



A Quarterly Publication

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

# PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL- XV (Oct - Dec 2024)

## **THE REGIONAL DIRECTORS AND THEIR ALLIED STAFF ATTENDED A THREE DAYS CAPACITY BUILDING PROGRAM AT SINDH JUDICIAL ACADEMY, KARACHI**



To enhance the skills of Ombudsman Sindh Officers in complaint handling, investigation techniques, improving service delivery and ensuring timely and accurate complaint resolution, three days capacity building programme was carried out in two batches of 25 participants per batch, with support of IOI, through Sindh Judicial Academy Karachi from 11th to 16th November 2024. The Regional Directors and their allied staff i.e. Deputy Registrar, Assistant Registrars and Superintendents attended the said training programme.

Honourable Ombudsman Sindh Mr. Muhammad Sohail Rajput and Mr. Justice Muhammad Iqbal Kalhoro, Director General, Sindh Judicial Academy, attended the certification ceremony. The Honourable Ombudsman Sindh appreciated the role of trainers especially Mr. Naveed Ahmed Soomro, District & Sessions Judge/Sr. Faculty Member, Sindh Judicial Academy, for extending support in conducting the training. He urged the officers of his office to adopt the modern investigative techniques learned during training, to expedite the process of resolving the public grievances against government functionaries.

Mr. Justice Muhammad Iqbal Kalhoro acknowledged the significant progress made by the Ombudsman Sindh in addressing complaints filed in his office and stressed upon the importance of continued innovation for better outcomes. He expressed confidence that the workshop would be instrumental in enhancing the skills of the officers of Ombudsman office. The participants were awarded with certificates for their successful completion of training followed by group photos of both the batches.



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## **30TH FORUM OF PAKISTAN OMBUDSMAN MEETING**

The 30th Forum of Pakistan Ombudsman meeting was held on 17.12.2024 at Lahore. Mr. Sohail Rajput, Provincial Ombudsman Sindh provided updates on its jurisdiction and shared the challenges, key achievements and initiatives undertaken to address public grievances and promote accountability at the provincial level.



### **WORKSHOP HELD AT SALIM HABIB UNIVERSITY TO SELECT 10 STUDENTS AS AMBASSADOR FOR OMBUDSMAN SINDH**

The 3rd Workshop under the Provincial Ombudsman Sindh's Ambassador Programme was held at Salim Habib University, Karachi, on December 11, 2024 to instill the concept of civic responsibilities and advocacy skills in the youth of Sindh by carrying out the community outreach of ombudsman mandate to student community and general public. The workshop, initiated through the Regional subsidy of International Ombudsman Institute (IOI), focused on the role of the Provincial Ombudsman Office in providing administrative justice to the public, and was chaired by the Honourable Ombudsman of Sindh, Mr. Muhammad Sohail Rajput, who was welcomed in Salim Habib University by Vice Chancellor Prof. Dr. Syed Irfan Hyder, and other members of the management of the university including Mr. Tariq Amin, Member Board of Governors and Registrar Dr. Muhammad Hussain Habib.

In his speech at a packed Salim Habib University Auditorium, Honourable Ombudsman Sindh, congratulated the management and for establishing such an state of the art university and appreciated the role of the university to promote and produce skillful youth. The Honourable Ombudsman emphasized that almost 16 million children are out of schools and collective efforts are required to bring them to school. He added that office of Ombudsman receiving about 8000 complaints in average per annum though population of the province is above than 50 million and approximately the majority of the residents have complaints against government departments. The Ombudsman emphasized that he has vision to make the institute of Ombudsman a proactive department likewise Ombudsman office in Europe.

The objective of the ambassador programme is to disseminate our message through them to general public so that people should know they have some forum to address their grievances expeditiously free of cost. He informed that his office has already selected 20 Ambassadors (10 each) from the Hamdard and Sindh Madressatul Islam Universities, who have been disseminating the message of the Institute through social media and community meetings. He also underlined how important it is for students to educate the society about resilience, their legal rights and the channels through which they may address issues.

