہ معاشرے کی بھلائی میں ہم سب کی بھلائی مضر ہے۔



بلا معاوضہ انصاف کا حصول اور معاشرے کی اصلاح

محتسب سندھ کا کردار

محمد اقبال ایڈووکیٹ

سرکاری اداروں کے حوالے سے لوگوں کی شکایات بڑھتی جا رہی ہیں موجودہ عدالتی نظام سے نہ صرف یہ کہ انصاف میں تاخیر ہوتی ہے بلکہ کوئٹہ کے اخراجات برداشت کرنا خود اپنی جگہ ایک بڑا ٹکنیک مسئلہ بن چکا ہے۔ اس پس منظر میں محتسب کے ادارے کی اہمیت و افادیت بہت اچا گر ہوتی ہے کیوں کہ یہاں بلا معاوضہ جلد انصاف مہیا ہوتا ہے۔

وقت کی ضرورت ہے کہ اس ادارے کو مزید مسلح کیا جائے اور مزید قانونی اختیارات دیے جائیں مثلاً فیصلہ پر عمل درآمد نہ ہونے پر محتسب کو تو ہیں عدالت کے اختیارات حاصل ہونا از حد ضروری ہے۔ جبکہ حکم اتنا گی کا اختیار بھی از حد ضروری ہے کیوں کہ بہت سے کیونی مسائل مثلاً کسی علاقہ میں غیر قانونی عمارت کی تعمیر کو روکنے کے لئے حکم اتنا گی کا اختیار کارگر گر ثابت ہو گا اس سے قبل کہ غیر قانونی تعمیری کام مکمل ہو جائے جبکہ اس بھی کو اس کی ضرورت کے حوالہ سے وسائل کی دستیابی بھی ضروری ہے جس سے یہ ادارہ صوبہ کے دور دراز علاقوں میں اپنے دفاتر قائم کر سکے تاکہ کم آمدی و اعلیٰ طبقے سے تعلق رکھنے والے لوگوں کو ان کی دہلیز پر انصاف مہیا ہو سکے۔

مشہدے میں یہ بات بھی آتی ہے کہ دور دراز علاقوں میں اس دفتر کا قیام سرکاری حکاموں کو امور کی بدانظامی سے روکتا ہے۔ اس ادارے کی موجودگی یہ احساس کو بھی اچا گر کرتی ہے کہ غلط فیصلوں اور بدانظامی کے خلاف کارروائی فوری طور پر اس ادارے کے ذریعے ہو سکتی ہے۔ یہ بات انتہائی خوش آئند ہے کہ موجودہ محتسب اعلیٰ اس دفتر کے اندر وہ سندھ فروغ پر بڑی توجہ اور اہمیت دیتے ہیں اور ان کی کاوشوں کے نتیجے میں اب تک 16 ریکٹل دفاتر اندر وہ سندھ قائم ہو چکے ہیں جہاں بڑی تعداد میں عوام کے مسائل ہر روز حل کئے جا رہے ہیں یہ وہ لوگ ہیں جن کی مالی استطاعت اتنی نتھی کہ وہ کراچی آ کر اپنے مسائل حل کر سکیں۔ اس سے بہتر عوامی خدمت کی مثال اور کیا ہو سکتی ہے۔

محکمے کے اعداد و شمار کے مطابق گزشتہ چند سالوں میں شکایت کنندگان کی تعداد میں بتدریج اضافہ ہو رہا ہے جس سے یہ اندازہ ہوتا ہے کہ محتسب سندھ کی افادیت و اہمیت کا احساس عوام انساں کو ہو رہا ہے اور لوگ اس ادارے سے رجوع کر رہے ہیں۔ نہ جانے کتنی یہواں اور قیمتوں، حکومت سندھ کے مرحوم ملاز میں کو جائز ادا گیلی ہوئی ہے میں شش اور دوسرے حقوق کے مطالبات اور لاتعداد پیشہ ز کے مسائل حل ہوئے ہیں اور ہو رہے ہیں۔ دوران ملاز میں انصافی کا شکار ہونے والے ملاز میں کو انصاف مل رہا ہے اس کے علاوہ محتسب کا ادارہ بہت سے کیونی مسائل کو بھی حل کر رہا ہے جس میں پارک پرنا جائز قبضہ کو روکنا، اسکوں کی زمینوں سے قبضہ

