



BRAND AMBASSADOR  
FOR  
Ombudsman Sindh



# 2024 ANNUAL REPORT

OUR MISSION IS TO  
PROVIDE PROMPT & FREE  
ADMINISTRATIVE JUSTICE

---

**PROVINCIAL OMBUDSMAN  
SINDH PAKISTAN**



# **OMBUDSMAN SINDH**



## **ANNUAL REPORT 2024**

Presented to Honourable Chief Minister, Sindh



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

"In the name of Allah, The Most Gracious and The Most Merciful"

وَإِذَا حَكَمْتُم بَيْنَ النَّاسِ  
أَنْ تَحْكُمُوا بِالْعَدْلِ

اور جب لوگوں کے درمیان فیصلہ کرو،  
تو انصاف کے ساتھ فیصلہ کرو (النساء ٥٨)

۽ جڏهن ماڻهن جي وچ ۾ فيصلو ڪيو ته انصاف سان فيصلو ڪيو

**THAT WHEN YOU JUDGE AMONGST  
PEOPLE JUDGE WITH JUSTICE.**



# ACKNOWLEDGEMENT

This report has been compiled by the following team of officers:

**Chief Editor**

*MS. REHANA G. ALI MEMON - Advisor*

**Sub-Editor**

*MR. MASOOD ISHRAT - Registrar*

**Team Members**

*MR. MUHAMMAD ZAFAR - Deputy Director*

*SH. MUHAMMAD ZEESHAN - Computer Section*

The team gratefully acknowledges the guidance provided by Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh in developing of this report.

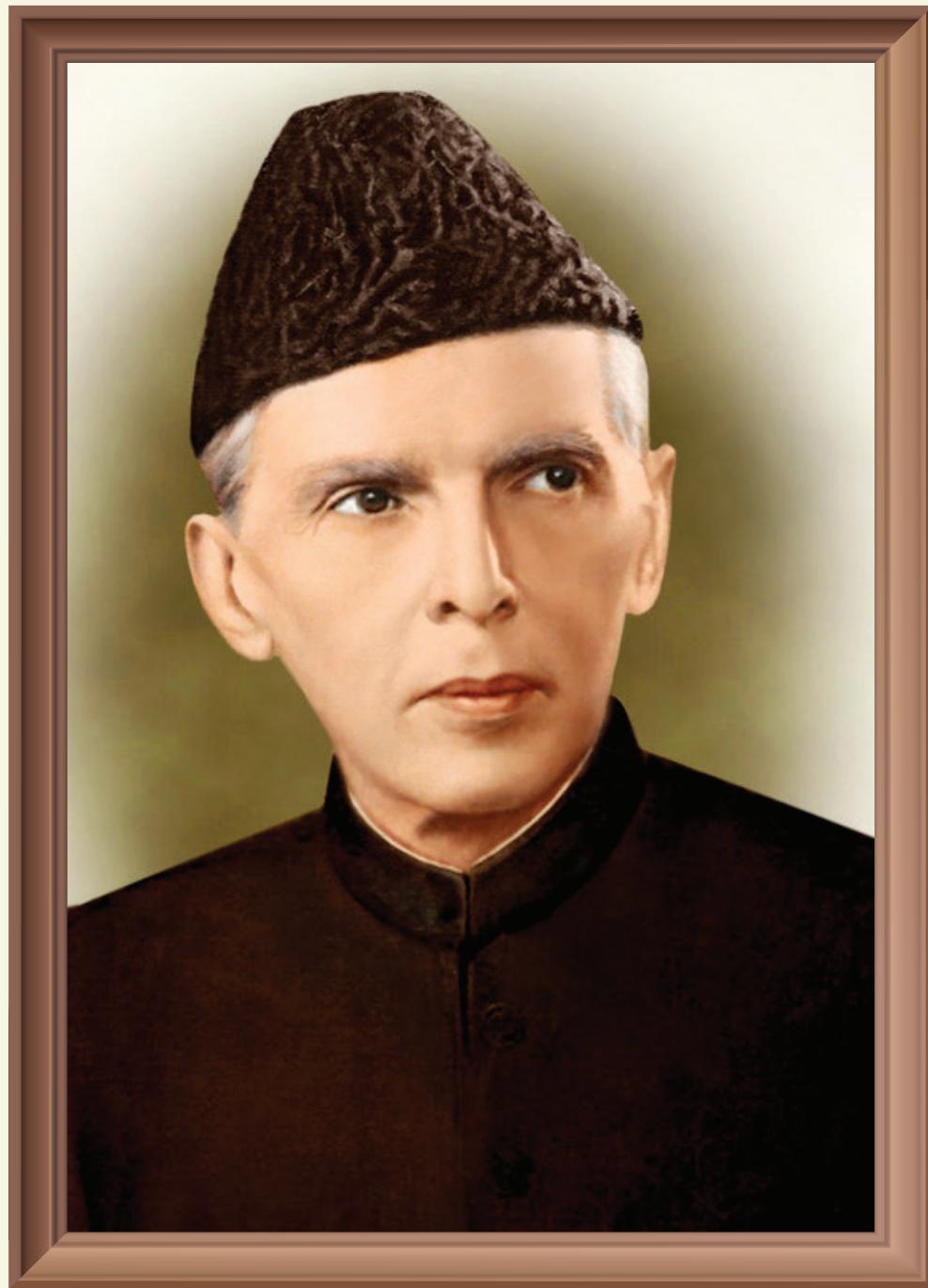
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**QUAID-E-AZAM MUHAMMAD ALI JINNAH**  
**Founder of the Nation**





**MUHAMMAD KAMRAN KHAN TESSORI**  
**Honourable Governor, Sindh**





**SYED MURAD ALI SHAH**  
**Honourable Chief Minister, Sindh**





**MUHAMMAD SOHAIL RAJPUT**  
**Provincial Ombudsman Sindh**





## FOREWORD

The Annual Report on the activities of the Provincial Ombudsman Sindh in 2024 is prepared for submission to Honourable Chief Minister Sindh as required under Section 28(1) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amendment) Act, 2020.

2. The main focus of the report is to provide a detailed insight into the working of the Institution during the calendar year 2024. The Annual Report begins with a letter to Chief Minister Sindh indicating the progress and achievements made throughout the year regarding the redressal of grievances of the general public, followed by performance review of the year 2024. During the year a total of 9,151 fresh complaints were received, out of which 5,299 were admitted for detailed investigation, including one suo-moto action (own motion cognizance) in respect of sale of substandard in respect of regulation of LPG cylinders whereas, 4602 complaints were resolved by providing relief to 2348 complaints, which amounts to 51% of the decided cases. Further, key initiative like use of technology such as the launch of Mobile App, modification of the official website and establishment of a Complaint Management System, have also been mentioned.

3. The report also contains a write up on the Brand Ambassador Program carried out in collaboration with renowned public and private universities whereby 10 students from each university were selected as Brand Ambassadors to disseminate the role and function of Ombudsman Institution to the general public. The perception of the youth about government institutions was also determined during the interaction with university students in Ambassador Program and internship program which has been elaborated upon in this report.

4. The report also contains an article on the problems faced by pensioners and the subsequent relief provided by the Institution, highlighting such cases, and further includes three articles on the Ombudsman Sindh as a forum for administrative justice, and the importance of the office for public welfare. The report includes an analysis of School Education & Literacy Department (SE&LD), Police, Sindh Building Control Authority (SBCA) and Sindh Environmental Protection Agency (SEPA), based on the experiences of the Investigation Officers, which is followed by a write up on the suo-moto action by the Provincial Ombudsman to regulate the transport, storage and sale of LPG. Initiatives undertaken by the Provincial Ombudsman for redressal of grievances related to inclusive education of children with disabilities, have also been highlighted in the report.



5. A note on the working of the International Ombudsman Institute (IOI), Asian Ombudsman Institute (AOI), Forum of Pakistan Ombudsmen (FPO) and Organization of Islamic Countries Ombudsman Association (OICOA) have also been included as well as international coverage of activities, glimpses of activities, selected decisions and success stories and some selected letters containing comments about the Annual Report of last year, alongwith public acknowledgments.
6. The Regulation 2024 regarding Investigation and Disposal of Complaint and press coverage has also been made the part of the report. Thereafter, Frequently Asked Questions (FAQs) in English, Urdu & Sindhi and Urdu-Sindhi articles on the introduction and services, of the institution, its importance and timely relief of administrative complaints by Ombudsman are also included in the Annual Report – 2024.





بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِيْمِ



**Muhammad Sohail Rajput  
Provincial Ombudsman  
Sindh (Pakistan)**

Dear Chief Minister Sir

السلام عليكم

It is my privilege and pleasure to present my First Annual Report on the performance of the Office of the Provincial Ombudsman Sindh. Since taking charge of the esteemed Office of Ombudsman Sindh in March 2024, I have been committed to transform this Institution so that it can live up to the expectations of the people of Sindh by providing them quick and cost free administrative justice.

2. My goal, has been to make the Ombudsman's office more accessible, efficient, and trustworthy and to ensure that it serves as a reliable platform for addressing public grievances against maladministration in various government agencies.

3. Upon assuming charge, I observed that the number of complaints received at the Ombudsman's office are approximately 7000 per annum. Given the population of this province, this number is quite low. In my assessment, the probable reasons for such a low number of complaints are:

- (i) Lack of awareness about this Institution and about its role, responsibilities and mandate.
- (ii) Lack of trust in the effectiveness of this Institution to redress the grievances of the complainants.

4. To address these two challenges, I initiated a series of institutional reforms aimed at improving awareness about this Institution and increasing public trust. Below is a summary of key initiatives taken in this regard.

**A. Initiatives taken to Improve Awareness:-**

**(i) Ambassador Program**

An Ambassador Program was launched in collaboration with the International Ombudsman Institute (IOI), under which we have selected 30 students from three universities i.e. Hamdard University Karachi, Sindh Madressatul Islam University (SMIU) Karachi, and Salim Habib University Karachi to serve as Ambassadors. Their role is to disseminate information about the Ombudsman's functions to the public in general and student communities in particular. A session was also held at IBA, Sukkur and the plan is to expand this program to other universities across Sindh in order to engage students with Ombudsman's Institution and make them effective ambassadors for our Institutions.



