



A Quarterly Publication

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

PROVINCIAL OMBUDSMAN SINDH

NEWSLETTER

VOL- X (July - September 2023)

HONOURABLE OMBUDSMAN SINDH, MR. AJAZ ALI KHAN VISITED THAILAND TO ATTEND IOI. ASIAN REGIONAL MEETING 2023



On the invitation of Chief Ombudsman of Thailand Hon'ble Mr. Somsak Suwansujarit, the Hon'ble Ombudsman Sindh visited Thailand to attend the IOI Asian Regional Meeting, 2023 and International Seminar in Bangkok from 9th to 12th July, 2023. This event brought together Ombudsman colleagues of the Asian Region of the IOI.

During this event two panel discussion were held. One of the panelists was Ombudsman Sindh who gave a presentation regarding the "Role & Achievements of Provincial Ombudsman Sindh". The panel discussion was followed by the question & answer session.

At the end of the event on 12 July 2023, in a joint press conference, the Hon'ble President IOI, Mr. Chris Field PSM, the Asian Regional President IOI, Mr. Somsak Suwansujarit, and Mr. Ajaz Ali Khan, Director IOI Asia Region, jointly addressed the members of media present and the Hon'ble Ombudsman Sindh read out a press statement.

This successful event provided a good opportunity to the Ombudsmen of the Asian Region to exchange ideas and benefit from their best practices.

HONOURABLE FEDERAL OMBUDSMAN PAKISTAN / PRESIDENT AOA, MR. EJAZ AHMAD QURESHI VISITED OFFICE OF PROVINCIAL OMBUDSMAN SINDH



The Honourable Federal Ombudsman / President AOA, Mr. Ejaz Ahmad Qureshi, visited the office of Provincial Ombudsman on 26.07.2023, to discuss the issues of mutual interest and way forward to improve the working of their respective offices in providing more relief and assistance to the masses in redressal of their grievances.

The Honourable Federal Ombudsman planted a sapling as part of the ongoing "Tree Plantation" drive and visited the newly established library. Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh gave a comprehensive presentation about working of Sindh Ombudsman Office, initiatives taken to reduce the backlog and future plans. The Honourable guest appreciated the efforts made by the Ombudsman Sindh particularly the international outreach, to provide relief to the common man and to portray a positive image of Province of Sindh and Pakistan at international level.

Secretariat Provincial Ombudsman, Sindh

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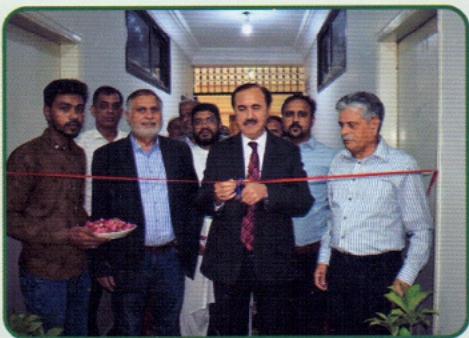
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HONOURABLE OMBUDSMAN SINDH MR. AJAZ ALI KHAN ATTENDED AN INTERNATIONAL CONFERENCE OF OMBUDSMEN IN ROME - ITALY, HELD ON SEPTEMBER 21-22, 2023

On the invitation of Honourable Mr. Marino Fardelli, Ombudsman of Lazio Region and President of the National Coordination of the Italian Ombudsman, Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh attended the International Conference of Ombudsman in Rome. The main objective of the conference was to promote International collaboration and the exchange of best practices between Ombudsmen from all over the world. It created a unique forum where Ombudsmen expressed and discussed the common challenges they face around the world.

The Ombudsman Sindh deliberated on the topic "The Ombudsman – a bridge between citizen and local authorities" and said that Ombudsman is a pleader on part of aggrieved persons and helps the administrations to rectify any injustice done to a person through different forms of maladministration and protect human rights and to provide justice at the door step of marginalized segment of society especially widows, orphans, pensioners, children as well as differently-abled persons and those below poverty line through speedy redressal of complaints.

The conference covered the topics of accessibility to information, citizen participation as a right, the digital transformation, human rights in global crisis and right to health.



The Honourable Provincial Ombudsman Sindh Mr. Ajaz Ali Khan inaugurated the Regional Office Provincial Ombudsman Sindh Karachi - West / Keamari on 12.09.2023 accompanied by Advisors, Consultants and Regional Directors.

