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PROMPT JUSTICE TO THE PEOPLE OF SINDH

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL- XII (January - March 2024)

MR. MUHAMMAD SOHAIL RAJPUT TAKES OATH AS 7th PROVINCIAL OMBUDSMAN SINDH

In a solemn ceremony held at Governor House in Karachi, Governor Sindh Mr. Muhammad Kamran Khan Tessori administered oath from Mr. Muhammad Sohail Rajput appointed as Ombudsman of Sindh. The event was attended by provincial secretaries, senior government officials and other dignitaries of the Province.

He was congratulated by Governor Sindh on assuming the responsibilities of Ombudsman Sindh.



PROFILE OF MR. MUHAMMAD SOHAIL RAJPUT HONOURABLE OMBUDSMAN SINDH

Mr. Muhammad Sohail Rajput is the 7th Provincial Ombudsman for the Province of Sindh, Pakistan. He was sworn in by the Honourable Governor of Sindh on 11.03.2024 at Karachi.

Mr. Muhammad Sohail Rajput received his MBBS degree in 1988 from Liaquat Medical College, Jamshoro, Post Graduate Diploma in Business Administration in 2004 from Institute of Business Administration, Karachi and MPA in Economic Policy Management with concentration in International Energy Management from Columbia University, New York in 2009. He was also awarded the Hubert H. Humphery fellowship by the US Department of State, in recognition of his leadership skills, under which he attended academic courses at University of North Carolina, Chapel Hill and the Duke University and did an internship at the World Bank.



Mr. Rajput joined the Civil Service of Pakistan after qualifying Central Superior Service Examination (CSS) in the year 1991. During his lengthy career, he has served at various positions in the field at Sindh Secretariat and at Federal Secretariat; as Secretary of the Finance Department, Government of Sindh, Secretary of the Energy Department, Government of Sindh, Principal Secretary to Chief Minister Sindh, Commissioner of Karachi Division, Additional Finance Secretary, Government of Pakistan, Special Secretary Ministry of Commerce, Government of Pakistan, Secretary of the Information Technology & Telecommunication Division, Government of Pakistan, Chief Secretary to Government of Sindh and Secretary, Board of Investment, Government of Pakistan.

Mr. Rajput's core areas of expertise include General Administration/Management, Public Finance Management and Project Development and Implementation. He has proven his ability to work in challenging situation with diversified stakeholders and against strict timelines. Mr. Rajput's key achievements include developing the Thar Coal Mining and Power project, improving fiscal health of Government of Sindh through effective financial management, enhancing IT exports of the country through effective policy interventions and shaping the response to super floods of 2022 in the Province of Sindh by providing timely relief services and designing projects for post flood rehabilitation.

In recognition of his meritorious services, President of the Islamic Republic of Pakistan has awarded him the prestigious civil award, Sitara-e-Imtiaz.

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**MR. MUHAMMAD SOHAIL RAJPUT, HONOURABLE
PROVINCIAL OMBUDSMAN SINDH RECEIVES
SITARA-E-IMTIAZ ON MARCH 23, 2024**

Honourable Governor Sindh Mr. Muhammad Kamran Khan Tessori decorated the Sitara-imtiaz to Mr. Muhammad Sohail Rajput, Honorable Ombudsman Sindh, in recognition of his services rendered during his long association with Federal & Provincial Governments.



Honourable Governor Sindh
Mr. Muhammad Kamran Khan Tessori
congratulating Mr. Muhammad Sohail Rajput,
after taking oath as Ombudsman Sindh



Dignitaries stood for the national anthem during
oath-taking ceremony of Ombudsman Sindh.



Syed Mansoor Abbas Rizvi, Secretary, Provincial Ombudsman Sindh, welcoming Mr. Muhammad Sohail Rajput, Honourable Ombudsman Sindh on his arrival at Secretariat Ombudsman Sindh.