- (ii) **Internship Program**  
An internship program for University students will be launched in 2025 to provide hands-on experience to fresh graduates through a three-month internship which will benefit this Institution with the services of young graduates, whereas it will give the internees the exposure to public sector Institutions at the start of their career.
- (iii) **Media Outreach**
- a) Social Media: Presence on platforms like Facebook, TikTok, Instagram, and You Tube has been ensured in order to reach out to the citizen.
  - b) Print and Electronic Media: Quarterly newsletters are published to inform the general public about the activities carried out by this institution. Public messages through print and electronic media are also disseminated frequently.
  - c) Awareness Campaigns: Panaflex displays at public places e.g., government offices, railway stations, hospitals, and police stations have been installed to create awareness about the Ombudsman Institution.
  - d) SMS Campaigns: 33.5 million public service messages via SMS have been sent to raise awareness about this Institution.
- Khuli Katcherries**
- (iv) Khuli Katcherries are regularly being held at the district level to resolve complaints on the spot, and provide speedy justice to the people.

## B. Institutional Reforms:-

- (i) **Regulations for Complaint Handling**  
Notified new regulations to streamline complaint handling. The salient feature of these Regulations are:-
- a) Admissibility of fresh complaints has been decentralized to Regional Offices.
  - b) Timelines have been prescribed for investigation officers to ensure early disposal of complaints.
  - c) The process of notices and summons have been streamlined in order to get timely response from government agencies.
- (ii) **Capacity Building of officers posted at Ombudsman Office**  
Training sessions were conducted at the Sindh Judicial Academy for 50 officers, funded by the IOI, to enhance complaint handling and investigation skills. Officers also participated in international webinars on public awareness, human rights, and gender equality.
- (iii) **Digital Transformation**
- a) **A Mobile App** has been launched which will facilitate the complainant in filing their complaints through their Mobile Phones.
  - b) **A Complaint Management System** is being developed to enable real-time complaint tracking which will ensure transparency and efficiency.
  - c) The official website (**www.mohtasibsindh.gov.pk**) has been redesigned for a seamless user experience.



## C. Special Initiatives for Marginalized Groups

### (i) Standing Committees

Two standing committees have been constituted to address:-

- (a) **grievances of persons with disabilities**, pertaining to their employment, particularly regarding 5% job quota in the private sector.
- (b) **the issue of Inclusive Education (IE)** in order to ensure equitable access to education for all, especially to the most vulnerable / marginalized groups.

### (ii) Collaboration with NGOs and Private Sector

Conducted meetings with relevant government departments and NGOs to provide training for persons with disabilities, facilitating their absorption into industries. During these meetings, the private sector showed willingness to start with a 1% job quota for persons with disabilities.

### (iii) Master Training Program for Inclusive Education

Identified schools and teachers for a Master Training Program to promote inclusive education standards. The training was conducted for 142 teachers of 31 Private Inclusive Education Schools.

## D. Meetings with Administrative Secretaries and H.O.D.

The meetings were held 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, implementation of the decisions of ombudsman sindh pending with the departments, the way-forward to reduce the time of disposal of the cases and mitigate the sufferings of the complainants by enhancing coordination and using modern technologies as well as nomination of Focal Persons.

## E. International Engagements

Attended the 13th World Conference of the IOI at The Hague, the International Ombudsmen Summit in Hong Kong, and the International Ombudsmen Conference in Italy where I gave a presentation on impact of climate change on developing countries and highlighted the challenges faced by Sindh during the 2022 floods.

## F. Delegation of Powers

I have delegated powers to my subordinate officers for informal dispute resolution under Section 33 of the Ombudsman Sindh Act, enabling quick and amicable solutions to conflicts, reducing the burden on formal systems, and expediting justice.

## G. Future Plans

- a) Establishment of Climate & Disaster Justice Unit in the Ombudsman Office, to strengthen policy frameworks to promote climate justice and disaster risk reduction.
- b) Strengthen partnerships with international bodies like the OIC Ombudsman Association (OICOA), IOI, and the Forum of Pakistan Ombudsman to exchange best practices and enhance capacity.



5. Based on the initiatives mentioned above, the Institution witnessed a significant increase in number of fresh complaints in 2024 which were recorded at 9151, reflecting growing public trust and awareness. Moving forward, we aim to further streamline our complaint redressal framework to ensure timely and effective public grievance redressal, thereby strengthening confidence in our commitment to accountability and service excellence.

6. Sir, I extend my heartfelt gratitude for your unwavering support to the Office of the Provincial Ombudsman Sindh. Your encouragement has been instrumental in our achievements, and I am confident that with your continued support, we will overcome challenges and achieve even greater success in serving the people of Sindh.

7. The institution of the Ombudsman is gaining global recognition as a vital mechanism for justice and accountability. We remain committed to aligning our efforts with international best practices while addressing the unique needs of our province. Together, we can build a more just, accountable, and prosperous Sindh.

Thank you for your trust and support. I look forward to your continued support in our future endeavors.

*With Kind Regards,*

Yours sincerely

(MUHAMMAD SOHAIL RAJPUT)

Honourable Syed Murad Ali Shah,  
Chief Minister Sindh,  
Karachi.



## **PROFILE OF MR. MUHAMMAD SOHAIL RAJPUT HONOURABLE OMBUDSMAN SINDH**

Mr. Muhammad Sohail Rajput is the 7th Provincial Ombudsman for the Province of Sindh, Pakistan. He was sworn in by the Honourable Governor of Sindh on 11.03.2024 at Karachi.

Mr. Muhammad Sohail Rajput received his MBBS degree in 1988 from Liaquat Medical College, Jamshoro, Post Graduate Diploma in Business Administration in 2004 from Institute of Business Administration, Karachi and MPA in Economic Policy Management with concentration in International Energy Management from Columbia University, New York in 2009. He was also awarded the Hubert H. Humphery fellowship by the US Department of State, in recognition of his leadership skills, under which he attended academic courses at University of North Carolina, Chapel Hill and the Duke University and did an internship at the World Bank.

Mr. Rajput joined the Civil Service of Pakistan after qualifying Central Superior Service Examination (CSS) in the year 1991. During his lengthy career, he has served at various positions in the field at Sindh Secretariat and at Federal Secretariat; as Secretary of the Finance Department, Government of Sindh, Secretary of the Energy Department, Government of Sindh, Principal Secretary to Chief Minister Sindh, Commissioner of Karachi Division, Additional Finance Secretary, Government of Pakistan, Special Secretary Ministry of Commerce, Government of Pakistan, Secretary of the Information Technology & Telecommunication Division, Government of Pakistan, Chief Secretary to Government of Sindh and Secretary, Board of Investment, Government of Pakistan.

Mr. Rajput's core areas of expertise include General Administration/Management, Public Finance Management and Project Development and Implementation. He has proven his ability to work in challenging situation with diversified stakeholders and against strict timelines. Mr. Rajput's key achievements include developing the Thar Coal Mining and Power Project, improving fiscal health of Government of Sindh through effective financial management, enhancing IT exports of the country through effective policy interventions and shaping the response to super floods of 2022 in the Province of Sindh by providing timely relief services and designing projects for post flood rehabilitation.

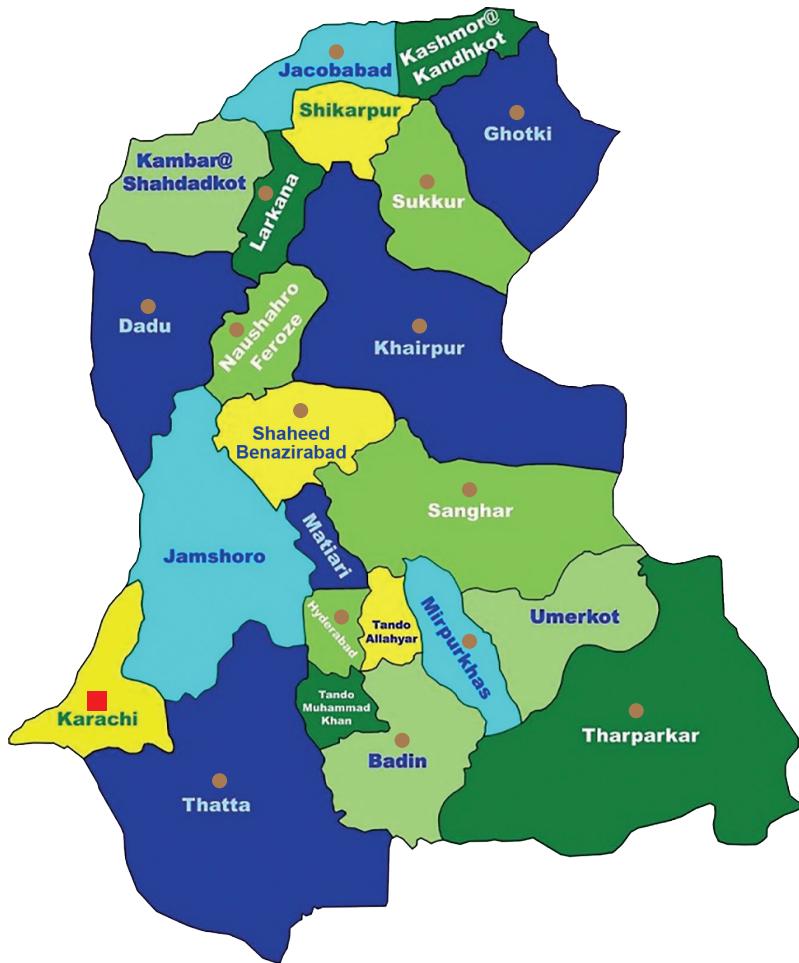
In recognition of his meritorious services, President of the Islamic Republic of Pakistan has awarded him the prestigious civil award, Sitara-e-Imtiaz.



Mr. Muhammad Sohail Rajput takes Oath as  
7<sup>th</sup> Provincial Ombudsman Sindh



## Provincial Ombudsman Sindh Offices



■ POS Head Office + Regional Offices Karachi (Central, East, South, Korangi & Keamari/West)

### ● Existing Regional Offices

- Karachi - Central
- Karachi - East
- Karachi - South
- Karachi - Korangi
- Karachi - Keamari/West
- Hyderabad
- Badin
- Mirpurkhas
- Dadu
- Sanghar
- Sukkur
- Khairpur Mirs
- Shaheed Benazirabad (Nawabshah)
- Larkana
- Thatta
- Naushahro Feroze
- Jacobabad
- Tharparkar @ Mithi
- Ghotki @ Mirpur Mathelo



## **GROUP PHOTOGRAPH**



### **Left to Right - Sitting**

Dr. Muhammad Nawaz Shaikh (Advisor), Syed Mumtaz Ali Zaidi (Advisor),  
Capt.(R) Syed Hashim Raza Zaidi (Advisor), Mr. Mir Hussain Ali (Advisor),  
Mr. Muhammad Sohail Rajput (Ombudsman Sindh), Mr. Ghulam Abid Shaikh (Advisor),  
Mr. Muhammad Naseer Jamali (Advisor), Mr. Fasihuddin Khan (Advisor)  
and Mr. Rafiuzzaman Siddiqui (Advisor)

### **Left to Right - Standing**

Mr. Muhammad Riaz Gill (Director Admin), Mr. Shahid Ahmed Hashmi (Consultant Legal),  
Mr. Masood Ishrat (Registrar), Ms. Rehana G. Ali Memon (Advisor),  
Syed Mansoor Abbas Rizvi (Secretary), Mr. Akhtar Hussain Bugti (Director General-I),  
Brig (R) Muhammad Jamil (Consultant) and Mr. Muhammad Akmal Nasim (Consultant).