The Ombudsman Sindh also highlighted that students selected as Ambassadors will bridge the gap between community and the Ombudsman office by promoting accountability, openness, and good governance.

Vice Chancellor, Salim Habib University, while speaking on the occasion, commended this initiative to connect with citizens and students, and emphasized the need to serve the community by spreading knowledge and awareness.

Ms. Rehana G. Ali Memon Advisor and Masood Ishrat Registrar, Secretariat Provincial Ombudsman Sindh also spoke on the concept of the Brand Ambassador Program and Mohtasib operations respectively at the event, which was also attended by advisors and consultants from the Ombudsman Office.

The event concluded with a Q&A session during which Honourable Ombudsman Sindh addressed students' queries.



## **OMBUDSMAN IN A CHANGING WORLD: LEARNING FROM THE PAST; PREPARING FOR THE FUTURE**

On the occasion of 35th anniversary of the Office of The Ombudsman, Hong Kong, China, hosted the first International Ombudsman Summit and organized series of activities from 2 – 4 December 2024 to celebrate this important milestone in Hong Kong SAR.

The International Ombudsman Summit 2024 served as a platform for Ombudsmen and institutions worldwide to exchange views and experiences and foster meaningful discussions and connections. Under the main theme of “Ombudsman in a Changing World: Learning from the Past; Preparing for the Future”, the Summit gathered Ombudsmen from around the world, local and international professionals and academia, sharing their insights, knowledge, experiences and best practices, discussing the challenges encountered and ahead and exploring future development of Ombudsman and its challenges.



## **OMBUDSMAN HEARS CASE OVER DELAY IN PAYMENT TO RETIRED KMC EMPLOYEES**

Provincial Ombudsman Sindh Mr. Muhammad Sohail Rajput holds hearing of the cases regarding non-payment of pensionary benefits to retired employees of Karachi Metropolitan Corporation / Town Municipal Corporations and District Municipal Corporations. The hearing was attended by Additional Chief Secretary, Local Government Department Syed Khalid Haider Shah, Secretary Provincial Ombudsman Sindh Syed Mansoor Abbas Rizvi, Special Secretary Local Government Ms. Ayesha Mir, DG Ombudsman Sindh Asad Ali Khan, Registrar Masood Ishrat, Municipal Commissioner KMC Afzal Zaidi, Deputy Secretary Finance Mr. Asif Rajput and other concerned officers.

Mr. Rajput expressed that he was well aware of the financial constraints being faced in KMC, however, due to the lack of a clear policy regarding payment of service dues to retired and deceased employees of KMC and TMCs, they have approached the various forums including courts and Provincial Ombudsman Sindh where hundreds of cases are pending. The Additional Chief Secretary Syed Khalid Haider Shah explained that KMC and TMCs were currently facing severe financial crisis and the concerned authorities have been trying to formulate a phased strategy to pay the dues. He added that the matter regarding non acceptance of pension cases of retired/deceased employees of TMCs/DMCs by KMC, has already been taken up with Mayor KMC.

The Municipal Commissioner KMC Afzal Zaidi briefed that prior to implementation of the new local government system in October last year, KMC used to pay dues to local government employees. He added stated that KMC has been paying Rs.688 million to pensioners every month and at present KMC had more than 9,000 cases related to the payment of dues of retired employees, out of which in 750 cases, dues would be paid, by end of Dec 2024.

The Secretary Provincial Ombudsman Sindh Syed Mansoor Abbas Rizvi emphasized that concrete steps are required to be taken to resolve the cases of deceased / retired employees. The Provincial Ombudsman Sindh Mohammad Sohail Rajput directed the Additional Chief Secretary Local Government Department to take up the matter with Honourable Chief Minister Sindh for a policy decision that KMC should take responsibility for a one-window payment of service dues to the employees of defunct DMCs and TMCs.