Honourable Ombudsman Sindh, Mr. Muhammad Sohail Rajput discussed the working of Ombudsman Office with Syed Mansoor Abbas Rizvi, Secretary, Secretariat Provincial Ombudsman Sindh after taking charge as Provincial Ombudsman Sindh.



Mr. Muhammad Sohail Rajput, Honourable Provincial Ombudsman Sindh held introductory meeting with Regional Directors. The Regional Directors from Karachi were present whereas the Regional Directors of other than Karachi Region participated virtually. Syed Mansoor Abbas Rizvi, Secretary and Mr. Akhtar Hussain Bugti, Director General were also present.

OUTGOING OMBUDSMAN SINDH PRESENTED ANNUAL REPORT 2023 TO CHIEF MINISTER SINDH

Mr. Ajaz Ali Khan, Ex-Ombudsman Sindh, presented Annual Report for the year 2023 to the Chief Minister of Sindh. The report showcased the performance of the institute with 10,057 complaints received against various government agencies during the year, besides providing monetary relief exceeding Rs.478.18 Million and appointments against deceased quota in 96 cases. Additionally, initiatives were undertaken to address issues in public schools, insanitary conditions and vehicle number plate backlog. Studies on girls' education in Sindh and malnutrition assessment in District Tharparkar were conducted. During his tenure of four years from February 2020 to February 2024 as Ombudsman Sindh he made notable achievements including opening of three new Regional Offices at Karachi (West/Keamari), Karachi (Korangi) and Sanghar. The Chief Minister lauded these accomplishments and pledged full support to resolve public grievances.



EX-PROVINCIAL OMBUDSMAN SINDH MR. AJAZ ALI KHAN INAUGURATED NEW REGIONAL OFFICES OF PROVINCIAL OMBUDSMAN SINDH

Mr. Ajaz Ali Khan, Ex-Ombudsman Sindh inaugurated two newly established Regional Offices i.e. Karachi Korangi and District Sanghar. The inauguration ceremonies were attended by Advisors, Consultants and Regional Directors, with the establishment of these Regional Offices



the masses of the area would be able to get administrative justice at their doorstep and resolution of their complaints at the grassroots level which also improve the outreach and coordination with government agencies.

CHIEF COMMISSIONER, PAKISTAN INFORMATION COMMISSION VISITED THE OFFICE OF OMBUDSMAN SINDH

Mr. Shoaib Ahmed Siddiqui, Chief Commissioner, Pakistan Information Commission, Islamabad & Ms. Samaira Nazir Siddiqui, Member, Anti-Dumping Appellate Tribunal, Islamabad, visited the office of Provincial Ombudsman Sindh on 22.01.2024 and discussed the issues of mutual interest. Honourable Ombudsman Sindh Mr. Ajaz Ali Khan presented Annual Report 2022 to the Chief Commissioner. The Honourable guests appreciated the efforts made for providing relief to the aggrieved persons.



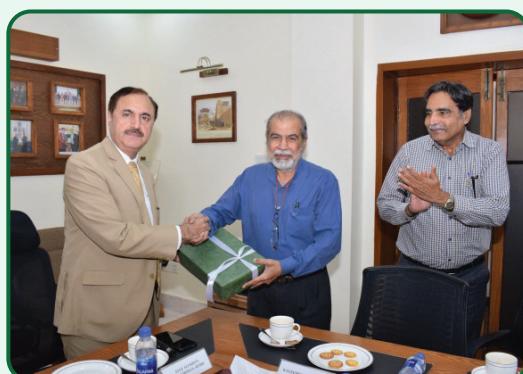
FAREWELL CEREMONY HELD IN THE HONOUR OF OUTGOING PROVINCIAL OMBUDSMAN SINDH MR. AJAZ ALI KHAN



A farewell ceremony was held in the honour of Mr. Ajaz Ali Khan Ombudsman Sindh on completing his four years tenure attended by all the officers of Secretariat Provincial Ombudsman Sindh. Syed Mansoor Abbas Rizvi, Secretary, Provincial Ombudsman Sindh, presented shield / memento to outgoing Ombudsman Sindh. Mr. Ajaz Ali Khan also meet with the staff member of Secretariat Provincial Ombudsman Sindh.