## **REGIONAL DIRECTORS**



Mr. Iqbal Nafees Khan  
Advisor / Regional Director  
Karachi (Central)



Syed Farrukh Habib  
Consultant / Regional Director  
Karachi (East)



Mr. Muhammad Shoaib Ahmed Siddiqui  
Consultant / Regional Director  
Karachi (Korangi)



Mr. Aftab Ahmed Khatri  
Consultant / Regional Director  
Karachi (Keamari-West)



Syed Maqsood Haider Naqvi  
Advisor / Regional Director  
Karachi (South)



Mr. Fazal Muhammad Shaikh  
Consultant / Regional Director  
Ghotki



Mr. Muhammad Umar  
Consultant / Regional Director  
Tharparkar @ Mithi



Mr. Khalid Shaikh  
Consultant / Regional Director  
Naushahro Feroze



Mr. Khan Mohammad Zardari  
Consultant / Regional Director  
Shaheed Benazirabad



Mr. Abdul Wahab Memon  
Consultant / Regional Director  
Hyderabad



Mr. Haroon Ahmed Khan  
Advisor / Regional Director  
Thatta



Mr. Ahmed Bakhsh Ghumro  
Consultant / Regional Director  
Khairpur



Mr. Ali Akbar Jagirani  
Consultant / Regional Director  
Larkana



Syed Muhammad Sajjad Hyder  
Advisor / Regional Director  
Badin



Mr. Imdad Ali Shah  
Consultant / Regional Director  
Dadu



Mr. Zahid Hussain Buriro  
Consultant / Regional Director  
Jacobabad



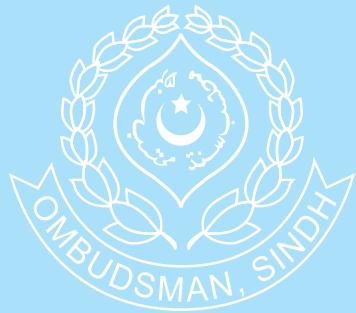
Mr. Zulfiqar Ali Junejo  
Consultant / Regional Director  
Mirpurkhas



Mr. Ghulam Shabbir Memon  
Consultant / Regional Director  
Sanghar



Mr. Nazir Ahmed Dhoon  
Consultant / Regional Director  
Sukkur



# PERFORMANCE REVIEW





## Performance Review

### **RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2024**

Provincial Government Agencies.....	8,916
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### **ACTION TAKEN ON COMPLAINTS**

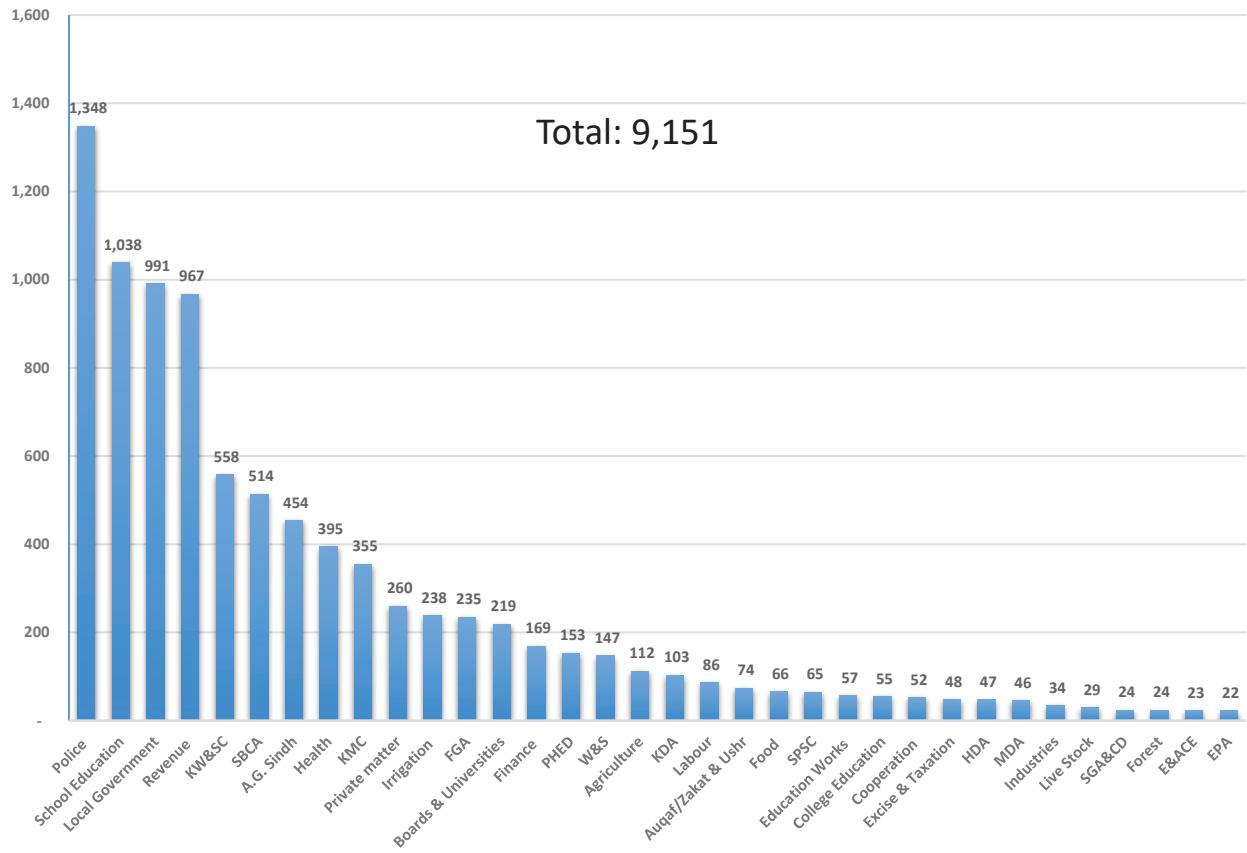
Disposed of after initial scrutiny .....	3,617
Admitted for investigation .....	5,299
Forwarded to Federal Ombudsman .....	235
<b>Total .....</b>	<b>9,151</b>





## Performance Review

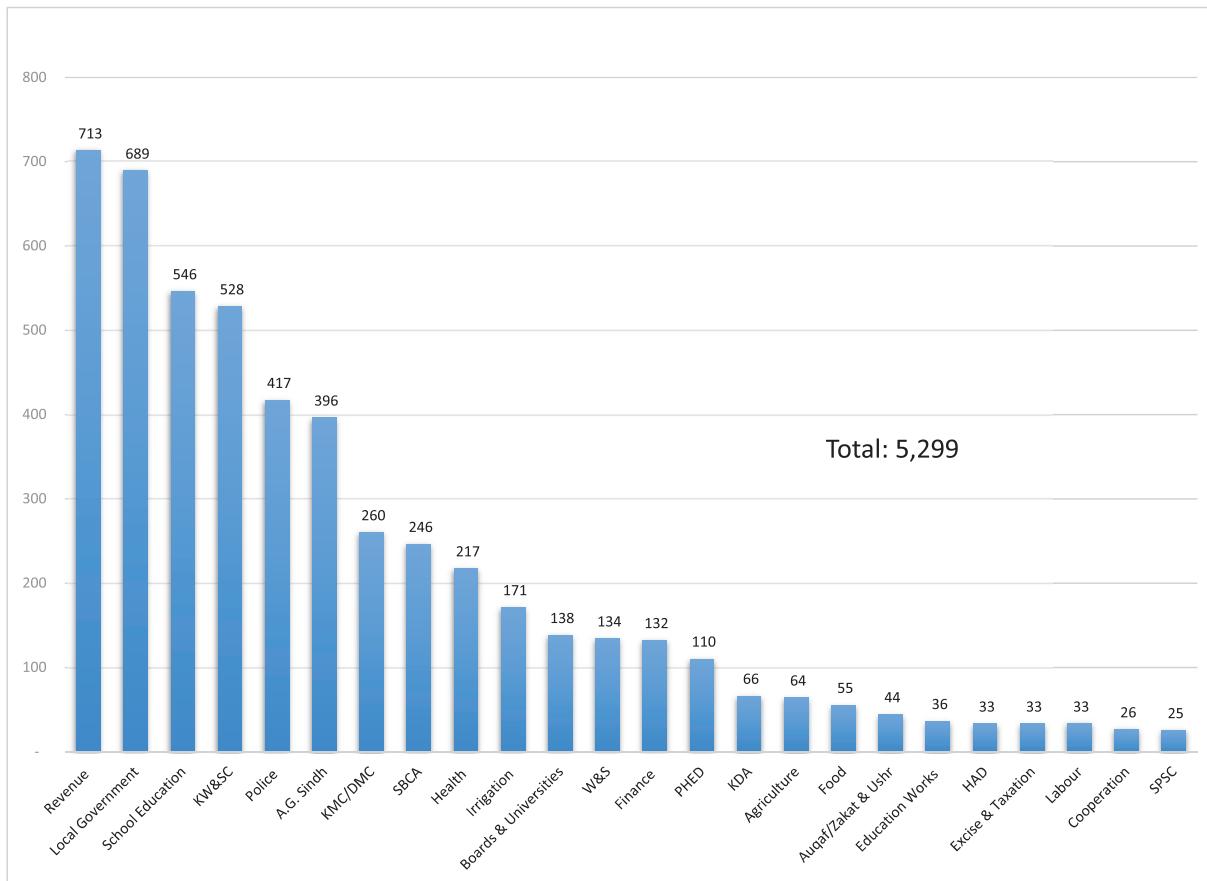
### AGENCYWISE COMPLAINTS RECEIVED IN THE YEAR 2024