Mr. Masood Ishaq, Registrar, Provincial Ombudsman Sindh (2nd at left) attended 17th meeting of General Assembly of Asian Ombudsman Association and International Scientific and Practical Conference held on 11-13 Sept. 2023 in Kazan (Republic of Tatarstan).

PROVINCIAL OMBUDSMAN, SINDH EMPHASIZES INTEGRATED APPROACH FOR REDUCING STUNTING IN A MEETING WITH PROJECT COORDINATORS, ACCELERATED ACTION PLAN (AAP) FOR NUTRITION OF CONCERNED DEPARTMENTS OF GOVERNMENT OF SINDH, THARDEEP AND THAR FOUNDATION.

The meeting was held on 10.08.2023 and attended by Program Coordinators AAP, representative of Livestock, Fisheries, Agriculture, Population Welfare and Health Departments, Thardeep, Thar Foundation and DHO Tharparkar to discuss the implementation strategy for recommendations of the study "Assessment of Malnutrition (Stunting) in District Tharparkar".

The Program Coordinators deliberated on work done by them so far in AAP-I and also discussed the AAP-II being prepared with AAP Secretariat, P&D Department, accommodating recommendations of the study where possible.

The Honourable Ombudsman Sindh emphasized on a convergence / integrated approach and directed the departments to come up with, out of the box solutions by adopting intervention carried out by Thardeep and Thar Foundation in Block-II, such as Bio-Saline Agriculture, Echo Tourism and Saline Fish Ponds with advice to focus on the social/economic dimension of the issues and take measures for sustainable livelihoods in order to address malnutrition. He also asked the Deputy Program Coordinator, AAP Task Force Secretariat to take lead in synergizing the interventions to be carried out by the nutrition specific and sensitive sectors.

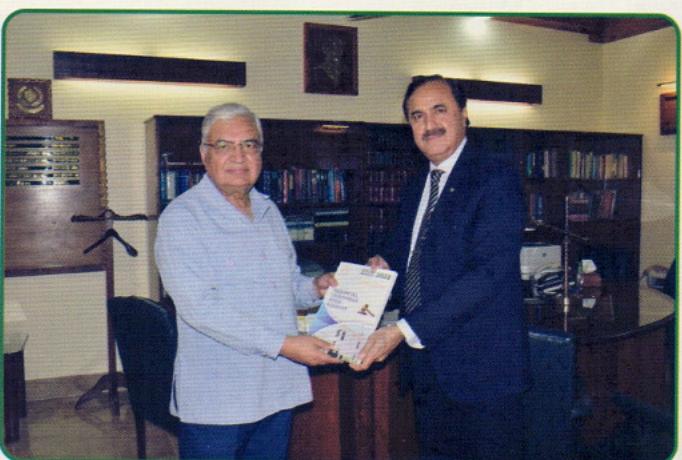


THE PROVINCIAL OMBUDSMAN SINDH EMPHASIZES INVESTMENT ON GIRLS' EDUCATION AS THE MORE EDUCATED A SOCIETY'S WOMEN, THE BETTER OFF THE SOCIETY.

In a follow-up meeting with School Education & Literacy Department, the Provincial Ombudsman Sindh opined that countries which invest well in girls' education have lower maternal and infant mortality rate, low rate of HIV/AIDS and better childhood nutrition. Therefore there is a need to assess the performance of schools and quality of education through developing a system for reviewing the achievements of the schools by identifying the bench mark for assessment of their performance, followed by a mechanism for redressal of problems for improvement. He suggested that School Education Department in consultation with AAP Secretariat may consider this proposal in Phase-II of AAP or through alternative means of funding.



Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh with Chief Ombudsman Thailand & others during his visit of Thailand to attend the IOI Asian Regional Meeting, 2023



The Honourable Provincial Ombudsman presented Annual Report 2022 to Mr. Ejaz Ahmed Qureshi, Honourable Wafaqi Mohtasib during his visit to Provincial Ombudsman Sindh Office.



The Honourable Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan recognized the services of the outgoing Secretary Mr. Ali Hussain Malik, an Officer of Pakistan Administrative Service (PAS), whose services transferred to the Government of Pakistan, Ombudsman Sindh also presented him a shield.



The Honourable Ombudsman Sindh presented shield to Dr. Zulfiqar Ali Shallwani during farewell on his retirement as Director General on 01.08.2023

HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

FINANCE DEPARTMENT RELEASED RUPEES 864 MILLION FOR PAYMENT OF STIPEND TO SUBJECT SPECIALIST INTERNEES.

Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh expressed his satisfaction on payment of Rs. 733,548/- to Ms. Mahnoor D/o. Basharat Ali Soomro, on account of her stipend.

The above named lady filed a complaint stating that she was engaged as an Internee in March 2022 for the subject of "Physics" on fixed internship allowance of Rs. 60,000/- per month and posted at Government Boys/Girls Higher Secondary School Khudeja, but despite approaching the DEO, internship allowance was not paid.

Investigation on complaint established its genuineness and ultimately funds to the tune of Rs. 864 million were released by the Finance Department for all internees including the complainant.

She offered thanks to Ombudsman for redressal of her grievance.



ASSISTANT PROFESSOR GETS HIS PAYABLE DUES FOR ASSESSMENT OF ANSWER SCRIPTS FROM MIRPURKHAS BOARD.

Mr. Imam Ibrahim, Assistant Professor approached the Provincial Ombudsman Sindh alleging that Board of Intermediate & Secondary Education, Mirpurkhas failed to make payment of dues for assessment of answer copies of Annual Examination 2019 despite his persuasion.

The Board authorities while admitting the claim of the complainant assured to settle the same on receipt of funds from Government of Sindh. Subsequently, the Agency presented cheque of Rs. 101,029/- which has been handed over to the complainant who expressed his thanks to this institution for resolving his four years old matter within short span of time.



SERVICE DUES Of Rs.3,319,234/- PAID TO THE WIDOW OF DECEASED ON THE INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH.

A complaint was filed by Mst. Shaista widow of Mr. Ameer Hassan Khan, Ex-Sub Engineer, KDA against Karachi Development Authority (KDA) regarding non-payment of service dues to the legal heirs of deceased. The complaint was admitted and report was sought from the Director (Finance & Accounts) KDA who reported that Rs.878,300/- have been paid to the complainant against leave encashment, funeral charges, group insurance and financial assistance.

The complainant acknowledged the above mentioned amount and informed that still the pension arrears, pension commutation and G.P. Fund of her husband has not been paid by KDA and the same was conveyed to KDA who through protracted correspondence informed that they have now paid the full amount of Rs. 3,319,234/- including the above mentioned heads.

SCHOOL BUILDING RETRIEVED FROM ILLEGAL OCCUPANTS AFTER SUO MOTO COGNIZANCE ON THE NEWS ITEM APPEARED IN DAILY EXPRESS TRIBUNE.

The Honourable Ombudsman took Suo-moto Notice on the news appeared in daily Express Tribune dt: 12.01.2023 under title "Ebrahim Ali Bhai Boys Government Secondary School building rented out to tenants" and assigned investigation to his Advisor.

The school was visited and it was observed that construction of the school was completed in the year 2016 but the Education Department failed to take over possession of school building despite lapse of six years, resultantly, huge number of children were being deprived of such a big school facility with an area of 17,710 square feet. The contractor had illegally occupied the building for his private business and had allowed his private watchmen to live with their families in the halls of the school meant for labs.

During the proceedings, the Director School Education (ES&HS) and Superintending Engineer, Education Works were directed to clarify the reasons for not taking over the building. In response, Director informed that in compliance of directives of Ombudsman Sindh school building was got vacated and made the school functional by posting of teachers alongwith allied facilities including furniture, etc. It was further highlighted that legal action had also been taken against the contractor by lodging FIR at PS Gulberg Town. The school is now handed over to the Principal / Head Master.

The Honorable Ombudsman directed the Secretary, School Education Department to conduct an enquiry as to why the school was not taken over from the contractor though completed in 2016 and fix responsibility for allowing permission for payment of additional amount of Rs.18.481 million over above the approved revised cost. He also directed to fully operationalize the Secondary School as well as adjacent Primary School which also suffered due to said illegal occupation.



WATER SUPPLY RESTORED IN MUSLIM LEAGUE QUARTERS, NAZIMABAD.

Mr. Ajaz Ali Khan, Hon'ble Provincial Ombudsman Sindh expressed his satisfaction over restoration of appropriate supply of potable water in area of Muslim League Quarters, Nazimabad, Karachi, after his institution intervention.

Mr. Baqar Rizvi R/o. Muslim League Quarters, Nazimabad, Karachi filed complaint regarding non-supply of water in his vicinity since long.

