



A Quarterly Publication

COMMITTED TO PROVIDE INEXPENSIVE AND
PROMPT JUSTICE TO THE PEOPLE OF SINDH

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

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**DR. MUHAMMAD SOHAIL RAJPUT, PROVINCIAL OMBUDSMAN SINDH ATTENDED
INTERNATIONAL CONFERENCE OF OMBUDSMAN, CASSINO, ITALY, SEPTEMBER 12-13, 2024**



Provincial Ombudsman Sindh Dr. Muhammad Sohail Rajput participated in the International Conference of Ombudsman held on 12-13, September, 2024 in Monte Cassino, Italy. The event was hosted by the Ombudsman of the Lazio Region, Dott. Marino Fardeli.

On the occasion Ombudsman Sindh delivered a presentation on 'The Impact of Climate Change' and highlighted the challenges faced by Pakistan especially with regard to Sindh Province during the 2022 floods.

The Conference emphasized the critical role played by Ombudsman in protecting public rights and promoting accountability within government institutions. The Conference also provided a platform for international delegates to exchange experiences and insights on the challenges faced in their respective regions.

The Conference underscored the importance of global collaboration among Ombudsmen to strengthen systems that safeguard citizen's rights.

Sindh's Historical
Rainfall and Floods in Year 2022
A Case Study



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FOLLOW-UP SESSIONS OF BRAND AMBASSADOR PROGRAM

First follow-up session of Brand Ambassador Program was held on 10th July, 2024 and 22nd July, 2024 with 20 students selected as Ambassadors for Ombudsman Sindh from Sindh Madressatul Islam University (SMIU) and Hamdard University, respectively.

The Ambassadors were given a briefing on the mandate of Ombudsman Sindh, nature of complaints received and guidelines to disseminate the message of Ombudsman Sindh. An interaction session was also held with the Ambassadors who shared their knowledge about the working of Ombudsman gained through various sources such as presentation, ombudsman website and social media, etc. The questions raised by them were responded by the Ombudsman Sindh and his team. The Ombudsman expressed his full confidence that the Ambassadors would be able to play a key role in providing awareness to the marginalized community about this impartial institute providing free of cost justice to all. It has been informed that officers of nineteen regional offices all over Sindh have been directed to provide due assistance to the Ambassadors, if and when required.

The Ambassadors were asked to record short video clips and take pictures while talking to student community and general public to feed social media pages of this Secretariat.

The 2nd follow-up session would be held after a month. The Ambassadors are also advised to submit their feedback Forms three days prior to the session. The certificates will also be awarded to the Brand Ambassadors to acknowledge their contribution and motivate them to continue their efforts in future.

Mr. Mustafa Jatio, Assistant Director (PR) SMIU and Syed Umair Ali, Assistant Registrar, Hamdard University accompanied the students.



CERTIFICATE DISTRIBUTION CEREMONY TO BRAND AMBASSADORS

The Certificate distribution ceremony among the Brand Ambassadors for Provincial Ombudsman Sindh selected from Hamdard University and Sindh Madressatul Islam University, held on 30th September, 2024.

2. The Honourable Provincial Ombudsman Sindh welcomed the Brand Ambassadors and faculty members from both the Universities. Feedback forms received from Ambassadors were discussed in detail and analysis was presented by Ms. Rehana G. Ali Memon, Advisor. The gist of analysis was that there is a need to carry out vigorous outreach programme to create awareness about the Ombudsman Institute among the general public. The Ambassadors have learned how to communicate effectively, built advocacy skills, community outreach and in-person interaction and achieve the objective of programme. Two Ambassadors from both the Universities also gave their views on behalf of their Universities.

3. The Provincial Ombudsman Sindh appreciated the efforts and performance of the Brand Ambassadors and thanked them for imparting the role and function of Ombudsman Institute to general public and student community. It was also informed that internship programme will be initiated in which selected Ambassadors will gain practical experience of working of Sindh Ombudsman Institute.

4. Honourable Ombudsman Sindh distributed certificates among the Brand Ambassadors.



HONOURABLE OMBUDSMAN SINDH CONSTITUTED TWO STANDING COMMITTEES

i. INCLUSIVE EDUCATION

Honourable Ombudsman Sindh has noted with great concern that inclusive Education is not provided to differently abled students / children in public and private schools and minimal opportunities for sports and recreations are available to such students in complete disregard of DEPD Act, 2018 .

