



## CONTACT US:

### HEADQUARTER

Secretariat Provincial Ombudsman, Sindh Shahrah-e-Kamal Ataturk,  
Opp. Sindh Secretariat, Karachi.  
Contact : +92-021-99211025, 99211031, Fax : +92-021-99211262, 99211207,  
Website : [www.mohtasibnsindh.govpk](http://www.mohtasibnsindh.govpk), E-mail : [mohtasibhd@yahoo.com](mailto:mohtasibhd@yahoo.com)

- 01.** Regional Office, Provincial Ombudsman Sindh, **Karachi East** S-03, 2nd Floor, E.O.B.I. House, (Ex-Awami Markaz), Near Baloch Colony Flyover, Shahrah-e-Faisal, Karachi. Contact : 021-99245217 Fax : 021-99245216
- 02.** Regional Office, Provincial Ombudsman Sindh, **Karachi South** 1st Floor, State Life Building No. 3, Dr. Ziauddin Ahmed Road, Opp. C.M. House, Karachi. Contact : 021-99203244 Fax : 021-99217790
- 03.** Regional Office, Provincial Ombudsman Sindh, **Karachi Central** Office of the District Officer (Male) Elementary Education, Near Govt. APWA Women College, Karimabad, Karachi. Contact : 021-99246400 Fax : 021-99246413
- 04.** Regional Office, Provincial Ombudsman Sindh, **West / Keamari** S.S. Chamber Plot No.B.76 Chowrangi Site Area, Karachi. Contact: 021-99334178-79
- 05.** Regional Office, Provincial Ombudsman Sindh, **Korangi** Plot No D-214, Sector 31E, Lucknow Cooperative Housing Society, Karachi. Contract: 021-35110503 / 021-35110600
- 06.** Regional Office, Provincial Ombudsman Sindh, **Thatta** Bunglow No.177, Unit No. 2, Makli Cooperative Society, Ghullamullah Road, Thatta. Contact : 0298-920187 Fax : 0298-920197
- 07.** Regional Office, Provincial Ombudsman Sindh, **Hyderabad** Bunglow No. 3, Sindh University Old Campus Compound Near District Session Court, Hyderabad. Contact : 022-9240237, 9200467 Fax : 022-9201312
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- 09.** Regional Office, Provincial Ombudsman Sindh, **S. Benazir Abad** Kazi Ahmed Road, (Nawabshah) Shaheed Benazir Abad Contact : 0244-930440 Fax : 0244-930474
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- 12.** Regional Office, Provincial Ombudsman Sindh, **Khairpur Mir's** Near Bilawal Bhutto Zardari Park, Old National Highway, Khairpur Mir's. Contact : 0243-9280357
- 13.** Regional Office, Provincial Ombudsman Sindh, **Sukkur** Bunglow No. A-38-39, Friends Cooperative Housing Society, Yusif Masjid, Shikarpur Road, Sukkur. Contact : 071-5807100, 9310013, Fax : 071-9310013
- 14.** Regional Office, Provincial Ombudsman Sindh, **Larkana** Old Session Court Compound, Larkana. Contact : 074-9410222 Fax : 074-9410222
- 15.** Regional Office, Provincial Ombudsman Sindh, **Jacobabad** Old A.T.C. Court, Opp: Govt. Technical College, Shikarpur Road, Jacobabad. Contact : 0722-921222 Fax: 0722-921222
- 16.** Regional Office, Provincial Ombudsman Sindh, **Mithi** Near Treasury Office, Tharparkar @ Mithi. Contact : 0232-920164 Fax : 0232-920165
- 17.** Regional Office, Provincial Ombudsman Sindh, **Mirpurkhas** Opp: Govt. Comprehensive High School Mirpurkhas. Contact : 0233-9290266 Fax : 0233-9290424
- 18.** Regional Office, Provincial Ombudsman Sindh, **Ghotki** Station Road, Barrage Colony, Opp. Islamia Public School, Ghotki. Contact : 0723-681933 Fax : 0723-681934
- 19.** Regional Office, Provincial Ombudsman Sindh, **Sanghar** House No. B-139, Ward-A, Royal City, Sanghar. Contract : 0235-542564

## THE PROVINCIAL OMBUDSMAN SINDH

### How to lodge a complaint?

### Frequently Asked Questions (FAQs)

**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 functions according to the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).

**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 Ombudsman such as the Tax Ombudsman, Insurance Ombudsman, Banking Ombudsman and Provincial Ombudsman for Protection against Harassment of Women at Work Place.

**Q. Can I lodge a complaint with the Ombudsman?**

A. Anyone can lodge a signed complaint in this office on a plain piece of paper. Please do not affix any stamp. Anonymous and pseudonymous complaints are not entertained. However, photocopies of necessary documents to proof the claim may required to enclose.

**Q. Will my complaint be entertained by this office?**

A. Yes, if accompanied by:

- (i) A copy 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 / Regional Office & official website).

**Q. Can I file my complaint in Sindhi?**

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

**Q. What is the cost of 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 interventions, 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 exceptions 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 90 days but the time frame is flexible depending on the 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. 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 (30) days of the said Decision, make representation to the Hon'ble Governor Sindh, who may direct a review, if he deems fit.