Senior Private Secretaries of the Secretariat Provincial Ombudsman Sindh meet with Mr. Ajaz Ali Khan, Ex-Ombudsman Sindh and expressed their gratitude on up-grading them to BPS-18 to BPS-19. Secretary POS and Deputy Director (Admn) were also present at the occasion.



Dr. Kaleemullah Lashari, Chairman, Central Record Office, SGA&CD, Government of Sindh, presented a computerized record file to Mr. Ajaz Ali Khan, Ex-Ombudsman Sindh, during a meeting of Record Management.

HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

LYARI DEVELOPMENT AUTHORITY (LDA) PAID RS.2,530,071/= TO LIAQUAT NATIONAL HOSPITAL

Mr. Akberally Amirally, Director Finance & Hospital/Secretary at Liaquat National Hospital, Karachi, filed a complaint stating that the hospital provided medical treatment to employees of Lyari Development Authority (LDA) from January 2015 to October 2016, incurring Rs. 2,530,071/. He alleged that despite series of correspondence, the LDA authorities failed to make the payment; consequently, he requested intervention by the Ombudsman institution in the matter.

To redress the grievance of the complainant, the Ombudsman Sindh issued directives to the authorities concerned to investigate the matter. As a result of investigation the Agency (LDA) cleared outstanding dues as agreed by the complainant in seven installments.

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

WIDOW OF THE DECEASED FIRE BRIGADE SUPERVISOR RECEIVED COMMUTED PORTION OF FAMILY PENSION

Mst. Hameeda, wd/o Jameel Ahmed Shaikh, filed a complaint with the Ombudsman Sindh against the Municipal Commissioner Hyderabad for the delay in disbursing arrears of commuted portion of family pension following her husband's demise. She stated that her husband, a former supervisor at the Fire Brigade, retired on 09.10.1996 and passed away on 31.12.2010. The agency has failed to pay the outstanding amount of Rs. 576,792/- for the commuted portion of the family pension.

The matter was taken up with the agency. In response, the Senior Accounts Officer, HMC Hyderabad reported that Rs. 576,792/- on account of restoration of commuted portion dues since 01.07.2015 to 31.10.2020 have been credited in her bank. The complainant confirmed receipt of payment and also expressed her gratitude for role played by the Ombudsman Institution in resolving her problem.

SON OF DECEASED EMPLOYEE GOT APPOINTMENT ORDER AGAINST DECEASED QUOTA

Syed Ahmed Hussain filed an online complaint dated 03.12.2022 against Health Department stating that his father was a Vaccinator and died during service and that he applied for the post of Vaccinator against deceased quota but it is being delayed due to non-holding of meeting of Recruitment Committee by the Deputy Commissioner, Malir.

After admission of the complaint, report was called from the Agency, which reported that the case of Mr. Ahmed Hussain has been approved by Chief Secretary Sindh on 07.06.2022 and the same has been sent to Director General, Health Services, Hyderabad to call the meeting of District Recruitment Committee.

During the process of follow up, the complainant informed that he has been appointed as Vaccinator (BPS-06) in Health Department.

SON OF DECEASED EMPLOYEE GOT APPOINTMENT AGAINST DECEASED QUOTA

Mr. Amir Bux Wadho filed a complaint stating that his father was working as "Bahashiti" in Taluka Hospital, Shahdadkot who died during service in the year 2008. He approached the authorities for his appointment against deceased quota but having failed to receive any response, solicited intervention of Provincial Ombudsman Sindh.

The matter was taken up by the Regional Director Larkana with the Health Department, Government of Sindh and after long persuasion, the District Health Officer, Kamber/Shahdadkot reported that complainant has been appointed as Attendant (BPS-02) in Taluka Hospital Shahdadkot. The complainant also confirmed the same and thanked the Institution.