Therefore, in exercise of powers vested with him under Section 18 read with Section 21 & 23 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date) he has been pleased to constitute "Standing committee" comprising upon the following subject to terms of reference lined below:

MEMBERS OF STANDING COMMITTEE

1.	Ms. Rehana G. Ali Memon, Advisor, Secretariat POS.	Chairman
2.	Director (SPACEPWD), Department of Empowerment of Persons with Disabilities (DEPD)	Secretary
3.	Dr. Fauzia, Additional Secretary, School Education & Literacy Deptt.	Member
4.	Additional Director, Directorate of Inspection and Registration of Private Institutions	Member
5.	Chairman, All Private Schools Association Sindh.	Member

TERMS OF REFERENCE

1. Ensure effective implementation for Inclusive Education in the mainstream public and private schools across the province as stipulated in the Act, 2018.
2. Monitor and evaluate the implementation regarding provisions of all requisite facilities including: curriculum, appointment of support staff, training of trainers /teachers and other staff inter-alia with provision of assistive devices & accessibility, etc.
3. The committee shall review the quarterly reports prepared by the DEPD, focusing on key performance regarding Inclusive Education and impediments in the way of smooth implementation of Act.
4. The members of standing committee, after prior intimation, may visit the public and private education institutions to sensitize the issue of differently abled persons and to develop a better coordination with the stake-holders by providing assistance for smooth enforcement of the Act, 2018.

ii. 5% JOB QUOTA FOR DIFFERENTLY ABLED PERSONS

Honourable Ombudsman Sindh has noted with concern that 5% job quota for differently abled persons in public and private sector, as stipulated in the Sindh Empowerment of Persons with Disabilities Act, 2018 is not being implemented in letter & spirit.

Therefore, in exercise of powers vested with him under Section 18 read with Section 21 & 23 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date) he has been pleased to constitute "STANDING COMMITTEE" consisting of the following officers and civil society representatives subject to terms and conditions outlined below:

MEMBERS OF STANDING COMMITTEE

1.	Mir Hussain Ali, Advisor, Secretariat POS.	Chairman
2.	Director (Operation), SPDPA, Department of Empowerment of Persons with Disabilities (DEPD)	Secretary
3.	Additional Secretary, Labour Department	Member
4.	Managing Director, STEVTA.	Member
5.	President, Karachi Chamber of Commerce & Industry.	Member
6.	Mr. Amin Hashwani, Networking of organizations working for people with disabilities, Pakistan (NOWPDP).	Member

TERMS OF REFERENCE

1. Encourage the private sector to comply with the Act, 2018 regarding 5% Job Quota for PWDs in Public & Private Sector employment.
2. Coordinate with STEVTA for skill development of Persons with Disabilities to cater operational need of market.
3. Assist the Private Sector to create permanent jobs for PWDs on minimum wages fixed by Government of Sindh. Such employment must be enlisted with SESSI and Old Age Benefits (EOBI).
4. The members of the standing committee shall hold meeting with representatives of Chambers of Commerce & Industry and other relevant forum of the concerned region for sensitization of the issue of differently abled persons as well as to find out the way forward to provide a befitting professional space to persons with disabilities.
5. The committee shall review the quarterly reports prepared by the DEPD, focusing on key performance regarding 5% Job Quota and impediments in the way of smooth implementation of Act.
6. The committee shall submit its report regularly to Honourable Ombudsman Sindh on quarterly basis.

MOBILE APP

The Sindh Ombudsman Mobile App revolutionizes citizen-government interactions, through seamless complaint submission, tracking complaints, and promoting transparency and accountability. Key features include:

Easy Complaint Registration

- ★ Status Updates
- ★ Secure and efficient data transmission
- ★ This initiative aligns with Ombudsman Sindh's commitment to addressing public grievances efficiently. By leveraging technology, the Sindh ombudsman enhances citizen engagement and provides relief through unbiased investigation.



Honourable Ombudsman Sindh hold meeting with faculty members of Judicial Academy for 03 days Training Programme for the Officers of Sindh Ombudsman Office.



Honourable Ombudsman Sindh held a meeting with the Secretary, Works & Services Department to address the challenges faced by investigating officers regarding delays in complaints lodged against the department.



Honourable Ombudsman Sindh chaired the meeting attended by the Secretary, Transport and Mass Transit Department & DIG Traffic Police Karachi to discuss the progress for implementation of his directives.



Honourable Ombudsman Sindh chaired the meeting attended by the Director General, Sindh Building Control Authority (SBCA) to discuss the issues faced by the investigating officers while dealing with complainant against SBCA.

HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

ON INTERVENTION OF POS, AGENCY FORWARD THE REGISTERED DOCUMENTS TO MICRO FILMING OFFICE LARKANA FOR SCANNING

Mr. Nazar Muhammad Hakro, Stamp Vendor filed complaint alleging that Sub-Registrar Kamber failed to forward property documents submitted in 2018 to Micro Filming Office Larkana for scanning purpose and solicited intervention for redressal of his grievance.

The Sub-Registrar Kamber reported that after completion of formalities, all the registered documents have been sent to Micro Filming Office and have been returned to the concerned parties after due process.

The complainant confirmed the position and expressed his gratitude for prompt intervention.



FIR REGISTERED BY SHO POLICE STATION WALEED AFTER ACTION BY PROVINCIAL OMBUDSMAN SINDH

Mr. Hakim Ali Langah submitted a complaint alleging that SHO, Police Station Waleed has failed to take legal action and to recover the stolen property from culprits. The complaint was admitted and taken up with concerned Police authorities.

In response, SHO, Police Station Waleed reported that FIR No. 69/2024 had been registered and two suspected arrested and challan has been submitted in the court for trial.

The complainant acknowledged in writing the above action taken and thanked the institution.



DIFFERENTLY-ABLED WOMAN RECEIVES APPOINTMENT AFTER PROVINCIAL OMBUDSMAN'S SWIFT ACTION

Mrs. Murk wife of Iftikhar Palijo, got her prolonged grievance redressed after seeking help from Provincial Ombudsman in a complaint against the Revenue Department. Mrs. Murk lodged complaint alleging delay in her appointment against quota of differently-abled persons by District Recruitment Committee (DRC) headed by Deputy Commissioner Thatta, based on recommendations from the Sindh Government's Population Welfare Department.

In response to notice to Deputy Commissioner Thatta, the Additional Deputy Commissioner-I, Thatta confirmed that her case has been approved.

Mrs. Murk received her appointment order and submitted a formal acknowledgment and expressed her gratitude to the Provincial Ombudsman institution.



RESIDENT OF GULBERG, BLOCK-12 F.B.AREA GET POTABLE WATER AFTER TWO AND HALF YEARS ON INTERVENTION OF OMBUDSMAN SINDH

Mr. Usama Khan submitted online complaint on 28.04.2022, alleging non-supply of water to resident, Gulberg, Block-12, Federal-B Area, Karachi, for last two years and solicited intervention for the resolution of his problem.

The Karachi Water & Sewerage Corporation (KW&SC) authorities reported that on improvement of supply of water from main system, the residents of the area also gets sufficient supply of water. Besides, blockage in the water lines have been removed and assured water supply to the area through controlled valve operation.

The complainant confirmed supply of water in the area and thanked this Institution for redressal of his grievance.



DELAY IN HANDING OVER PHYSICAL POSSESSION OF FLAT NO. A-308 BOOKED BY THE COMPLAINANT

Mr. Fareed Ahmed filed complaint against Sindh Building Control Authority (SBCA) stating that he booked a low cost flat No. 308, 3rd floor with M/s Dilshad Builder in their project "SARAH RESIDENCY", scheme-33, Karachi in the year 1998 and alleged that the Builder had abandoned the project, resultantly he lost his hard earned savings and high hopes of shelter of his own. Under the circumstances he sought intervention of this Institution for refund of his paid amount.

The complaint was admitted under Section 10 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991. The Ombudsman Sindh has directed the SBCA to ensure refund of due amount to the complainant. After vigorous persuasion with builder and the Agency, the complainant finally received Rs. 5.5 Million in lieu of abandoned flat/project from builder and acknowledged with thanks to this institution.



ON INTERVENTION OF OMBUDSMAN SINDH COMPLAINANT RECEIVES BUILDING PLAN FROM SBCA

Mr. Akhtar Zaib made a complaint against SBCA alleging delay in approval of building plan. Aggrieved by that, he solicited intervention in the matter.

The matter was taken up with the SBCA and after persuasion, the representative of SBCA during hearing held on 27.06.2024 presented approved building plan which was handed over to the complainant on the same day, who extended his gratitude for the redressal of his grievance.



HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

PENSION AND SERVICE DUES RELEASED TO WIDOW AFTER INTERVENTION OF OMBUDSMAN SINDH

On intervention of the Provincial Ombudsman Sindh, the long-delayed pension and service dues of Mst. Haseena, widow of late Abdul Fatah Mirani (Retired HST), have been disbursed. The complaint was lodged by Mr. Kaif Ali Mirani, son of the late Abdul Fatah Mirani, against District Accounts Office, Kamber-Shahdadkot, alleging unnecessary delay in processing the case of service dues of his mother.