# STEP TAKEN TO IMPROVE THE WORKING OF THE SINDH OMBUDSMAN INSTITUTION.

## ARCHIVING COMPLAINT DATA

IT DEPARTMENT HAS SUCCESSFULLY INITIATED THE PROCESS OF ARCHIVING COMPLAINT DATA FROM NOVEMBER 1ST, 2024, TO THE PRESENT. MOVING FORWARD, WE WILL EXPAND THIS EFFORT TO INCLUDE HISTORICAL COMPLAINT DATA, COVERING THE PERIOD FROM THE INCEPTION OF THE SINDH OMBUDSMAN INSTITUTION. THIS WILL ENSURE THE PRESERVATION AND ACCESSIBILITY OF ALL RECORDS FOR ADMINISTRATIVE AND OPERATIONAL PURPOSES.



## COMPLAINT MANAGEMENT SYSTEM

AS PART OF OUR MODERNIZATION EFFORTS, WE ARE IN THE PROCESS OF DEVELOPING A COMPLAINT MANAGEMENT SYSTEM (CMS) TO STREAMLINE COMPLAINT HANDLING, TRACKING, AND RESOLUTION. TO ACHIEVE THIS, AN ADVERTISEMENT FOR BIDS HAS BEEN PUBLISHED IN LEADING NEWSPAPERS, INVITING QUALIFIED FIRMS TO PARTICIPATE IN THE TENDERING PROCESS FOR THE SYSTEM'S DESIGN AND IMPLEMENTATION.



## ASSET TAGGING INITIATIVE FOR HEAD OFFICE:

TO ENHANCE ASSET MANAGEMENT AND IMPROVE ACCOUNTABILITY, THE IT DEPARTMENT HAS INITIATED AN ASSET TAGGING PROGRAM FOR ALL HEAD OFFICE ASSETS. THIS INITIATIVE INVOLVES LABELING ASSETS WITH UNIQUE TAGS FOR EFFICIENT TRACKING. STREAMLINED INVENTORY MANAGEMENT, AND OPTIMIZED MAINTENANCE SCHEDULING. USING ADVANCED TAGGING TECHNOLOGY, WE AIM TO REDUCE ASSET LOSS, IMPROVE LIFECYCLE MANAGEMENT, AND ENSURE REAL TIME VISIBILITY OF RESOURCES. THE PROJECT IS CURRENTLY ON TRACK, WITH SIGNIFICANT PROGRESS MADE IN IDENTIFYING AND TAGGING CRITICAL ASSETS.



Honourable Ombudsman Sindh hold meeting with Regional Directors at Karachi to improve the disposal of the complaints.



Honourable Ombudsman Sindh hold meeting with Secretary to Govt. of Sindh, Health Department GOS to expedite the disposal of pending cases.



Honourable Ombudsman Sindh hold meeting with Advisors and Consultant to discuss the pending cases, amendment in Act. 1991, & improvement in regulation etc.



Honourable Ombudsman Sindh hold zoom meeting with the Regional Directors to discuss the progress of the regions and expedite the pending cases.

## **HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES**

### **CREDENTIALS IN THE ACADEMIC DOCUMENTS CORRECTED AFTER INTERVENTION BY OMBUDSMAN OFFICE**

Mr. Ghulam Muhammad in his complaint stated that his son namely Muhammad Samiullah passed HSC-II Examination, 2023 from Board of Intermediate & Secondary Education, Larkano. He alleged that the Board Office issued Marks Certificate with incorrect father's name & surname for which he approached the concerned Authorities but to no avail.

The matter was taken up with Board of Intermediate & Secondary Education, Larkano. In response, the Assistant Controller of Examination (Correction Cell), Board of Intermediate & Secondary Education, Larkana, vide letter dated 08.08.2024 reported that correction has been made and the matter is settled. The complainant also confirmed redressal of his grievance and extended gratitude to the Ombudsman Institute.

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### **ON THE INTERVENTION OF OMBUDSMAN SINDH SCHOLARSHIP GRANTED BY SINDH EDUCATION FOUNDATION TO SON OF THE COMPLAINANT**

Mr. Kashif Ali Qureshi filed complaint against Sindh Education Foundation (SEF), School Education and Literacy Department for their failure to grant scholarship to his son. Aggrieved by that, he solicited intervention of this institution.