## Performance Review

### AGENCYWISE COMPLAINTS ADMITTED IN THE YEAR 2024

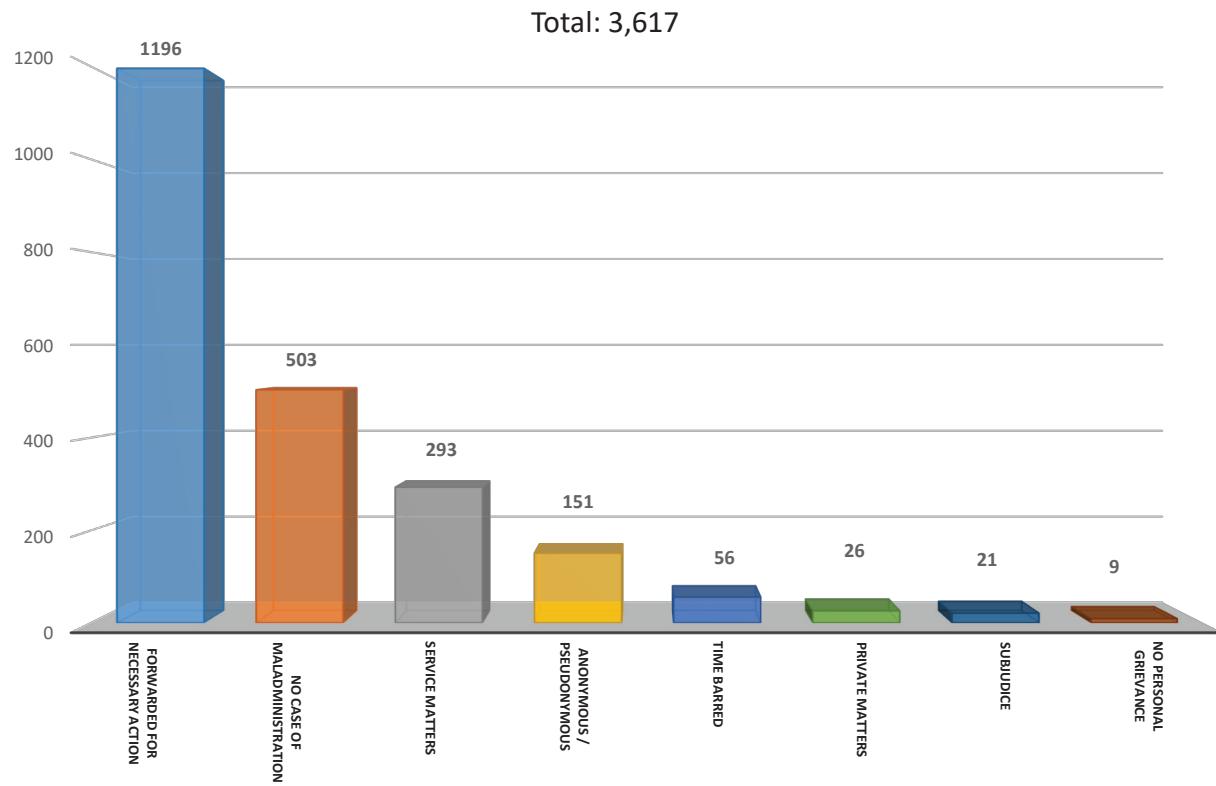


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## Performance Review

### COMPLAINTS DISPOSED OF AFTER INITIAL SCRUTINY IN THE YEAR 2024

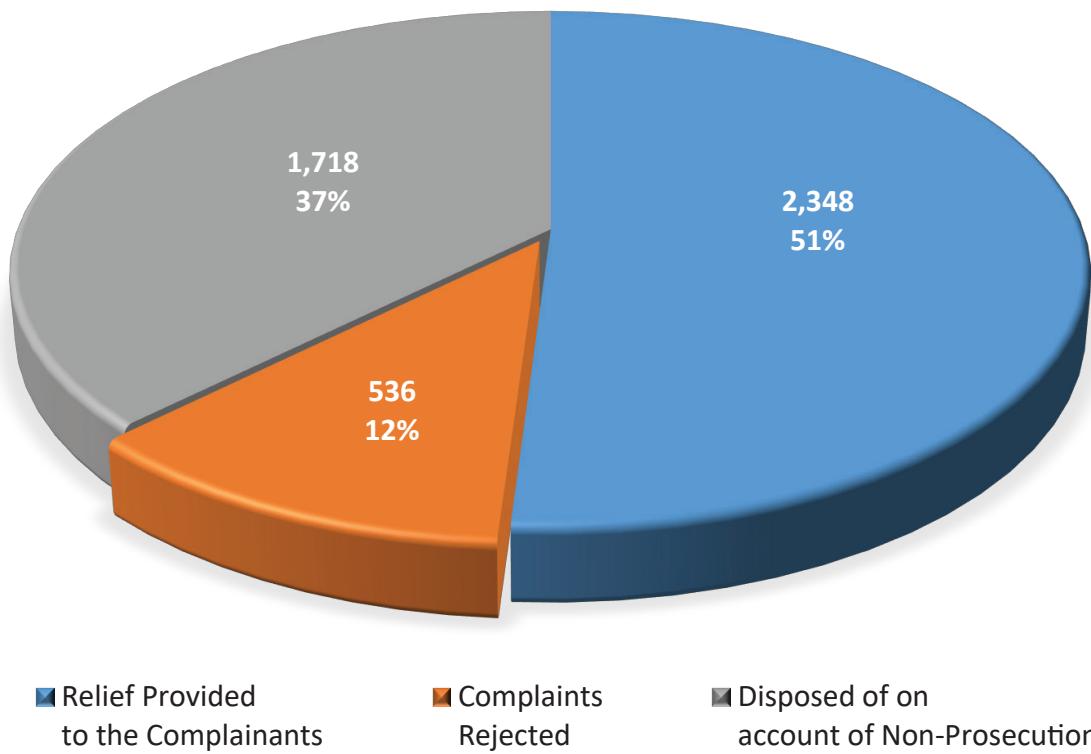




## Performance Review

### DECISIONS TAKEN IN THE YEAR 2024

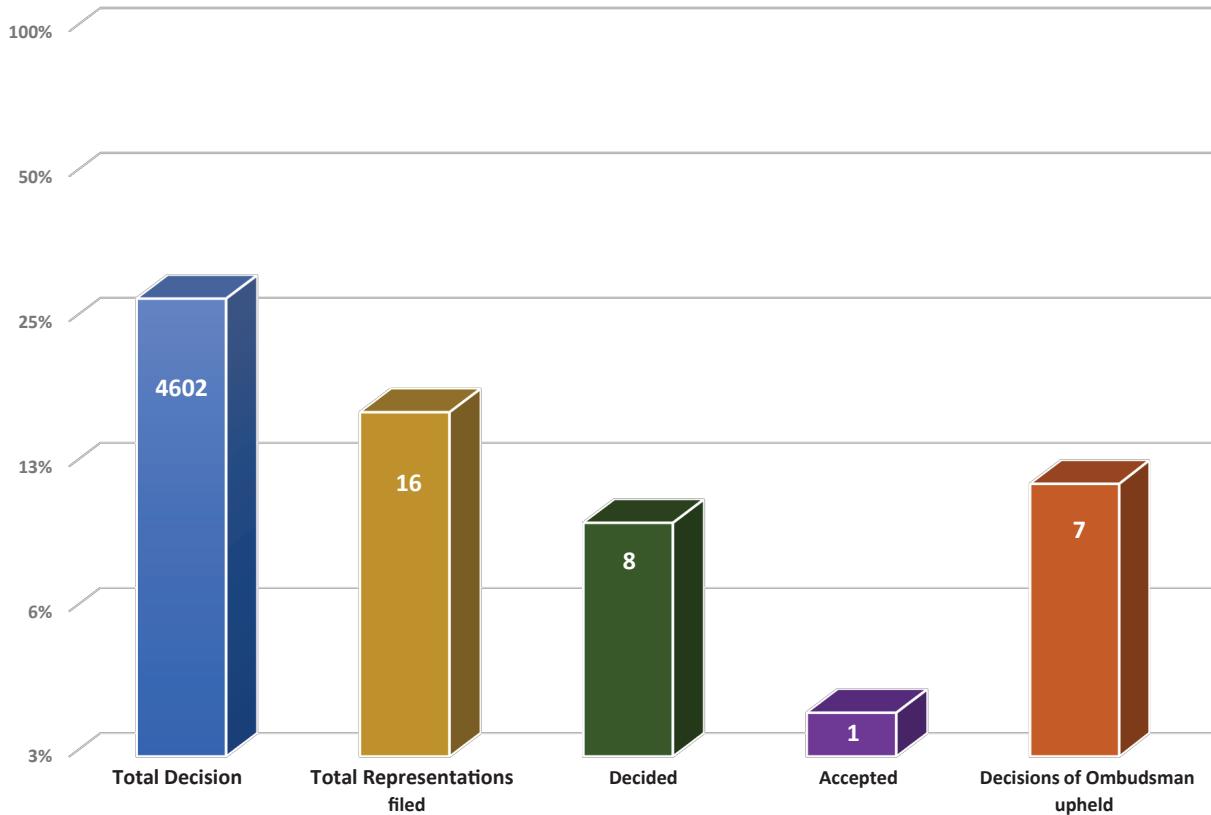
Total: 4,602





## Performance Review

### REPRESENTATIONS TO GOVERNOR SINDH





## KEY INITIATIVES

*By: Muhammad Akmal Nasim*

### Digitization at the Forefront

Empowering the People of Sindh through Technology

#### **1. Embracing Digital Change for Public Good**



In an era where technology drives transformation, the office of the Provincial Ombudsman Sindh continues to take bold strides toward a more transparent, responsive, and accessible system of justice and grievance redressal. Over the past year, we have made significant progress in digitizing our operations and public outreach, reinforcing our mission to serve the people of Sindh efficiently and without barriers.

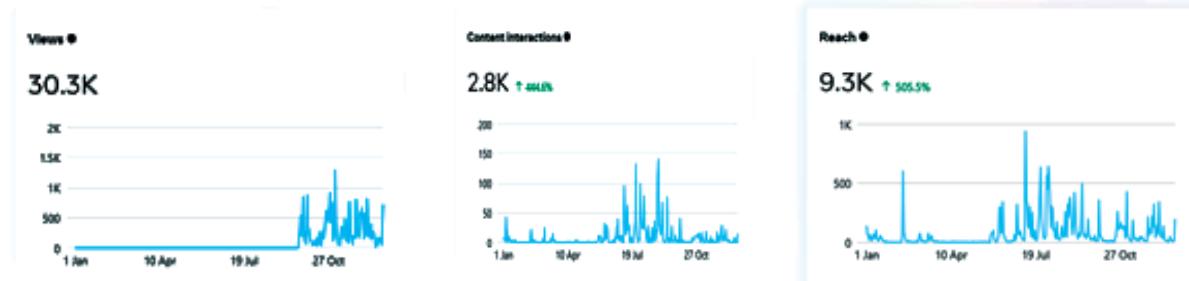
We have redefined how grievances are received, processed, and resolved — bringing public services directly to the citizens' fingertips. Our commitment to digitization is not just about adopting new tools; it's about reshaping the relationship between the government and the governed, enhancing accountability, and improving the quality of service delivery.