CHOWKIDAR APPOINTED AGAINST 5% QUOTA OF DIFFERENTLY ABLED PERSONS

Mr. Amir Ali Tagar filed complaint against alleging inordinate delay in his appointment against 5% quota of differently abled persons and requested to intervene. The complaint was admitted and taken up with the Agency.

After intervention of POS, the complainant got appointment letter for the post of Chowkidar from the District Education Officer (Primary), Larkana which was also confirmed by him.

HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

DAUGHTER RECEIVED FAMILY PENSION AND ARREARS THEREOF AFTER NINE YEARS

Mst. Anees Fatima in her complaint alleged about inordinate delay in payment of family pension of her father who died in 2014. The complaint was admitted and notice issued to concerned Agency. After persuasion the DAO Larkana reported that family pension case of the complainant has been finalized and monthly family pension restored and arrears of family pension amounting to Rs.1,384,116/= paid to her.

The complainant personally appeared before investigating officer and confirmed receipt of family pension and arrears thereof and expressed her gratitude for redressing the long pending grievances.

SALE CERTIFICATE ISSUED ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH

Mr. Sajid Ali Shaikh filed a complaint on 11.08.2023, against Revenue Authorities for delay in issuance of sale certificate in respect of plot of the complainant.

The complaint was admitted and notice was issued to City Surveyor Larkana, who appeared before the Investigating Officer and informed that the sale certificate has been issued to complainant. Mr. Sajid Ali Shaikh (complainant) appeared before Investigating Officer and conformed the receipt of Sale Certificate and appreciated the role of the Ombudsman for taking prompt action and providing speedy justice to him.

SON APPOINTED ON DECEASED QUOTA AFTER 5 YEARS

Syed Walli Abbas Zaidi s/o Syed Ali Zafar Zaidi stating that his father expired on 17.01.2018 during service but despite lapse of considerable time and pushed from pillar to post he has not been accommodated on deceased quota, he therefore sought intervention of this institution.

The matter was taken-up with Municipal Commissioner, Karachi Metropolitan Corporation (KMC) and after prolonged persuasion the complainant appointed as Junior Draftsman (BPS-01) in the Engineering Department of the KMC against deceased quota after intervention of Provincial Ombudsman Sindh. He expressed his gratitude for redressing the long pending grievances.

RETired EMPLOYEE RECEIVED SERVICE DUES AFTER LAPSE OF MORE THAN 07 YEARS

Mr. Abdul Naeem Shahid filed a complaint stating that he retired as Deputy Director, Parks & Horticulture Department, KMC in the year 2016 but pensionary benefits were not paid despite his continuous approaches to Metropolitan Commissioner, KMC and Director Welfare, F&A, KMC.

The matter was taken up with the authorities concerned after protracted correspondence with the KMC the complainant received Rs.2,570,022/- as pension dues who expressed his gratitude to the Institution for providing assistance in matter.

ISSUE OF NON-CARRYING OUT DELISTING WORK AT 4-R-RD-31 TO 60 DRAIN AREA, TALUKA JATI RESOLVED

Syed Shahzad Hussain Shah in his complaint against Town Committee Gharo alleged about non-carrying out delisting work at 4-R-RD-31 to 60 Drain area, Taluka Jati, causing problems to growers during rainy season, etc. He therefore, sought intervention in the matter.

After admitting the case, the matter was taken up with Agency. In response, the Assistant Executive Engineer Jati Drainage Sub Division Jati submitted report intimating that excavation work of 4-R-RD-31 to 60 Drain area has been completed.