The complaint was admitted and Regional Director Central taken up the matter with Karachi Water & Sewerage Board. In response the Executive Engineer (Water) Liaquatabad Town reported that the supply of potable water in the area has been resolved and assured laying of six inches diameter water line to improve supply of water in the area.

The complainant confirmed the position and expressed his thanks for resolving his long outstanding problem.



LADY APPOINTED AS POLICE CONSTABLE ON INTERVENTION OF OMBUDSMAN SINDH.

Mrs. Kainat in her complaint alleged that she had cleared the written / physical tests, interview and medical test for her recruitment as Lady Police Constable but in final merit, her name was inadvertently mentioned against district Hyderabad instead of Tando Allahyar which was not being rectified despite repeatedly approaching the authorities. Resultantly her appointment order has not been issued. She, therefore, solicited intervention.

The complaint was admitted and Regional Office, Hyderabad called reports from concerned authorities.

In response, DIG Police Hyderabad Range reported that after completion of formalities, offer letter for the post of Lady constable (BPS-05) in Sindh Police, District Tando Allahyar, has been issued in favour of the complainant, who in her written statement confirmed that she has joined the duty and extended thanks to this institution for prompt intervention.

ON DIRECTIVES OF OMBUDSMAN SINDH, ARREARS OF FAMILY PENSION PAID TO WIDOW.

Mst. Nasreen Widow of Ghulam Hayder Kaheri complained that her husband was a Teacher in School Education Department, Badin who expired in the year 2021 but despite lapse of more than one year payment of service dues amounting to Rs. 190,314/- being delayed unnecessarily by the District Accounts Officer Badin.

The complaint was admitted and on directives of Mr. Ajaz Ali Khan, Hon'ble Ombudsman Sindh, Regional Director Badin taken up the matter with District Accounts Officer Badin. In response, it has been reported that due to financial constraints the payment of arrears could not be paid, however, on directives of Ombudsman Sindh, District Account Officer Badin paid the amount of Rs. 190,314/- to the complainant who expressed her thankfulness for immediate payment.

ISSUE REGARDING SHORTAGE OF WATER GOT RESOLVED WITHIN THREE MONTHS.

Mr. Ahsan filed a complaint before the Ombudsman Sindh against the Karachi Water & Sewerage Board (KWSB) alleging shortage of water in area of the complainant. The complaint was admitted and notices were issued to the Agency concerned

In response, the Agency reported that the issue of the complainant had been resolved and the complainant was getting water regularly.

The complainant confirmed the position and expressed his gratitude for role played by the Ombudsman Institution.

ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH SUPPLY OF POTABLE WATER RESTORED.

Dr. Pervez Iqbal Memon approached the Ombudsman Office with a complaint regarding non-supply of potable water in Streets No. 74, 75, 76, 77 and 78, Block-06, PECHS, Karachi, for last one year, due to non-shifting / change of supply from newly laid down 6" dia PE water line for which dues were also paid hence solicited intervention.

The Agency admitted the position by stating that the complainant approached the authority in February 2022 and necessary directives have already been issued to the officer concerned for redressal of the grievance.

The complainant later on confirmed that supply of potable water has been restored and residents of said streets getting water and extended their thankfulness to this Institution.

ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH WIDOW RECEIVED FAMILY PENSION AND APPOINTMENT ORDER.

Mst. Arjumad widow of Naeem filed a complaint stating that her husband was Gardner in KMC and expired on 19.12.2019 due to a heart attack. Despite approaching the authorities she was unable to get pension and appointment against deceased quota. Hence, requested the Ombudsman office to intervene.

Taking cognizance of the complaint, the matter was taken up with the Director General, Parks & Horticulture, KMC, Director (Welfare), Finance & Accounts, KMC as well as Senior Director, HRM, KMC for the resolution of grievances of the complainant.

In compliance, the Agency reported that the pension was sanctioned in favour of complainant, payment of Rs.189,890/- on account of Provident Fund and pension arrears, has been made to her.

The matter was pursued with the Additional Chief Secretary, Local Government Department, Government of Sindh and Senior Director, HRM, KMC for her appointment against deceased quota.

As a result, she was appointed as Urdu Typist in BPS-07 in KMC and later confirmed the same and acknowledged the efforts made by Ombudsman office to resolve her grievances.