#### **2. A Strong Digital Presence: Staying Connected with the People**





The Sindh Ombudsman's consistent and creative presence across major social media platforms — Facebook, Instagram, TikTok, and YouTube — has resulted in a significant increase in citizen engagement and awareness. We've utilized these platforms not only to share public service messages but also to educate the public on their rights and how to seek redressal.



Our digital campaigns have reached millions of citizens, especially the youth, fostering a culture of informed participation. With eye-catching visuals, video content, and real-life stories of resolved complaints, we've turned social media into a platform for empowerment and education.

### 3. Complaint Management System: A Future-Ready Solution



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In the pipeline is our robust web-based Complaint Management System (CMS), designed to streamline the resolution process from intake to decision. The system will enhance internal efficiency, automate tracking, and ensure quick turnaround times.

This development reflects our long-term vision: a platform where every complaint is addressed transparently, every decision is documented, and every citizen feels heard. The CMS will be a pivotal tool in delivering swift, free-of-cost justice to the doorstep of the people of Sindh.



#### 4. Launch of Mobile Application: Justice at Your Fingertips



About this app →

Ombudsman Sindh Serving Sindh people.

One of our proudest milestones is the successful launch of the Sindh Ombudsman mobile application, now available on Android platforms. This user-friendly app allows citizens to submit complaints, track their progress, and receive updates — all from the comfort of their homes.

By reducing dependency on physical visits and paperwork, we've made justice more accessible and inclusive, especially for people in remote or underserved areas. The app reflects our vision of a digital-first, citizen-centric governance model.

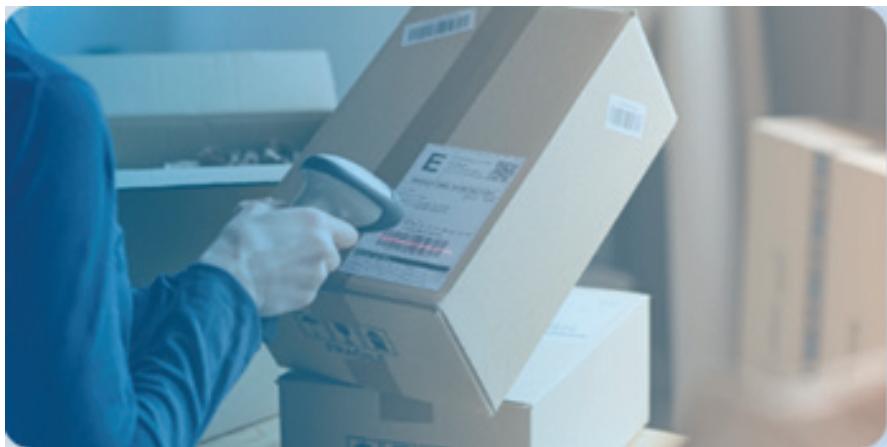
#### 5. Transparency through Digital Archiving





Transparency is a cornerstone of trust. That's why we have begun archiving decisions on our official website, making them accessible to the public. This initiative promotes accountability, fosters legal awareness, and allows complainants and researchers to refer to past rulings, ensuring consistency and fairness in decision-making. To date, more than 2,000 decisions have been archived and are now publicly available on the website.

## **6. Situational Efficiency: Asset Tagging for Resource Management**



To strengthen internal controls and curb income leakages, we have implemented asset tagging across the Sindh Ombudsman Institute. This initiative enhances inventory management, prevents misuse of government property, and promotes fiscal discipline.

Through QR-code based tracking and digital audits, we are ensuring that every asset is accounted for and efficiently used — a testament to our commitment to responsible governance.

## **Conclusion: The Road Ahead**

As we look to the future, our focus remains clear: leveraging innovation to create a more just, transparent, and inclusive society. The digital transformation journey of the Ombudsman Sindh is a model for responsive governance, and we will continue to push boundaries to ensure that every citizen's voice is heard, their issues are resolved, and justice is delivered swiftly and fairly.



## **BRAND AMBASSADOR PROGRAM AT UNIVERSITIES, TO CONNECT WITH YOUTH**

*By: Rehana G. Ali Memon*

The Ombudsman institution is an important feature of the legal system in most parts of the world that provides fast and inexpensive administrative justice to the masses, however majority of the population is unaware of it. There is a need to raise awareness about the Institute in order to resolve the problems of people and improve service delivery.

2. Sindh Ombudsman Institute was established in 1991 through "The Establishment of the Office of Ombudsman for the Province of Sindh Act" with the vision to promote a high standard of governance, accountability, and efficiency through administrative justice services and address public grievances in a fair, prompt, transparent, equitable and efficient manner. As an independent statuary body, it promotes good governance and protect human rights.

3. The Ombudsman Sindh is striving to expand its outreach and accessibility to facilitate administrative justice to the general public at their doorstep through revamping its Website, Social Media, Mobile App, Mobile Messaging and Ambassador Program at Universities, etc.

4. The Brand Ambassador program at universities has been initiated through the Regional Subsidy of International Ombudsman Institute (IOI) in order to foster a deeper understanding of the mandate and scope of Sindh Ombudsman Institute and to inform the student-community and general public about its availability for the dispensation of administrative justice and speedy redressal of their complaints, particularly in the remote and far flung areas of the Province of Sindh.

5. Workshops have been conducted / held in three universities i.e. Hamdard University, Sindh Madressatul Islam University and Salim Habib University where detailed presentations about the working of Ombudsman Institute were given and 10 students from each university were selected as Ambassadors to disseminate mandate and functions of Ombudsman office to the general public and student community through meetings and Social Media, etc. These Ambassadors also act as a bridge between the Institute and community for the betterment of society and will help promote accountability, transparency, good governance, and protect human rights in the province. The program aims to induce in the Ambassadors civic responsibility, build advocacy skills and improve community outreach and the feedback mechanism.

6. Post-event activities were also carried out with selected Ambassadors where the Ambassadors were guided on how to communicate the message of Ombudsman office to the student community and general public and feedback from selected Ambassadors was obtained. Certificates were also distributed amongst them to acknowledge their contribution. These certificates will serve as a symbol of sincere appreciation for the commitment and hard work demonstrated by them in furthering the mission and objectives of our program. These certificates will not only acknowledge their valuable services but also inspire and motivate them to continue their exceptional efforts in the future for promoting good governance and protecting human rights. This activity of awareness will continue in other universities as an ongoing process as it is key to the success of the Ombudsman Institution.

7. Their feedback will be useful in our future outreach activities. Based on the feedback received from the ambassadors, the Ombudsman intends to initiate an internship program for students of college and universities including selected Ambassadors for better understanding of the working of ombudsman sindh institute.



## **PERCEPTION OF YOUTH**

In order to encourage participation of the youth, Provincial Ombudsman Secretariat initiated an Ambassador Programme to select 10 students from Public and Private Universities as Ambassadors of Ombudsman to disseminate the role and function of Ombudsman to the student community and general public. This was followed by an internship programme with Ambassadors for hands-on experience of the working of the Ombudsman office. The purpose of both the initiatives was to inculcate a sense of civic responsibility, build advocacy skills and encourage community outreach in future leaders and also provide a glimpse into the day to day working of a institute.

2. Upon interaction with the young students it was noticed that they have distinct expectations and preferences in respect of service delivery. Their perception is influenced by the digital age where speed, convenience, ease of access to resources and opportunities and social consciousness are important.



3. They perceive that the reason for daily life issues and challenges faced by the community such as inadequate water supply, drainage and solid waste collection, deteriorated infrastructure, inefficient traffic control, poor health care and lack of quality education is due to lack of competence and integrity in government departments / agencies. This perception has resulted in lack of trust in government agencies.



4. They identified the following problems:

- (a) Government agencies are not equally accessible to the people, specially the marginalized community. People feel disconnected from government agencies if they don't interact with them frequently.
- (b) Systems in government departments / agencies are not yet digitalized.
- (c) Mechanism for redressal of grievances are not in place.
- (d) Poor capacity of civil servants in delivering public services such as quality education and health services.
- (e) No public / community engagement in preparing the budget and identifying the projects of public importance.



(f) Government not prepared to meet the challenges of climate change.

5. They recommended the following:

**Infrastructure development:**

- (i) Government should improve water supply, drainage, road infrastructure alongwith better solid waste management collection.
- (ii) In order to resolve the issue of heavy traffic on the road, mass transit projects should be completed on fast pace and car pooling and flexible working hours should be encouraged to reduce traffic congestion and greenhouse gas emissions.

**Technological Innovation:**

- Encourage digital entrepreneurship and remote working.

**Community Engagement:**

- Collaborate with communities by holding regular meeting and public consultation.

**Policy Reforms:**

- (i) Address gender specific needs with focus on gender equality.
- (ii) Publicize and strengthen complaint mechanism among the communities.
- (iii) Create awareness about the role and function of different government departments, especially Municipal Agencies for better access.
- (iv) Improve the quality and efficiency of essential public services and accountability of public servants and representatives.
- (v) Government should consider policies to mitigate future issues related to climate change.

6. All the above initiatives are required to improve service delivery and increase responsiveness and good governance.

7. The young students initially not aware of the existence of the Ombudsman Institute, were comfortable and confident while interacting and connecting with the staff of Ombudsman and were appreciative for a forum or institute where people can approach for speedy resolution of their problems and can get access to administrative justice free of cost. They appreciated the work being done upon awareness and technological innovation for easy access of public to the institute through Mobile App, redesigning the Website and establishing the Complaint Management System to submit and track the complaint.

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## **WORKING OF THE OFFICE OF OMBUDSMAN SINDH AN OVERVIEW**

*By: Muhammad Naseer Jamali*

The Provincial Ombudsman Sindh has a unique mandate in resolving the grievances of the public which is an important aspect of solving contemporary social issues. This office provides relief to the needy and destitute persons without distinction of social status, sex, language, social origin and educational qualifications, etc. The eradication of maladministration from government departments is a huge task and this office is capable to provide immediate relief to the common man free of cost and without any delay.

### **2. PROCEDURE TO FILE A COMPLAINT**

The filing of complaint has been made very easy and simple. A complaint written in English, Urdu or Sindhi may be filed at Ombudsman's Secretariat (HQ) Karachi or at any of 19 Regional Offices established in the province in person or through an authorized person which may be sent by post, courier service, fax, email, online or through mobile App also. The complaint shall be accompanied by a solemn affirmation as required under section 10(1) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended upto-date) that:

- (i) The allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant.
- (ii) Previously, no complaint on the subject was filed at Ombudsman Secretariat (HQ) Karachi or at any Regional Office in the Province of Sindh.
- (iii) No suit, appeal, petition or any other judicial proceeding in connection with the subject matter of the complaint is pending before any Court or Tribunal.