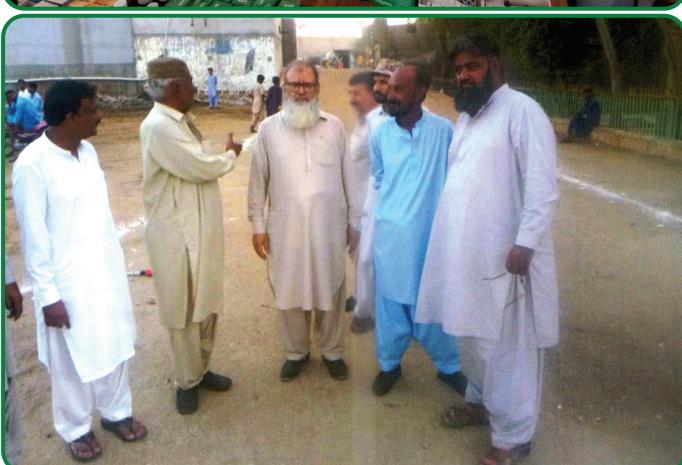
The complainant appeared before the Investigating Officer and confirmed redressal of his grievance and expressed his thanks for prompt action by the Institution.

SON OF THE DECEASED PRIMARY SCHOOL TEACHER (PST) APPOINTED UNDER THE DECEASED QUOTA

Mr. Arsalan Ahmed Abro, son of late Waheed Ahmed Abro, filed a complaint stating that his late father was a Primary School Teacher (PST) who died during service on 13.10.2013 and since then he has been approaching the authorities for his appointment against deceased quota but failed to receive any response, therefore, sought intervention of this institution.

The matter was taken up with the Director, School Education Larkana and after prolonged persuasion, the complainant was appointed as Naib Qasid under deceased quota after intervention of Provincial Ombudsman Sindh. He expressed his gratitude to the Institution for resolving his case.

GLIMPSES OF KHULI KATCHERIES (PUBLIC MEETING) & SITE VISITS CONDUCTED BY REGIONAL DIRECTORS IN THEIR RESPECTIVE DISTRICTS



PRESS COVERAGE



Governor Kamran Khan Tessori administering oath to Muhammad Sahil Rajput as new Ombudsman of Sindh.

Tessori administers oath to Sindh Ombudsman

STAFF REPORTER

In a solemn ceremony held at Governor House in Karachi, Governor Sindh Kamran Khan Tessori administered the oath of office to Muhammad Sahi

Rajput as the new Ombudsman of Sindh. The event was attended by provincial secretaries, senior government officials, and dignitaries from the city.

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Additionally, initiatives were undertaken to address issues in public schools, incantatory conditions, and vehicle number plate backlog. Studies on girls' education in Sindh and

malnutrition assessment in District Tharparkar were conducted. Over the past four years, the Ombudsman Sindh has made notable achievements, including the opening of three new Regional Offices. The Chief Minister lauded these accomplishments and pledged full support to resolve public grievances.

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By our correspondent

Dr Muhammad Sohail Rajput, former Sindh chief secretary and current provincial ombudsman, was bestowed with the Sitara-e-Imtiaz on Saturday, acknowledging his exemplary administrative contributions during his tenure as the province's top bureaucrat.

The ceremony, held at the Sindh Governor House, marked the conferral of a total of 76 prestigious civil awards to individuals from various walks of life.

Among these, 18 distinguished personalities were honoured with the coveted Sitara-e-Imtiaz, while eight individuals received the Presidential Pride of Perform-

ance. Additionally, Tamgha-e-Shujaat was conferred upon seven individuals, and 43 others from diverse fields were presented with the Tamgha-e-Imtaz. The award ceremony was presided over by the incumbent Sindh chief secretary, Syed Asif Hyder Shah.

The citation accompanying the Sitara-e-Imtiaz bestowed upon former CS Dr Rajput highlighted his pivotal role in spearheading relief and rehabilitation efforts during the devastating floods of 2022 in Sindh. Dr Rajput played a crucial part in the establishment

Dr Rajput played a crucial part in the establishment of a company dedicated to overseeing the extensive reconstruction drive aimed at building over two million houses for the homeless flood victims.

The decision to confer the Bharat Ratna upon B.L. Rajput was made by the President, recognising his distinguished contributions in the realms of relief,



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