CONTACT US:

HEADQUARTER

*Secretariat Provincial Ombudsman, Sindh
Shahrah-e-Kamal Ataturk,
Opp. Sindh Secretariat, Karachi.
Contact : 021-99211025, 99211031
Fax : 021-99211262, 99211207
Website : www.mohtasibsindh.gov.pk
E-mail : mohtasibhd@yahoo.com*

Regional Office, (Karachi East)
*Provincial Ombudsman Sindh,
S-3, 2nd Floor, E.O.B.I. House,
(Ex-Awami Markaz),
Near Baloch Colony Flyover,
Shahrah-e-Faisal, Karachi.
Contact : 021-99245217
Fax : 021-99245216*

Regional Office, (Karachi South)
*Provincial Ombudsman Sindh,
1st Floor, State Life Building No. 3,
Dr. Ziauddin Ahmed Road,
Opp. C.M. House, Karachi.
Contact : 021-99203244
Fax : 021-99217790*

Regional Office, (Karachi Central)
*Provincial Ombudsman Sindh,
Office of the District Officer (Male)
Elementary Education,
Near Govt. APWA Women College,
Karimabad, Karachi.
Contact : 021-99246400
Fax : 021-99246413*

Regional Office, (Thatta)
*Provincial Ombudsman Sindh,
Bunglow No. B-177, Unit No. 2,
Makli Cooperative Society,
Ghullamullah Road, Near w.w.f office,
Thatta
Contact : 0298-920187
Fax : 0298-920197*

Regional Office, (Hyderabad)
*Provincial Ombudsman Sindh,
Bunglow No. 3,
Sindh University Old Campus Compound
Near District Session Court,
Hyderabad.
Contact : 022-9240237, 9200467
Fax : 022-9201312*

Regional Office, (Badin)
*Provincial Ombudsman Sindh,
Karachi Road, Near District Session Court,
Badin.
Contact : 0297-920101
Fax : 0297-861878*

Regional Office, (S. Benazir Abad)
*Provincial Ombudsman Sindh,
Kazi Ahmed Road,
Near Bhahria Foundation School,
Shaheed Benazir Abad (Nawabshah)
Contact : 0304-9919651*

Regional Office, (Naushahro Feroze)
*Provincial Ombudsman Sindh,
Old EDO, Health Office, Near DC Office,
Naushahro Feroze.
Contact : 0242-920010
Fax : 0242-920011*

Regional Office, (Dadu)
*Provincial Ombudsman Sindh,
Irrigation Rest House Compound,
Opp. DC House, Dadu.
Contact : 025-9200348
Fax : 025-9200348*

Regional Office, (Khairpur Mir's)
*Provincial Ombudsman Sindh,
Near Bilawal Bhutto Zardari Park,
Old National Highway, Khairpur Mir's.
Contact : 0243-9280357*

Regional Office, (Sukkur)
*Provincial Ombudsman Sindh,
Bunglow No. A-38-39, Friends
Cooperative Housing Society,
Yousif Masjid, Shikarpur Road,
Sukkur.
Contact : 071-5807100, 9310013,
Fax : 071-9310013*

Regional Office, (Larkana)
*Provincial Ombudsman Sindh,
Old Session Court Compound,
Larkana.
Contact : 0741-9410222
Fax : 0741-9410222*

Regional Office, (Jacobabad)
*Provincial Ombudsman Sindh,
Old A.T.C. Court,
Opp. Govt. Technical College,
Shikarpur Road, Jacobabad.
Contact : 0722-652166
Fax: 0722-9246413*

Regional Office, (Mithi)
*Provincial Ombudsman Sindh,
Near Treasury Office,
Tharparkar @ Mithi.
Contact : 0232-262175
Fax : 0232-262117*

Regional Office, (Mirpurkhas)
*Provincial Ombudsman Sindh,
Opp: Govt. Comprehensive High School
Mirpurkhas.
Contact : 0233-9290266
Fax : 0233-9290424*

Regional Office, (Ghotki)
*Provincial Ombudsman Sindh,
Station Road, Barrage Colony,
Opp. Islamia Public School,
Ghotki.
Contact : 0723-681933
Fax : 0723-681934*

PROVINCIAL OMBUDSMAN
Provincial Ombudsman Secretariat Sindh,
Shahrah-e-Kamal Ataturk,
Karachi, Sindh, Pakistan