### **3. NATURE OF COMPLAINTS**

The complaints are filed against the departments alleging maladministration of inordinate delay and corrupt practice of an agency in order to resolve their genuine problems. Since inception of this Institution, the majority of complaints filed pertain to:

- (i) Problems with regard to supply of potable water to the public and maintenance of sewerage system due to inefficiency/negligence of the agency i.e. Municipal Corporations, Local Councils and Public Health Engineering Department. The general public faces the problems due to maladministration of these agencies in supply of pure drinking water, maintaining proper sewerage system and disposal of solid waste.
- (ii) The abadgars always face problems of shortage of irrigation water at the tail-end of minors/distributaries due to maladministration/corrupt practices of the agency officials of their connivance in fixing illegal pipes and tempering the modules of water courses.
- (iii) The complaints of corruptions for issuance of sale certificates, registration of sale deed documents and keeping entry in the record of rights/mutations, etc.
- (iv) The complaints with regard to services in hospitals, provision of medicines, attendance of doctors/paramedical staff, educational institutions, education boards, encroachments at public places and non-issuance of bardana to wheat growers due to corruption, etc.



- v. Inordinate delay in payment of service dues to the retired employees or widow/legal heirs in getting service dues in respect of a deceased employee i.e. pension, family pension, financial assistance, group insurance and aid out of benevolent fund. This office has played an effective role to redress the grievance of the retired/legal heirs of deceased employees without any delay.
- vi. The complaints pertaining to highhandedness of Police officials.

#### **4. FIELD VISITS / KHULI KATCHERY**

The Regional Directors have been authorized to visit the public dealing offices and conduct "khuli katchery" at the relevant office, get the complaints and make an effort to get the problems resolved. The Regional Directors have been issued instructions to visit the schools alongwith Education Officers in order to know the condition of school building, enrollment of students, attendance of teachers and requirement of furniture etc in order to take up the matter with the relevant authorities of the concerned departments for resolution.

#### **5. INSPECTION OF PRISONS**

In compliance to the orders of Supreme Court of Pakistan in *Suo-Moto* case No.1 of 2006, a National Committee on Prison Reforms was constituted under the Federal Ombudsman to review the status of Prisons in Pakistan and to prepare recommendations for improving overall conditions of prisons, including quality of food, sanitation, cleanliness, medical facilities, arrangements for meeting with relatives of the prisoners and violence against the prisoners. The role of Provincial Ombudsman is very effective to check the maladministration in prisons. To achieve this objective, the Ombudsman Sindh has constituted the committees at Regional/District level to carryout periodical inspections and monitor the services which are provided to the inmates in the prisons across the province. The committees consisting upon:

- |      |                                    |          |
|------|------------------------------------|----------|
| i.   | Regional Director Ombudsman Office | Convener |
| ii.  | District Health Officer            | Member   |
| iii. | Superintendent Jail concerned      | Member   |
| iv.  | District Social Welfare Officer    | Member   |

The inspections are being carried out periodically by the Regional Committees and get the problems of prisoners redressed during the inspections.

#### **6. CHILD RIGHTS**

The Ombudsman Sindh has established a Children Complaint Office in order to protect the rights of children guaranteed to them under the provisions of Constitution of Pakistan and United Nations Convention on the Rights of the child by undertaking steps to raise the profile of child rights and devise a mechanism to redress the complaints of children at educational institutions and eradicate the menace of child labour. The Directors posted at Regional Offices have been authorized to entertain the complaints even without an Affidavit. The Regional Directors have been authorized to visit such educational institutions alongwith concerned Education Officer and the complainant in case of physical punishment or mental torture to the victim child and resolve the complaint under relevant laws within a fortnight and without any delay.



## **OMBUDSMAN SINDH A FORUM FOR ADMINISTRATIVE JUSTICE**

*By: Khalid Shaikh*

The need of a forum for the redressal of public grievances was felt long back which resulted in the establishment of Ombudsman's Office and the first such recognized office during recent centuries was established in Sweden. With the passage of time, growing population and requirements of general public, it was observed that government functionaries were at times unable to discharge duties effectively and even petty matters requiring slight attention were held up. There was no proper forum to make offices/functionaries aware of problems, especially those pertaining to mal-administration i.e. act of omission or commission on the part of government agencies which include decision, process, neglect, inefficiency, departure from established practice or procedure, perverse, arbitrary or unreasonable, unjust, biased, oppressive, discriminatory, favorite or nepotism and corruption, etc. Likewise, in Pakistan, such need was also strongly felt, hence, for the said purpose, specific Sub-Article 6.2 of Article 175, Chapter III of the Constitution of the Islamic Republic of Pakistan, 1973, was enacted under which Establishment of the Office of Wafaqi Mohtasib (Ombudsman)'s Order, 1983 (Presidential Order No.1 of 1983) was promulgated.

### **Article 175**

#### **6.2:**

**Office of Wafaqi Mohtasib.** In order to constitute a Court in stricto sensu, it should have power to give a decision or a definite judgment, which has finality and authoritativeness.

[PLD 2001 SC142]

2. Consequently, for the first time in the history of Pakistan, an institution to provide easy and efficacious justice against Federal Government Agencies came into existence and Mr. Justice (R) Sardar Muhammad Iqbal was appointed as first Ombudsman for Pakistan. Looking at the efficiency and relief provided by the said institution to the general public, people demanded the establishment of Ombudsman's institution at the provincial level, especially since mostly ordinary people were suffering at the hands of Agencies dealing with provincial subjects.

3. This ultimately led to the establishment of office of Ombudsman in the Province of Sindh firstly under Ordinance and when the Assembly came into session, bill for establishment of the said office was placed and after passing, received ascent of the then Governor of Sindh. Finally, the law acquired status of an Act with nomenclature "Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991".

4. The first Ombudsman for Sindh was Mr. S.M. Wasim, a very competent and senior bureaucrat. Majority of complaints that were pouring in were against the departments of Health, Education, Housing Town Planning, Local Government and Rural Development Departments. On the rural side, complaints against the Revenue and Irrigation Departments were also received. Complaints against the Police, Finance, Forest & Wildlife Departments, etc. were also common and mostly pertained to retirement/post service dues and functions of those Agencies for the general public.

5. Since then, this institution has been imparting justice and relief to thousands of people every year. The main feature of this office is that no fee or any kind of amount is charged and no advocate is required. A complainant may just write a complaint on a simple piece of paper (without stamp fee), which may be either typed or handwritten, and submit the same in the Ombudsman's Office by hand or through representative, by post and or online at the Ombudsman's website.



6. With the Establishment of Ombudsman's Office in Pakistan, it has become quite easy for the common man to get justice at his door step. There are two kinds of forums available for people for the redressal of their grievances (i) Courts/tribunals and (ii) Office of Ombudsman. The main difference between them is that, since it cannot be expected from ordinary/common people to afford payment of expenses and wait for long time as is the procedure in Courts, the Ombudsman and / or his subordinate offices keeps a check on Government Agencies by providing speedy redressal of grievances of people, free of cost. Therefore, it can also be called 'Citizen friendly' or 'Poor man's Court'.

7. The Ombudsman assures Agencies discharge their functions towards general public in the most efficient and effective manner. Sometimes, the Ombudsman, in order to help complainant(s), has to go beyond the scope of the complaint so that "Justice must not only be done but it should seem to have been done."

8. Good governance, requires the maintenance of 'checks and balances' and grievances arise when there is mal-administration in Government functionaries. In such situations, it cannot be expected that a common man can afford to go into litigation in order to obtain his legitimate rights.

9. The ombudsman also enjoys 'Suo Moto' (own motion) powers to curb mal-administration and take cognizance of matters relating to public interest litigation.

10. The most important factors that cause public grievance include corruption, neglect, favoritism, nepotism and, above all, administrative excesses. Administratively, every Agency has to perform its functions fairly and transparently and Officers holding charge of some authority must be held responsible for their wrong decisions, biased actions and inefficiency coupled with corruption. In order to curb this, the Ombudsman's office at Provincial level, especially in Sindh, has been playing a vital role by redressing grievances of the general public arising out of administrative excesses. At the same time, it cannot be ignored that a person seeking justice, must come with clean hands; and one who seeks justice, must do justice.





## **THE SINDH OMBUDSMAN INSTITUTION BENEFITS FOR PUBLIC**

*By: Brig (R) Muhammad Jamil*

Essentially a complaints-handling institution, the ombudsman office exists principally to help individuals to resolve problems they may have with virtually any aspect of government. Ombudsman Sindh is a public official appointed to investigate complaints made by private individuals against a public authority. This role is particularly crucial in addressing issues of maladministration within government departments. There are several benefits of Ombudsman Institution that makes it desirable for citizens and government alike.

02. Sindh Ombudsman institution promotes and protect individual rights, encourage more efficient public administration, provide a cost-effective/free dispute resolution mechanism, bridges the gap between government and the public, promote cooperation instead of litigation, and allow increased citizen access to dispute resolution while performing the above functions, Sindh Ombudsman institution conducts impartial, transparent and confidential investigations.

### **EXPANDED PROTECTION OF CITIZEN RIGHTS**

03. The rise of democracy in the modern bureaucratic state has increased government involvement in the lives of citizens. In this environment, it is important to provide citizens with the means to challenge arbitrary or unfair administrative action. When any government department acts unjustly, mishandles a situation, or denies citizens their rights or benefits, the Sindh Ombudsman provides a forum to hear grievances and possibly vindicate their rights.

### **MORE EFFICIENT PUBLIC ADMINISTRATION**

04. Sindh Ombudsman offices not only enhance the protection of individual rights, they also contribute to efficient public administration. The expertise of the office, which is acquired by investigating and analyzing individual complaints, enables the Sindh Ombudsman to identify possible systemic causes of maladministration. Sindh Ombudsman office cultivates a strong working relationship with other institutions of government and enjoys a reputation for its impartiality and neutrality.

### **LESS COSTLY RESOLUTION OF DISPUTES**

05. Sindh Ombudsman offices do not charge for their services. Therefore, the financial gains for the citizen are significant, even more savings accrue with the quick and informal resolution of complaints rather than costly and protracted litigation. The cost-benefits to the government are due largely to its unique structure and use of informal problem solving method, which minimize the need for a large staff and consequently reduce overhead costs.

### **BRIDGES THE GAP BETWEEN THE GOVERNMENT AND THE PUBLIC**

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06. The existence of an impartial and independent investigation contributes significantly to the public sense of security and trust in government action. Following an investigation of an individual's complaint, the Sindh Ombudsman plays a vital role in promoting good governance and accountability within government departments. They help to ensure that public servants are held accountable for their actions and that public interests is protected.