The Provincial Ombudsman admitted the case and issued notices to the concerned Agency. In response, DAO Kamber confirmed that the monthly pension has been granted and paid to Mst. Haseena. Additionally, pension dues amounting to Rs. 1,028,935/- were paid to the widow. He and his family thanked the Ombudsman Sindh for resolving their long-standing grievance.



THE COMPLAINANT RECEIVED PAYMENT OF RS. 0.61 MILLION FOR THE SUPPLIES MADE TO GHULAM MUHAMMAD MAHAR MEDICAL COLLEGE, SUKKUR

On intervention of Provincial Ombudsman Sindh, the complainant M/s. Hakimsons (Impex) Pvt. Ltd., received payment of Rs. 0.61 million for the supplies made to Ghulam Muhammad Maher Medical College, Sukkur, after lapse of four (04) years.

Manager Accounts, M/s, Hakimsons (Impex) Pvt. Ltd., filed a complaint alleging delay in payment of Rs. 0.61 million due in the year 2019-2020 for supplies made to Ghulam Muhammad Maher Medical College, Sukkur. The Agency submitted cheque amounting to Rs. 0.61 million, which was handed over to the complainant.

The complainant expressed his gratitude for role played by the Ombudsman Institution in resolving his problem.



COMPLAINANT RECEIVED APPOINTMENT ORDER ON INTERVENTION OF OMBUDSMAN SINDH

Ms. Shagufta Ali made a complaint alleging non-issuance of appointment order by School Education Department though she passed recruitment test conducted by the IBA Sukkur, despite her approaches to authorities concerned. Aggrieved by that, she solicited intervention of this Institution.

Complaint was admitted and notice was issued. The Investigating Officer fixed the case for hearing from time to time. Final hearing was held on 31.07.2024 when representative of Agency appeared and informed that appointment order has been issued in favour of complainant, who acknowledged and extended her gratitude to the Ombudsman Sindh.



COMPLAINANT GETS SHARE LIST OF WATER COURSE NO. 136/IT, ON INTERVENTION OF OMBUDSMAN SINDH

Mst. Hina called the Provincial Ombudsman Sindh and complained that her minor son is owner of two acres Agriculture Land in Deh-136, Taluka Sindri @ command of water course No. 136/IT Ex-Kahi minor but Irrigation Department showed reluctance in issuance of water share list despite running from pillar to post.

The Honourable Ombudsman Sindh took cognizance of the issue and entrusted investigation to Regional Office, Mirpurkhas.

In response to notice, the Executive Engineer, Jamrao Division, Mirpurkhas issued water share list and fixed the water time for land of her son on every Wednesday night from 2100 hrs to 2300 hrs.

The complainant expressed her thankfulness to Ombudsman Sindh for resolving her issue.



WIDOW GETS PENSIONARY DUES AND OTHER BENEFITS ON INTERVENTION OF OMBUDSMAN SINDH

Mst. Firdous wd/o Sohail Ahmed Baloch filed complaint for getting pensionary dues and other benefits and appointment of her son against deceased quota in respect of her husband who was an employee of Excise, Taxation & Narcotics Control Department and died during service.

The matter was vigorously pursued with the Agency resultantly the lady complainant received sum of Rs.37,19,196/-, as pensionary dues for which she expressed gratitude to the Honourable Ombudsman Sindh for providing help in the matter. With regard to appointment of her son against deceased quota, the department was directed to appoint him against the deceased quota, in accordance with the policy of the government.



1,239 EX-STUDENTS RECEIVE PACCA CERTIFICATES ON INTERVENTION OF OMBUDSMAN, SINDH

Mr. Abdul Hameed Dahiri, Principal, Govt. Boys Higher Secondary School, Shahpur Chakar, lodged a complaint about delay in issuance of Pacca Certificates of students who passed their HSC Part II (Pre-Medical/Pre-Engineering) in the years 2018-2020. After notices to the Controller of Examinations, BI&SE Mirpurkhas, the issue was addressed and 1,239 certificates were produced before the Regional Director who distributed the same to ex-students. The Principal and students expressed their gratitude to the Ombudsman's office for resolving the matter efficiently.



GLIMPSES OF KHULI KATCHERIES, SEMINARS AND SITE VISITS CONDUCTED BY REGIONAL DIRECTORS, PROVINCIAL OMBUDSMAN SINDH IN THEIR RESPECTIVE DISTRICTS



