



A Quarterly Publication

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

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

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STUDENTS OF HAMDARD & SINDH MADRESSATUL ISLAM UNIVERSITIES SELECTED AS AMBASSADORS TO PROMOTE AND DISSEMINATE AWARENESS ABOUT THE ROLE OF PROVINCIAL OMBUDSMAN IN PROVIDING ADMINISTRATIVE JUSTICE

Honourable Provincial Ombudsman Sindh Mr. Muhammad Sohail Rajput, chaired the workshops held on 29.05.2024 at Hamdard University, Karachi and on 28.06.2024 at Sindh Madressatul Islam University (SMIU) respectively and highlighted the role of Ombudsman Office in providing administrative justice to the public. He emphasized the role of students to make the society resilient and aware of their rights and the avenues available under the law for redressal of their problems.

Honorable Ombudsman Sindh addressed the large number of students of both the Universities and highlighted the key features of the Brand Ambassador Program, initiated through Regional Subsidy of IOI, with aims and objectives which include disseminating information about the role of Ombudsman, promoting civic responsibilities and raising community outreach through students being inspiring future leaders. He added that the students selected as Ambassadors will become the voice of Provincial Ombudsman Sindh and to built bridge between Ombudsman office and students in particular and the community at large, to promote good governance.

Dr. Syed Shabib-ul-Hasan, (Vice Chancellor of Hamdard University) & Prof. Dr. Mujeeb-U-Ddin Sahrai Memon, (Vice Chancellor of Sindh Madressatul Islam University) also spoke at the occasion and mentioned the activities and achievements of their Universities and their role in providing best skilled youth to the country.

Ms. Rehana G. Ali Memon, Advisor and Mr. Masood Ishrat, Registrar, Secretariat Provincial Ombudsman Sindh also briefed the participants about the concept of Ambassador program and working of Provincial Ombudsman Sindh through a detailed presentation. The services of selected Ambassador students will be acknowledged by awarding certificates.



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MR. MUHAMMAD SOHAIL RAJPUT, SITARA-E-IMTIAZ / PAS OMBUDSMAN SINDH ATTENDED THE 13TH WORLD CONFERENCE OF INTERNATIONAL OMBUDSMAN INSTITUTE (IOI) IN THE HAGUE.



The 13th World Conference and General Assembly of the International Ombudsman Institute (IOI) was hosted by the National Ombudsman of the Netherlands in The Hague from 12 – 17 May 2024. The conference provided an opportunity to the members of IOI to meet again in person after eight long years, pandemic. IOI global Ombudsmen network of 200 delegates from 60 different countries and all six IOI regions participated in this important event.

The 13th IOI Conference started on 15th May, 2024 in The Hague opened by his Majesty the King of Netherlands who revealed three (3) paintings on the theme of the conference “Act together for our tomorrow”. The sub-themes discussed in the conference were climate change and living condition, value dilemmas, outreach to vulnerable marginalized group and future generation and it was emphasized that Ombudsman Institutions need to work together on these themes. The aim of the conference was to focus on what Ombudsmen can do for citizens to make a better future for all. All the regions were well represented in the conference as speakers and participants in the breakout sessions which provided valuable experiences from all over the world.



The conference was preceded by meetings of the IOI Board of Directors, in which the Board admitted new members from Africa, Asia, Europe, Latin and North America. The Board further endorsed the publication of the next Best Practice Paper on “Whistleblower Protection”, which will be made available on the website soon, as well as continuation of the IOI’s regional subsidies program in the membership year 2024/2025.

On 14 May, the IOI General Assembly was held and the UN High Commissioner for Human Rights, Mr. Volker Türk, contributed an opening address in which he underlined the significant contribution Ombudsman institutions make to protect the universal human rights and fundamental freedoms. He further acknowledged Ombudsman as a mechanism to address and correct the injustices caused by maladministration, as well as the ability to identify systemic failings and ensure that governments become more transparent and accountable.

The General Assembly adopted The Hague declaration and acknowledged the duty and obligation that Ombudsman institutions around the world have to improve the relation between the citizens and governments, especially for those, who cannot speak out for themselves. The members further took note that Ombudsman institutions need to be accessible and reach out proactively to everyone.