### **COOPERATION RATHER THAN LITIGATION**

07. The Sindh Ombudsman office uses investigation and mediation to find a solution to an underlying problem that is acceptable to both citizens and the government. Unlike a legal



advocate, Sindh Ombudsman takes a neutral role as this office does not impose legally binding obligations like a judge.

08. The Sindh ombudsman office provides an inexpensive, speedy, and flexible extra-judicial mechanism for resolving disputes. Ordinary individuals can turn to the ombudsman office as an accessible safeguard against government abuse of power. This is especially important given that legal recourse against administrative mistreatment is often effectively unavailable, either because of the high costs and prolonged duration of adjudication or because there is no legal remedy.

## **CONCLUSION**

09. Sindh Ombudsman Institution is endeavoring hard to reach at door step of the general public. To ensure the effectiveness and adaptability, Ombudsman offices have proliferated in as many as 19 out of 27 districts of the Sindh Province and existing offices have been imbued with new powers and responsibilities beyond public administration. Ombudsman Sindh is making earnest efforts to protect citizens of Sindh from violations of their rights by the government, abuse of power, errors, negligence, unfair decisions and maladministration. The ombudsman office expects from public to contact its offices whenever wronged by government department for early and free resolution. Where appropriate, the ombudsman office makes recommendations to the government's administrative authority for a possible remedy.





## **PROBLEMS OF THE PENSIONERS AND RELIEF PROVIDED TO THEM BY OMBUDSMAN SINDH DURING 2024**

*By: Ghulam Abid Shaikh*

A number of complaints are received by this Institution against A.G. Sindh and District Accounts Officers. These complaints are filed by retirees, pensioners and their widows regarding their following grievances.

- i) Delay in sanction of pension
  - ii) Delay in restoration of commuted portion of their pensions.
  - iii) Delay in transfer of family pension to widows & legal heirs.
  - iv) Delay in payment of arrears of pension, and
  - v) Delay in payment of G.P Fund
2. After admitting these complaints under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the reports were called from A.G. Sindh & respective DAO's regarding the allegations of the complaints. The response of the A.G's office as well as DAO's was mostly delayed, however with our constant persuasion their replies were received and ultimately the grievances of complainants were redressed. One of the main hurdle in transfer of family pension to widows was their personal appearance in the A.G's Office for biometric verification which is now waived off and as a consequence, those widows living in far flung areas are now required to appear before the respective DAO's, therefore, the disposal of their complaints is expedited.
3. Some cases where relief was provided by this Institution during year 2024 are given as under:

**i) ALLEGED INCORRECT MENTIONING OF COMPLAINANT'S FATHER NAME, DATE OF BIRTH AND DATE OF APPOINTMENT IN PAY SLIP AND STOPPAGE OF SALARIES BY A.G. SINDH.**

Mr. Gorden Christophar Wilson, Primary School Teacher (PST), filed a complaint against A.G. Sindh stating that his father's name is Wilson Joseph, his date of birth is 24.09.1969 and date of appointment was 01.10.1992 but in his pay slip those had been incorrectly mentioned as Rehmat Gill, 08.01.1961 and 09.08.1992 by A.G. Sindh. He further stated therein that A.G. Sindh had stopped his salaries since last four months and he was also retired w.e.f.01.08.2021 whereas according to his correct date of birth he would retire from service after 08 years. After admitting the complaint, the matter was referred to A.G. Sindh. In response, the Deputy Accountant General, Office of A.G. Sindh informed that the data in respect of Mr. Gorden Christophar (complainant) was verified from old office record according to which his date of birth was 08.01.1961, date of appointment 09.08.1992 and father's name is Rehmat Gill which was uploaded in SAP system. He further added that his office had already sent a letter to Secretary, School Education & Literacy Department for scrutiny of the credentials of the employee concerned but no reply had yet been received. On a reference from us, the Secretary School Education Department informed that there is no fault found in the record of School Education Department. The complainant's salary has been stopped by Accountant General Sindh I.T Data Cell due to uploading incorrect data in the record which needs to be corrected. In this connection he had provided all required documents to A.G. Sindh.

After persistent follow up of this Institution, the A.G's office corrected the father's name of Mr. Gorden Christophar, as Wilson Joseph, as well as date of birth (24.09.1969) and date of appointment (01.01.1992). The A.G. Sindh also restarted his monthly salary and arrears of amounting to Rs.683,000/- were paid to him.



**ii) DELAY IN PAYMENT OF COMMUTED PORTION OF PENSION OF THE COMPLAINANT WHO RETIRED FROM SERVICE ON 11.06.2023.**

Mr. Zahid Parvez, retired Additional Director, School Education Department, r/o. Islamabad, filed a complaint against A.G. Sindh regarding alleged delay in payment of his pension commutation amounting to Rs.5,666,610/- after his retirement on 11.06.2023. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), and thereafter, the matter was taken up with the A.G. Sindh. In response, the Accounts Officer (Sindh Pension Cell), Office of A.G. Sindh informed that since pandemic, the Govt. of Sindh is facing acute shortage of funds, and the funds for commutation are being released every month by Finance Department on the basis of retirement date of employees. The payment of commuted pension will be paid to the complainant soon. Later-on, the Accounts Officer, office of A.G. Sindh informed that the pension commutation amounting to Rs.5,666,610/- has been paid to the complainant which was also confirmed by him.

**iii) DELAY IN PAYMENT OF FINAL DUES OF G.P. FUND TO THE COMPLAINANT BY A.G. SINDH.**

Dr. Mazhar Iqbal, Head of Department, Jinnah Postgraduate Medical Center (JPMC), Karachi, filed a complaint regarding alleged delay in payment of his final dues of G.P Fund by A.G. Sindh. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date). Thereafter, the matter was taken up with the A.G. Sindh. In response, the Assistant Accountant General (PF-II), Office of A.G. Sindh informed that the complainant's matter is under correspondence with the Director FABS, office of Controller General of Accounts, AGPR, Islamabad and the payment of G.P Fund will be made to him as and when the issue is resolved by the FABS authorities, Islamabad. This report was forwarded to the complainant who re-iterated his earlier request for immediate payment of his G.P Fund dues. In pursuance, after our constant follow up, the Assistant Accountant General (PF-II), informed that the G.P Fund payment amounting to Rs.865,231/- has been made to Dr. Mazhar Iqbal on 16.08.2024 which was also confirmed by him he was when contacted through his cell phone.

**iv) ALLEGED DELAY IN PAYMENT OF ARREARS OF FAMILY PENSION TO THE COMPLAINANT BY A.G. SINDH**

Mst. Alam Khatoon wd/o Late Gul Muhammad, r/o. District Chakwal, filed an online complaint regarding delay in payment of arrears of family pension to her by A.G. Sindh. She stated therein that her husband died on 29.11.2019 and thereafter she started receiving family pension in 2022 but the arrears thereof for two and half years have not paid to her as yet. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), report was called from A.G. Sindh. In response, the Accounts Officer (Pension), Office of A.G. Sindh, Karachi informed that due to updating of SAP System, the arrears of family pension of complainant could not be punched, however the same will be allowed to her in next pension payroll. Subsequently the Accounts Officer Pension, informed that the payment of arrears of family pension amounting to Rs.567,998/- has been made to the widow which was also confirmed by her when she was contacted on her given cell number.

4. While concluding, it is re-iterated that with constant persuasion of this Institution and with co-operation of A.G. Sindh and District Accounts Offices, the complaints received by Ombudsman office were redressed within a reasonable time limit but at times this time limit is overstretched causing hardship to the complainants particularly the widows. Currently with the introduction of our new "**Notices System**", the response of the A.G. Sindh as well as District Accounts Offices has improved.



## **ANALYSIS OF SCHOOL EDUCATION & LITERACY DEPARTMENT (SE&LD)**

*By: Muhammad Misbha Tunio*

### **INTRODUCTION**

The Education Department is responsible for overseeing the development, implementation and management of educational policies and programs. Its main goal is to ensure access to quality education for all, fostering the intellectual, social and emotional development of individuals from early childhood to higher education. The Education Department plays a critical role in shaping the educational policies, enhancing teaching and learning outcomes and improving the overall education system.

The structure of the Education Department varies across countries and regions, but it typically consists of various divisions or bureaus responsible for specific areas such as primary and secondary education, higher education, vocational education, curriculum development, teacher training and educational research.

The functioning and working of School Education involve a complex interplay of various systems, structures, and processes aimed at imparting knowledge, skills and values to students. School Education serves as the foundation for lifelong learning and plays crucial role in shaping individuals and society.

### **ISSUES**

This Institution is in receipt of complaints from the general public as well as retired employees of the education department and legal heirs of the deceased employees on the following issues:

- i) Shortage/non-posting of teachers, specially female teachers in far flung schools.
- ii) Non-performing of duties by the teachers.
- iii) Un-availability of furniture, electricity, drinking water, washrooms and compound walls specially in girls schools.
- iv) Non-repair of dangerous/dilapidated school buildings.
- v) Mis-use of SMC funds.
- vi) Delay in payment of pensionary dues to the legal heirs of the deceased employees.

### **STEPS TAKEN TOWARDS RESOLVING ISSUES**

In order to resolve these complaints, after admitting the complaints and assigning investigations to the respective Investigation Officer (I.Os), the matter is usually taken up with the Secretary, School Education & Literacy Department and the Directors of School Education concerned to submit comprehensive reports in respect of the allegations made in the complaints. It has been observed that after issuance of notice from Ombudsman's Institution, the matter is resolved after hearing and pursuance. In other cases, the concerned officers are summoned / called, if it is observed that the matter has been lingering on due to the lethargy of the concerned officials.

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### **CHALLENGES AND RECOMMENDATIONS**

- i) **Political Interference in Appointments and Operations.**

Political influence often dictates appointments and postings within the department, leading to the placement of individuals based on loyalty rather than merit.



**ii) Ghost Teachers and Irregular Employment.**

The presence of non-existent teachers on the payroll diverts resources away from actual educational needs and compromises the quality of education.

**iii) Lack of Qualified Teachers.**

There is shortage of adequately trained and qualified teachers, impacting the standard of education and student performance.

**iv) Inefficient Utilization of Resources.**

Funds allocated for education are not utilized effectively due to bureaucratic hurdles, lack of transparency and poor planning.

**v) Frequent Transfers and Postings of Officers.**

Regular reshuffling of Officers disrupts administrative stability, impedes the implementation of long-term projects and creates uncertainty with the department.

**vi) Inadequate Monitoring and Evaluation Mechanisms.**

The absence of robust monitoring systems leads to unchecked inefficiencies and hampers the ability to assess the effectiveness of educational initiatives.

**vii) Limited Access to Continuing Professional Development.**

Teachers and administrative staff have insufficient opportunities for professional growth, affecting their performance and adaptability to modern educational practices.