SINDH BOY SCOUTS ASSOCIATION AWARD DISTRIBUTION CEREMONY ON NATIONAL FLAG DAY

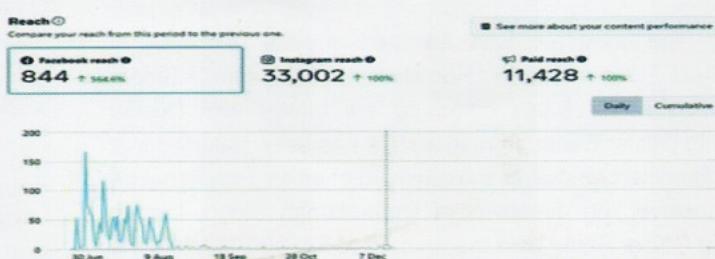


The Honorable Ombudsman Sindh, Ajaz Ali Khan, emphasized the vital role played by scouts globally in community welfare activities, citing his own lifelong involvement in scouting. He praised scouting's profound impact on personality development and noted the resilience of scouts who face challenges with a smile, attributing their preparedness to rigorous training. Mr. Ajaz Ali Khan also highlighted the significant role of scouts in religious and national festivals in Pakistan, such as Muharram-ul-Haram and 12 Rabi-ul-Awwal processions. These remarks were made during the 76th-anniversary celebration of Independence Day at the Provincial Scouts' Headquarters. Mr. Muhammad Siddique Memon presided over the award distribution ceremony. Honourable Ombudsman Sindh Ajaz Ali Khan credited the outstanding scout activities in Sindh to the dedication of Chief Patron Siddique Memon, Provincial Scout Commissioner Mumtaz Ali Shah and Provincial Secretary Syed Akhtar Mir, who have played instrumental roles in advancing scouting in the region. Provincial Scout Commissioner Mumtaz Ali Shah highlighted how such events inspire and motivate scouts to forge ahead. In Sindh, Chief Patron Siddique Memon and Provincial Secretary Syed Akhtar Mir have made invaluable contributions to the promotion of scouting.

THE PROVINCIAL OMBUDSMAN SINDH, LIKE MANY OTHER ORGANIZATIONS AND INSTITUTIONS, RECOGNIZES THE SIGNIFICANT IMPORTANCE OF SOCIAL MEDIA IN TODAY'S DIGITAL AGE. SOCIAL MEDIA PLATFORMS PROVIDE A DIRECT CHANNEL OF COMMUNICATION BETWEEN THE PROVINCIAL OMBUDSMAN'S OFFICE AND THE PUBLIC. IT ENABLES REAL-TIME INTERACTION WITH THE PUBLIC.

FACEBOOK & INSTAGRAM

IN THE REALM OF DIGITAL MARKETING, THE RECENT AWARENESS CAMPAIGN CONDUCTED ON BOTH FACEBOOK AND INSTAGRAM HAS YIELDED OUTSTANDING RESULTS, GARNERING ATTENTION AND ENGAGEMENT ON AN UNPRECEDENTED SCALE. THE CAMPAIGN'S STRATEGIC APPROACH, CREATIVE CONTENT, AND TARGETED AUDIENCE ENGAGEMENT HAVE COMBINED TO PRODUCE REMARKABLE OUTCOMES.



Coming Soon

Complaint Management App



WE ARE THRILLED TO INTRODUCE OUR LATEST INNOVATION, A USER-FRIENDLY COMPLAINT MANAGEMENT APP THAT'S SET TO REDEFINE HOW YOU INTERACT WITH OUR PRODUCTS AND SERVICES. THIS APP IS DESIGNED WITH YOU IN MIND, MAKING IT EASIER THAN EVER TO VOICE YOUR CONCERNs, SEEK SOLUTIONS, AND ENJOY A SEAMLESS CUSTOMER EXPERIENCE.

Launch of Updated Website



WE ARE THRILLED TO ANNOUNCE THE LAUNCH OF UPDATED WEBSITE!

DISCOVER A SLEEK AND USER-FRIENDLY INTERFACE DESIGNED FOR GENERAL PUBLIC. EXPLORE OUR LATEST SERVICES AND RESOURCES EFFORTLESSLY.

WHAT'S NEW:

- STREAMLINED NAVIGATION
- ENHANCED SEARCH FUNCTIONALITY
- FRESH CONTENT AND UPDATES
- EASY CONTACT AND SUPPORT OPTIONS
- MOBILE-FRIENDLY EXPERIENCE

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