VISIT OF OMBUDSMAN SINDH TO HYDERABAD



Honourable Provincial Ombudsman Sindh Mr. Muhammad Sohail Rajput Sitara-e-Imtiaz, PAS visited Hyderabad Press Club and briefed the Media persons / Journalists about working of Sindh Ombudsman Office followed by question / answers regarding impediments and improvement in working of Ombudsman Office

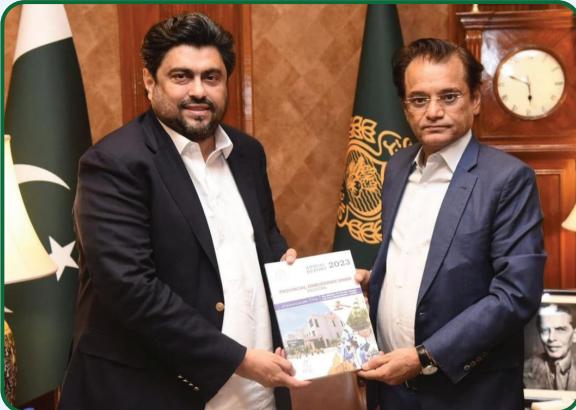


Ombudsman Sindh visited Government College University, Hyderabad & distributed internship certificates among to the graduates / internees. The Vice Chancellor and the management of University presented Souvenir in appreciation of his contribution for upgrading the college into University and grant of funds and land for extension and construction purposes. He also discussed and introduced the concept of Brand Ambassador Program to be conducted in various Universities to disseminate the information about role & functions of Ombudsman office and to extend outreach and promote good governance



The Ombudsman Sindh presided the meeting with divisional and district Heads of Departments at Commissioner Hall, Hyderabad and emphasized for timely response to notices / directives of Ombudsman Office to avoid coercive measures under the law against the defaulting Officers

Mr. Muhammad Sohail Rajput, Sitara-e-Imtiaz, PAS, Provincial Ombudsman Sindh also visited the office of Provincial Ombudsman's Regional, Hyderabad. The Regional Director Hyderabad presented him cultural "Shawl"



Ombudsman Sindh Mr. Muhammad Sohail Rajput Sitara-e-Imtiaz, PAS presented Annual Report for the year 2023 to Honourable Governor Sindh on 28th May 2024.



Provincial Ombudsman Sindh addressing the audience at the launch ceremony of magazine of the Alumni Association Government College University Hyderabad (Karachi chapter).

CHIEF MINISTER SINDH COMMITTED TO ELIMINATE MALNUTRITION STUNTING THROUGH MULTI SECTOR CONVERGENCE APPROACH OF WORLD BANK

A workshop on 'Multi-Sectoral Convergence Strategy on Stunting and Malnutrition in Sindh' was organized by Planning and Development Department in collaboration with World Bank at a local hotel on 03.05.2024. The Honorable Chief Minister Sindh, Syed Murad Ali Shah, in his address stated that stunting is an alarming issue which needs to be tackled seriously and assured his full support in reducing the prevalence of malnutrition in the province. He emphasized that poverty, income and social protection have a direct impact on stunting in children under five years of age.

The workshop was attended by Ms. Rehana G. Ali Memon, Advisor to Provincial Ombudsman Sindh. It was observed that a holistic approach (as recommended in the study "Assessment of Malnutrition (Stunting) in District Tharparkar" carried out by Provincial Ombudsman Sindh) is needed to reduce the prevalence of Stunting in the Province.



RUPEES 7.90 MILLION PAID TO 37 DAILY WAGES EMPLOYEES ON ACCOUNT OF ARREARS OF THEIR SALARIES

37 daily wages employees of Covid-19 requested for intervention during Khulli Katcheri held by Regional Director Sanghar for release of their outstanding salaries of last three months.

The Regional Director directed the D.A.O Sanghar for immediate action to redress the grievances of the low paid daily wages employees of Covid-19.

The District Accounts Officer, Sanghar after verification of the record of all 37 daily wages employees of Covid-19 prepared cheques amounting to Rs. 213,600/= of each employee and presented for handing over the same to concerned individual. The complainants offered their thanks to Honourable Ombudsman Sindh for providing prompt relief through khulli Katcherries.