The matter was taken up with the Agency. In response Deputy Director, SEF, Larkano reported that after verification of documents, offer letter for scholarship issued to the complainant's son Muhammad Hussain for Academic Year 2024.

The Complainant personally appeared before Regional Director Larkana and confirmed the position and extended his gratitude for providing relief in the matter.

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### **ON INTERVENTION OF OMBUDSMAN SINDH, KW&SC ISSUED CORRECTED WATER CHARGES BILL**

Mr. Abid Ibrahimjee Shaikh filed a complaint against KW&SC regarding issuance of inflated bill of water charges.

The matter was taken up with Managing Director / CEO, KW&SC. In response, the Deputy Director (Taxes), Saddar Division, District South KW&SC reported that inflated bill was issued due to mention of incorrect size of plot in the bill which has been corrected and revised bill issued for payment. The representative of the Agency also agreed for receipt of due amount of bill in installment.

The complainant extended his gratitude to the Ombudsman institution for resolving his case.

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### **PENSION & SERVICE DUES OF RS. 1,807,236/- RELEASED TO MOTHER OF A DECEASED SON**

Mst. Moomal filed a complaint stating that her late son Zahid Hussain was Chowkidar in GGPS Lundo, Taluka Shahdadpur and passed away on 17.11.2023 and alleged that the service dues of the deceased were not paid hence facing difficulties.

The matter was taken up with District Accounts Officer, Sanghar who reported that all the admissible service dues has been paid to the complainant. Mr. Zulfiqar Ali appeared on behalf of his mother and while confirming payment of all the admissible service dues of Rs.1,807,236/- to his mother Mst. Moomal expressed thankfulness to Ombudsman Institute for prompt intervention.

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### **ON INTERVENTION OF OMBUDSMAN SINDH, DEPARTMENT PAID THE SERVICE DUES**

Mr. Bashir Ahmed filed complaint before hon'ble the Ombudsman Sindh stating that his service was borrowed by Enquiries & Anti-Corruption Establishment, Government of Sindh, in the year 1987 where he continued till his retirement on 31.03.2022 and since then has been approaching the competent authorities for settlement of his retirement and leave encashment dues but all his efforts proved no success. He, therefore, requested the Ombudsman Office to intervene.

The complaint was admitted and notices were issued to the Agency(s). Consequently, the Enquiries & Anti-Corruption Establishment issued the retirement and leave encashment orders and referred the case to the Accountant General, Sindh for further proceedings. Finally, the Accounts Officer (Sindh Pension Centre), Office of the Accountant General, Sindh confirmed that Rs.1,748,626/- on account of pension and commutation have been paid to the complainant, who also acknowledged receipt of pension and dues towards commutation and expressed thanks for this Institution.

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### **THE COMPLAINANT GETS BACK HIS DEPOSITED AMOUNT**

Engr. Muhammad Rashid filed complaint, alleging delay in refund of Rs. 217,250/-, paid through monthly installment towards cost of bungalow / unit No. F-12, Sector 26-A, Block-F, Malir Development Authority, Karachi, due to suspension of construction work by the Agency. He, therefore, solicited intervention in the matter.

After persuasion, the Agency reported that the paid amount has been refunded to the complainant who through his written statement confirmed the position and extended his gratitude for providing relief in the matter.

## **HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES**

### **PUBLIC HEALTH ENGINEERING DEPARTMENT COMPLETED THE WORK OF LAYING OF PAVER BLOCKS ON DIRECTIVES OF OMBUDSMAN SINDH**

Mr. Mazhar Ali Jatoi (Advocate) filed a complaint alleging non-completion of work of laying Paver in his village by the contractor who abandoned the same without its completion.

