



DECISION

Complaint No. : POS / 311 / 2023 / 03 / KHS

Name and address of the complainant : Mr. Maqsood Ahmed Mughal, Flat No. 914, Block-B, 9th Floor, Marine Drive Apartment, Block-2, KDA Scheme No.2, Clifton, Karachi.

Name of the Agency Complained against : Sindh Workers Welfare Board (Labor Department)

Name & Designation of Investigating Officer : Syed Maqsood Haider, Regional Director (South).

Vetted by : Mr. Akhtar Hussain Bugti, Director General - II

Subject :

COMPLAINT REGARDING NON-GRANT OF SCHOLARSHIPS TO CHILDREN OF THE COMPLAINANT DESPITE COMPLETION OF REQUIRED FORMALITIES.

COMPLAINT

Mr. Maqsood Ahmed Mughal had filed a complaint on 10-01-2023, stating therein that he had been a long-standing contributor to the Employees Old-Age Benefits Institution (EOBI) and had submitted an application to the Secretary, Sindh Workers Welfare Board (SWWB), Karachi, on 13-01-2020 seeking educational scholarships for his children. Despite numerous follow-up efforts, including personal visits and meetings with relevant officials, his children had not received the promised scholarships, causing significant inconvenience and financial hardship to his family. He has therefore, solicited intervention of Provincial Ombudsman Sindh in this matter.

PROCEEDINGS

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), by condoning the delay and after receipt of mandatory affidavit on Form "A", the matter was taken up with the Agency i.e. the Workers Welfare Board Sindh (SWWB) for report / comments.

3. In response, the Director (Welfare), Workers Welfare Board Sindh vide letter dated 19.06.2023 has reported that according to the Board's established policy only an industrial worker employed in units registered under the Factory Act of 1934 by the Labour Department, Government of Sindh, are eligible for scholarships. To support his claim, he provided a copy of the policy for reference. As Mr. Maqsood Ahmed Mughal was previously employed by an NGO that was not registered with the Labor Department, accordingly his application for a scholarship did not meet the eligibility criteria and could not be considered.

4. The complainant, in his rejoinder dated 07-03-2024, argued that he had fulfilled all the necessary criteria for the scholarship. To support his claim, he explained that his organization, **Thardeep Rural Development Programme** is registered under the Societies Act XXI of 1860 with the provincial Assistant Registrar, Joint Stock Companies, Hyderabad and thus falls under the Sindh Shops and Commercial Establishment Act, 2015. He asserted that his organization is not an NGO.

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5. Several hearings were held to resolve the issue, the last of which was attended by the Deputy Director (Welfare) and the Law Officer of the SWWB, Karachi. During the hearing, the Deputy Director informed that the complainant was not a factory worker but rather an employee of an NGO that was not registered under the Industrial Act of 1934 by the Labor Department, Government of Sindh. As such, according to the SWWB's policy, they are unable to extend welfare schemes to employees of NGOs or other units.

FINDINGS

6. Upon careful examination of the facts, it is clear that the complainant's organization is not registered under the Industrial Act of 1934 by the Labour Department, Government of Sindh, instead, it is registered under the Societies Act XXI of 1960 with the Provincial Assistant Registrar, Joint Stock Companies, Hyderabad. Consequently, the organization of the complainant does not fall within the scope of the SWWB's policy for welfare schemes, no act of mal- maladministration is established against the Agency.

DECISION

7. Considering the facts presented above, the case is hereby dismissed being without merit and consigned to record.

Given under my hand and seal of this office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated **7th** March, 2025