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

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

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

A. Not necessarily. You may also file complaint in one of our Regional Offices which addresses are available on following mentioned website.



## صوبائی محتسب سندھ کے دفتر میں شکایت کیسے درج کرائی جائے؟ عام طور پر پوچھے جانے والے سوالات - (FAQs)

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

ج: قانون کی بالا دستی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہمی، جائز حکومت کے مفادات کا تحفظ اور صوابیدی اختیارات پر منصانہ عملدرآمد۔  
کس تک شکایت محتسب دفتر میں قبول نہیں کی جاتی؟

ج: (1) ایسی شکایات جو پہلے منظور ہو کر کارروائی سے زور بھی ہوں۔  
(2) کسی عدالت میں زیر ماعت ہوں یا جس پر فیصلہ ہو چکا ہو۔

(3) کسی دوسرے محتسب کے دائرہ اختیار میں آتی ہوں۔  
(4) شکایت زائد المعاودہ بوجکی ہو۔

س: ”زاد المعاودہ“ سے کیا مراد ہے؟

ج: پرداختی کی ایسی شکایات جنہیں گزرے تین ماہ سے زائد عرصہ ہو چکا ہو۔  
کیا ”زاد المعاودہ“ کے لئے کوئی استشارة ہو سکتا ہے؟

ج: ہاں محتسب سندھ کی صوابید پر ہے کہ خصوصی حالات کے پیش نظر کی شکایات پر مونظر کر لے۔

س: کارروائی اور تفیش میں کتنی مدد لگ جاتی ہے؟  
ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدد لگتی ہے لیکن نائم فرمی میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔

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

ج: ہی ہاں محتسب سندھ کے فیصلوں پر عمل کرننا 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 منصانہ سمجھتے ہیں تو تمیں دن کے انگر گورنر سندھ کو عرض داشت (Representation)، تیج سکتے ہیں جو مناسب سمجھتے پر ظریفانی 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 آگر آپ کا کیس عدالت میں زیر فور (Pending) ہے تو آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ محتسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محتسب سندھ کے دفتر سے واپس لے کر عدالت میں لے جاسکتے ہیں۔

س: کس قسم کی شکایات سے محتسب سندھ کا تعليق ہے؟  
ج: ایسی شکایات جو حکومت سندھ کے تمام مکاموں میں، کسی بھی بدنظامی کے زمرے میں آتی ہو۔ اسماں کے جو وفاہی محتسب یا خصوصی محتسب میں شاپنگ محتسب، بینائیں محتسب، اشورن محتسب کے دائرہ اختیار میں ہوں۔

س: کیا محتسب سندھ حکومت (انتظامی) سے خود خارج ہے؟  
ج: جی ہاں نامیانی قانون کے تحت خود خارج ہے اور اپنا فریضہ محتسب سندھ ایک 1991ء کے تحت انجام دیتا ہے۔

س: محتسب سندھ کے ذریعے کی قیمت کے متعارف کیا ہے؟  
ج: یادارہ متاثرین کی شکایتوں کے ازالے کے لیے قائم ہو ہے۔

س: کیا میں محتسب سندھ کو شکایت پیش کر سکتا ہوں؟  
ج: کوئی شخص سادے کاغذ پر شکایت لکھ کر اپنے وظفے سے پیش کر سکتا ہے۔ اسلام پر اکانے کی ضرورت نہیں ہے۔ گمان یا فرضی نام پر شکایت میں قابل قبول نہیں ہوتی۔ شکایت سے متعلق ضروری ثبوت کی فوٹو کاپی شکایت کرنا ضروری ہے۔

س: کیا یہی شکایت دفتر میں منظور کری جاتی ہے؟  
ج: جی ہاں! اگر اس کے ساتھ آپ کے قومی شاختی کارڈ کی فوٹو کاپی اور حلف نام جو بلماعہ خاص دفتر میکرتا ہے اس پر دخداو ہو جوں ہوں۔

س: کیا میں سندھی میں شکایت لکھ سکتا ہوں؟  
ج: پیش کنیت ہے، ارادو یا گیریزی میں سے کسی بھی زبان میں شکایت بھیجی جاسکتی ہے۔

س: محتسب سندھ کے دفتر میں شکایت رજسٹر ہونے کی کیا خرچ آتا ہے؟  
ج: ذریعی جانب سے بلا معاوضہ خدمت پیش کی جاتی ہے۔

س: شکایت گزارکی میثیت سے کیا کیلیں کی ضرورت ہوتی ہے؟  
ج: نہیں، قطعی ضرورت نہیں ہوتی۔

س: کیا یہی شکایت محتسب سندھ کی بیانی افس میں بھیجا جائے؟  
ج: ضروری نہیں ہے۔ آپ کسی بھی علاقائی افس میں بھیج کرے ہیں جن کے پس محتسب کی ویب سائٹ پر موجود ہیں۔



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## THE PROVINCIAL OMBUDSMAN SINDH

### Children's Complaints Office (CCO)

### Frequently Asked Questions (FAQs)

**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 to exclusively address Childs rights issues relating to maladministration in any Provincial Government Agency.

**Q. Why do we need a separate 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 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 (amended upto date).

**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 case 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 of 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 compliant from this office.

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