MEETINGS WITH ADMINISTRATIVE SECRETARIES & HEADS OF DEPARTMENTS

Mr. Muhammad Sohail Rajput, Sitara-e-Imtiaz, PAS, Honourable Ombudsman Sindh after taking over the charge as Ombudsman Sindh has started meetings with the Heads of Departments and Secretaries of Administrative Departments to discuss the role of Ombudsman Sindh in redressal of the grievances of general public received and pending investigation with the Ombudsman Office and the way-forward to reduce the time of disposal of the cases and mitigate the sufferings of poor men and general masses by enhancing coordination and using modern technologies as well as nomination of Focal Persons. The meetings were held with the following departments:

1. The Accountant General Sindh, Karachi
2. School Education & Literacy Department
3. Local Government and Housing Town Planning Department
4. Labour & Human Resource Department
5. Excise, Taxation and Narcotics Department
6. Karachi Water & Sewerage Corporation



Meeting with Accountant General Sindh, Karachi



Meeting with Secretary, School Education & Literacy Department



Meeting with Additional Chief Secretary, Local Government & Housing Town Planning Department



Meeting with Secretary, Excise, Taxation and Narcotics Department



Meeting with Mr. Asadullah Khan, Chief Operating Officer, Karachi Water & Sewerage Corporation

Mr. Tuaha Ahmed Faruqui, Secretary, Department of Empowerment of Persons with Disabilities called on to Honourable Ombudsman Sindh on 6th June, 2024 along-with officers of his department to give a presentation about the functions and seek intervention to redress the grievances of Persons with Disabilities regarding their employment against 5% job quota especially in private sector and Inclusive Education.



REDRESSAL OF PUBLIC GRIEVANCES DURING KHULLI KATCHERIES

Regional Director Provincial Ombudsman Sindh, Badin, held a Khuli Katcheri in the Office of District Accounts Office Badin, attended by employees of various department as well as retired government servants who presented their complaints regarding non-payment of pension, arrears, dues towards G.P. Fund, LPR/salaries and admissible allowances.

The District Accounts Officer, Badin and other officials patiently heard the complainants, resolved most of issues on the spot, whereas assured to clear the dues of LPR under FIFO policy on receipt of funds. The participants appreciated the efforts made by Ombudsman Office to address their grievances and eliminate the difficulties faced by government employees and retirees.

The R.D informed them that institution of ombudsman is committed to continue its efforts to provide maximum relief to all complainants promptly.



The Regional Director Khairpur Mir's conducted Khuli Katcheri in the Office of District Accounts Office Khairpur. Large number of employees from various departments and retired government servants attended and presented their complaints regarding non-payment of pension, G.P. Fund, LPR, etc. despite their efforts and persuasion with the DAO.

The DAO assured for redressal of the grievances.

Regional Director Larkana conducted Khuli Katcheri on 14 May 2024 which was attended by District Accounts Office and Additional District Accounts Officer, Kamber.

M/s. Sikandar Ali Abro. Rtd. HST, Mukhtiar Ali Wagan, Rtd. PST and Dr. Fida Hussain, Retired Additional Medical Superintendent approached and solicited intervention for release of their pension & G.P. Fund dues amounting to Rs. 137,656/-, Rs. 1,868,935/- and Rs. 62,132/- respectively. After directives by Regional Director, DAO Kamber released their respective dues and redressed their grievances on the spot.

Besides, 27 PSTs of District Kamber / Shahdadkot also complained about delay in payment of arrears of their salaries. Besides there was other complainants who also alleged regarding unnecessary delay in finalization of their dues towards commutation, G.P. Fund and LPR etc. for which DAO assured to finalized the same without further delay.

Regional Director also recommended disciplinary action against the negligent staff as per law.

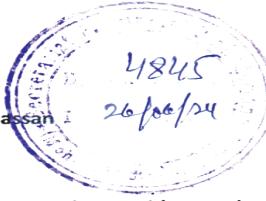


The Regional Director Sanghar held Khuli Katcheri at District Accounts Office Sanghar on May 22, 2024. A large number of employees, pensioners and other citizens attended and presented their complaints. The petty issues were immediately resolved whereas the DAO assured for prompt action in the other issues. During the Khuli Katcheri, the outstanding salaries of 37 Daily Wages employees of the Health Department were also released after intervention of the Regional Director.

FEEDBACK FROM THE BENEFICIARY

Case No.
Date:
Interviewer:
Beneficiary:

POS/7164/2023/H
20.06.2024
Advisor-H
Sayed Tahzeeb Ul Hassan



Introduction:

Thank you for taking the time to share your experience with us today. The Provincial Ombudsman's office has played a vital role in providing relief to individuals like yourself, and we're keen to understand how their support has resolved your problem.

Interview Questions:

1. How did you become aware of the Provincial Ombudsman Office?

Initially, I came to know about Provincial Ombudsman Sindh through mobile messaging service introducing the Ombudsman's office and its commitment to resolving legal issues.