The complaint was admitted and taken up with PHED. In response, the Assistant Engineer, PHED-II Larkana informed that the Paver Block work from Jamia Masjid to house of Murad Ali Jatoi at Village Ali Jatoi has been completed under Provincial ADP-2022-2023 Scheme "Constructing Paver / CC Block" in different villages of District Larkana. The complainant appeared before Regional Director Larkana and submitted written statement confirming that the Agency has completed the work and his grievances have been redressed after intervention of Ombudsman Institution.

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### **29 PENDING CASES FORWARDED BY THE AGENCY TO MICRO FILMING OFFICE LARKANA AFTER INTERVENTION BY PROVINCIAL OMBUDSMAN SINDH**

Mr. Nazar Muhammad Hakro, Stamp Vendor, filed complaint against Sub-Registrar Kamber regarding his failure to forward property documents of 29 properties registered in the year 2008 to Micro Filming Office, Larkana. The complaint was admitted and notices were issued.

The Sub- Registrar Kamber Shahdadkot reported that all registered documents have been forwarded to Micro Filming Office and after due process registered documents have been returned to the concerned parties.

The complainant personally appeared before the Regional Director Larkana and submitted his written statement by acknowledging receipt of documents and expressed his thanks to the Ombudsman institution.

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### **DISTRICT ACCOUNTS OFFICER, JACOBABAD PAID RS.6,665,753/= TO THE COMPLAINANTS**

Syed Barkat Ali Shah & Haji Khan Buriro, filed complaint alleging delay in payment of their dues toward L.P.R, Commutation and G.P. Fund. The complaint was admitted and taken up with District Accounts Officer, Jacobabad.

In response, District Accounts Officer Jacobabad reported that the payment against claims of L.P.R, Commutation and G.P. Fund, total amounting to Rs.6,665,753/-, have been disbursed to the complainants through SAP system.

The complainants acknowledged receipt of their dues and uttered the words of thanks from the core of their heart in favor of this institution.

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### **US \$11,325/- PAID TOWARDS ADMISSION FEE REFUNDED TO THE COMPLAINANT**

Mr. Muhammad Noman Subhani in his online complaint stated that he is an overseas Pakistani residing in USA and that his son Mr. Azan Subhani got admission under MBBS program of Dow International Medical College (DIMS), Dow University of Health Sciences, Karachi, and deposited Tuition, Admission and Hostel Fees in US Dollars. However, only 24 hours prior to Orientation Day, he was informed through email that admission of his son has been canceled due to admission policy. He alleged that despite his repeated approaches, the Agency failed to refund the fees deposited in US Dollars. He, therefore, solicited intervention of Ombudsman Sindh.

The complainant was admitted and matter was taken up with the Registrar, DUHS, who reported that DUHS is collecting fee in US Dollar from foreign/overseas students however, refund of such fee in USD is not permissible and the same would be reimbursed in Pakistani rupees. During the hearing proceedings held on 19.11.2024, the representative of the Agency submitted copy of cheques dated 8.11.2024 amounting to USD 1,325/- and dated 13.11.2024 amounting to USD 10,000/-.

The report of Registrar DUHS Karachi was shared with the complainant through WhatsApp on 20.11.2024 for rejoinder. In response, through e-mail dated 24.11.2024 he confirmed refund of his paid amount in US dollar and expressed gratitude to the Ombudsman Institution for resolving his problem.

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### **STUDENT DECLARED PASS IN CHEMISTRY PAPER AFTER INTERVENTION OF OMBUDSMAN SINDH**

Mst. Diya Nawaz filed a complaint on 04.06.2024 stating that she appeared in Chemistry Paper of Class X Examination held on 18.05.2024 but she was declared 'fail' showing absent in the said paper for which she approached the Controller of Examinations but to no avail. She, therefore, solicited intervention.

The complainant was admitted and the matter was taken up with the Board of Secondary Education, Karachi. In pursuance, representative of the Board of Secondary Education Karachi appeared before the Investigating Officer and submitted original marks sheet of the complainant thereby declaring her pass in Chemistry paper. Mr. Sanaullah (Complainant's husband) attended the office and collected the original marks sheet of his wife and appreciated the role of the Ombudsman for taking prompt action and provided speedy justice in the matter.

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