2. What challenges you faced prior to receiving support from the Provincial Ombudsman Sindh?

Prior to receiving support from Ombudsman's office, I was being deprived of my right of appointment against deceased quota and faced inordinate delay on part of the agency.

3. How was your experience with the Provincial Ombudsman Sindh?

I am highly satisfied with the Provincial Ombudsman Sindh's prompt and professional handling of my complaint. The team demonstrated courtesy, expertise, and kept me well-informed throughout. Their dedication and competence led to the successful resolution of my issue.

4. What specific assistance or relief did you receive as a result of their intervention?

On intervention of the Ombudsman Sindh I got appointment order against deceased quota in Excise Taxation and Narcotics Control Department.

5. What message would you like to convey to others facing similar issues who may seek assistance from the Provincial Ombudsman Sindh?

I strongly suggest that the Provincial Ombudsman Sindh may be approached as it gives free and prompt administrative justice.

6. Do you have any suggestions for the Provincial Ombudsman Sindh to further improve its services or outreach to better assist beneficiaries?

I believe the Provincial Ombudsman Sindh is a crucial institution for aiding the needy. However, awareness about its services needs to be enhanced. Conducting seminars, conferences, and increasing outreach efforts could significantly benefit those unaware of the department's existence.

Signature of complainant

Signature of I.O.

تاریخ: 26 جنوری 2024ء

کیس نمبر: Z POS/7808/Adv.

انشودہ یوں لینے والے کا نام: فتح الدین خان

موباکل نمبر: 0315-1102773

شکایت کننده کا نام جس کا مسئلہ حل ہوا: سید احمد حسین

محترم جناب آج ہمارے ساتھ اپنے تحریکات کا اشتراک کرنے اور وقت بنا لئے کے لیے بہت شکریہ۔ صوبائی مختصہ کے دفتر نے آپ جیسے افراد کے مسئلے کے حل کے لیے اہم کردار ادا کیا ہے۔ صوبائی مختصہ کے دفتر کی مدد سے آپ کا مسئلہ کیسے حل ہوا اس سلسلے میں ہم آپ کے خیالات معلوم کرنا چاہتے ہیں۔

سوالات:

۱۔ کیا آپ ہمیں بتا سکتے ہیں کہ آپ کو صوبائی مختصہ سنہد کے دفتر کے بارے میں کیسے پہلے چلا؟

جواب: مجھے ایک دوست کے قریب میں علم ہوا کہ آپ اپنا مسئلہ مختصہ کے دفتر میں بیان کریں۔

۲۔ صوبائی مختصہ سنہد کے دفتر سے تعادن حاصل کرنے سے پہلے آپ کون کسی مسائل کا سامنا کھا دیا؟

جواب: ملکی صحت میں میرے والد کے انتقال کے بعد فوجی کوڈ پر میری ملامت کے سلسلے میں مجھے دو سال تک انتفار کرنا پڑا۔

۳۔ صوبائی مختصہ سنہد کے ساتھ آپ کا تحریک کیسے پہلے چلا؟

جواب: میں نے آن لائن درخواست دی۔ جس پر صوبائی مختصہ کی طرف سے فوری طور پر کارروائی شروع کر دی گئی۔

۴۔ ان کی مداخلت کے نتیجے میں آپ کو کون کی خاص مدد حاصل ہوتی ہے؟

جواب: دفتر کی مداخلت کے بعد ملکی صحت نے میرا مسئلہ جلد حل کر دیا۔

۵۔ آپ ان لوگوں کو کیا پیام دیتا چاہیں گے جو شاید اسی طرح کے مسئلے یا صوبائی حکومت کے دیگر اداروں سے بدانتظامی کا سامنا کر رہے ہیں اور صوبائی مختصہ سے مدد حاصل کرنے کا ارادہ رکھتے ہیں؟

جواب: جیسا کہ مجھے فوجی کوڈ پر توکری مل گئی میں چاہوں گا کہ باقی لوگ بھی اس ادارے سے رجوع کریں۔

۶۔ کیا آپ صوبائی مختصہ سنہد کو ان کی خدمات میں جزیبہ بخیر کے لیے کوئی تجویز دیتا چاہتے ہیں جو صوبائی مختصہ سے رجوع کرنے والوں کے لیے فائدہ مند ثابت ہو؟

جواب: میں چاہوں گا کہ اس ادارے کی خدمات کو زیادہ تر کیا جاوے تاکہ لوگوں کو اس کی اقدامیت کا علم ہو اور وہ بغیر اخراجات کے اپنے مسائل حل کرو سکیں۔

وخط شکایت کننده