## **RECOMMENDATIONS**

**i) Minimize Political Interference.**

- A) Establish merit-based recruitment and promotion policies.
- B) Create an independent body to oversee appointments and ensure transparency.
- C) Implement strict conflict-of-interest guidelines for officials involved in hiring processes.

**ii) Eliminate Ghost Teachers.**

- A) Conduct comprehensive audits of teacher payrolls to identify and remove non-existent staff.
- B) Implement biometric attendance systems to track teacher presence.
- C) Establish stringent verification processes during recruitment and periodic assessments thereafter.

**iii) Enhance Teacher Qualification and Training.**

- A) Introduce competitive criteria for teacher recruitment emphasizing qualifications and experience.
- B) Provide ongoing professional development programs to keep teachers updated with modern pedagogical methods.
- C) Encourage higher education attainment among teachers through incentives and support programs.



**iv) Optimize Utilization of Funds.**

- A) Develop a transparent budgeting process with stakeholder involvement.
- B) Utilize data-driven approaches to allocate resources based on need and impact.
- C) Monitor expenditures regularly to prevent mis-allocation and ensure funds are used for intended purposes.

**v) Stabilize Officer Postings and Transfers.**

- A) Formulate clear guidelines governing transfers to prevent frequent and unjustified postings.
- B) Ensure that transfers are based on organizational needs and individual performance rather than political considerations.

**vi) Strengthen Monitoring and Evaluation Frameworks.**

- A) Establish dedicated units for regular monitoring and evaluation of educational programs.
- B) Use performance metrics to assess the effectiveness of initiatives and make data-driven decisions.
- C) Publish evaluation reports to maintain transparency and inform stakeholders.

**vii) Promote Continuing Professional Development.**

- A) Create opportunities for teachers and staff to attend workshops, seminars and advanced training programs.
- B) Encourage collaboration with educational institutions for skill enhancement.
- C) Provide incentives for staff who engage in professional development activities.

**viii) Implement Technology Integration.**

- A) Invest in educational technology to enhance teaching and learning experiences.
- B) Provide training for teachers on the effective uses of digital tools and resources.
- C) Develop e-governance platforms to streamline administrative processes and improve accessibility.





## **ANALYSIS OF SINDH POLICE DEPARTMENT**

*By: Muhammad Naseer Jamali*

### **INTRODUCTION**

Sindh Police is a Law Enforcement Agency established in 1843 AD under a proclamation issued by Sir Charles Napier. The Central Police Office (CPO) is the Headquarter of Sindh Police Department. The Agency is actively working on maintaining law and order, countering human and drug trafficking, investigation of criminal cases and submission of challans in courts for the trial of accused persons. The functions of police in brief are

- i. Operation Network of Sindh Police.
- ii. Investigation of criminal cases/Investigation wing.
- iii. Special Branch.
- iv. Counter Terrorism Department
- v. Special Security Unit.
- vi. Traffic Regularization and issuance of driving licenses.
- vii. Trainings: Pre-service and in-service trainings to enhance capacity and efficiency of police personnel.
- viii. Welfare of Police Personnel.

### **ISSUES**

This Institution is in receipt of complaints from the general public as well as police personnel on the following issues:

- i. Non-Registration of FIR of cognizable offences at Police Stations.
- ii. Illegal arrests and complaints of corruption.
- iii. Problems in the issuance of Driving licences.
- iv. Misuse of authorities by police officials and corrupt practices.
- v. Non-appointment against shaheed/deceased quota.
- vi. Inordinate delay in payment of service dues on retirement.
- vii. Inordinate delay in payment of dues in case of death during service i.e. Financial Assistance, Group Insurance and Aid out of Benevolent Fund/Welfare Fund, etc.

### **STEPS TAKEN TOWARDS RESOLVING THE ISSUES**

The complaints of non-registration of FIRs and driving licences are being redressed without any delay. However, complaints with regards to inordinate delays in payment of service dues on retirement and death during service take some time for redressal due to procedural requirements i.e. non-submission of complete documents by the complainants, delay in scrutiny of documents by administrative department i.e. forwarding to the A.G. Sindh/District Accounts Offices, State Life Insurance Corporation and other agencies involved in the process as per law and policy. This office has taken effective steps to resolve the issues of the complainants i.e. common person, retired employees of police department and legal heirs of deceased employees in getting service dues by interaction with the concerned agencies. A large number of cases of maladministration have been resolved by this Institution. Few cases of maladministration have been resolved as under:

- i. Mr. Shabbir Ahmed had filed a complaint wherein he stated that he is the legal owner of a plot at Shah Latif Town Karachi, which has been encroached by a land grabber Gaji Khan, who demanded Rs.500,000/- to vacate his plot. He approached Police Station, Shah Latif Town, District Malir but no action was taken against the land grabber. The complaint was investigated and it was concluded that the complainant, Shabbir Ahmed was legal owner of the plot. The directions were issued to the SSP Malir Karachi to record statement of the complainant



and lodge FIR against the land grabbers under relevant laws. Subsequently, the complainant informed that the case has been registered against the land grabbers vide FIR No.347/2024.

ii. Mr. Ghulam Sarwar Vighio had filed a complaint against Police Head Constable, Bakhsho Vighio of District Naushahro Feroze alleging that he is doing a business of agriculture inputs i.e. fertilizers, seeds and pesticides on credit basis and getting commission/interest. He sent a police team at his house in order to pressurize him for payment with interest. Hence, he is involved in an illegal business and misuse of official authority to harass the complainant. The complaint was investigated and it was established that the alleged Head Constable misused his authority and deputed a police team to pressurize the complainant for settlement of financial matter which was purely of civil nature. This office issued a decision with directives to the Inspector General of Police Sindh to take disciplinary action against the Head Constable Bakhsho Vighio, HC-2399 who was awarded punishment of "**Forfeiture of Approved Service for one year**" under existing Sindh Police E&D Rule-1988.

iii. Mr. Muhammad Shahid filed a complaint wherein he stated that his motorcycle was snatched on 18.07.2024 in the jurisdiction of P.S. Preedy, District South Karachi. He approached the Police Station for lodging a FIR of the crime but it was delayed. The complaint was investigated and FIR No.443/2024 of the crime was lodged. Subsequently, the snatched motorcycle was recovered by the police and handed over to the complainant. Hence, the grievance of the complainant was redressed on the intervention of this Institution.

## **CHALLENGES**

The police force is believed to be the guard against all evils or wrong doings in the society. However, it has failed to perform its assigned duty which is evident from increased rate of street crimes in the province. The main areas of failure are as under:

- i. The department is highly politicized which is controlled by the politicians in transfers/postings.
- ii. Lack of latest technology i.e. DNA test, Forensic Labs which may help in tracing, detect and gather information of criminals.
- iii. Inaction against the dacoits involved in kidnap for ransom, especially the districts of Sukkur, Ghotki, Kashmore and Shikarpur.
- iv. Failure of police to curb the crimes of honor killings, rape and forced marriages. In such cases, the medico legal reports are tempered and community members/legal heirs are pressurized to withdraw their cases. The Human Rights Commission of Pakistan (HRCP) & other NGOs are actively working against such crimes but most cases are compromised.
- v. Indiscipline, corruption and inefficiency at police stations/road traffic checking.

## **RECOMMENDATIONS**

- i. Tenure postings: There should be a reasonable tenure of postings and un-necessary transfers and removing of officers should be avoided without any plausible reason.
- ii. Recruitments at all levels should be made on merits. However, some positive steps have been taken by police department as the written tests are conducted by reputable Institutions like IBA Sukkur and Pakistan Testing Service.
- iii. Delegation of financial powers at police stations for operation purpose as well investigation of cases.



- iv. Operation against the dacoits, involved in kidnap for ransom at some districts needs coordinated efforts and joint operation with the assistance of adjoining districts of Punjab and Balochistan.
- v. Use of technology for investigation of cases i.e. Safe city projects, CCTV cameras and DNA tests.
- vi. CPLC: Citizen Police Liaison Committees should be established at district level.
- vii. The Regional offices of Provincial Ombudsman Sindh should play active role to investigate the complaints of non-registration of FIRs, harassment to common man, illegal arrests and corruption allegations at police station level.

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## **ANALYSIS REPORT OF SINDH BUILDING CONTROL AUTHORITY (SBCA)**

*By: Syed Ali Mumtaz Zaidi*

### **INTRODUCTION**

Sindh Building Control Authority (SBCA) is a regulatory and supervisory body. Its main function is the approval of building plans and NOCs etc. in conformity with Building & Town Planning Regulations. SBCA's role is to ensure/regulate implementation of Master Plan and Environmental Control with regard to Town Planning etc. SBCA approves building plans and its structural designs vis-a-vis issuance of NOCs to builders for sale/advertisement with respect to public sale projects etc. It is also responsible for taking action in case of violations of buildings plans, identify and demolish dangerous buildings and take legal action as and when required. SBCA also issues license to professionals, developers and builders as per Karachi Building & Town Planning Regulations 2022 (Amended up to date).

### **ISSUES**

The main concern of the general public is that SBCA not playing its due role as buildings and plazas are constructed in violation of the law, rules and regulations, especially in residential areas where commercial activities are illegal and create problems which include congestion, traffic due to no parking floors designated by the builders, water & sewerage issues, triggering law & order on the whole. More over the issue of constructing multi-storied buildings by demolishing old buildings in the most congested old city areas where acute traffic jams are common and encroachments by closing footpaths and congesting roads add fuel to the fire. Where on a plot about 20 individuals previously resided, now more than 1000 people reside, putting adding immense pressure on utilities.

People continuously seek remedy of these issues which have increased immensely with the passage of time, especially in the largest metropolis, Karachi, which is the economic hub of the country. Indeed it's the mushroom growth of an urban concrete jungle which requires immediate attention of all.

SBCA is an important institution by virtue of the nature of its job involving public interest but prevalent situation is visible to all. Builders are not regulated since the beginning of illegal projects hence they are easily completed, which is followed by occupancy of families. Most complaints are filed after the completion process which also landing this Institution in a peculiar situation. To curb the mal-practice of allowing the illegal construction of buildings, strict regulatory checks are required as well as decisions that require builders to monetarily compensate occupants, with return of original amount along-with profits so that occupants, instead of being compelled to become a party/interveners in cases, have an option to purchase alternate accommodation and are not left to suffer financial loss. This will, significantly help to neutralize the root cause of the problem being faced today.

### **STEPS TAKEN TOWARDS RESOLVING THE ISSUES**

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The Ombudsman Institution endeavors to resolve grievances, if the complaint is eligible for relief. Upon receipt of complaints, proceedings are initiated which including hearings with complainants, the heads of concerned agencies and decisions are given which include demolition of illegal buildings on fast track basis. SBCA officers, also attend in person hearings with complainants and commitments/statements by them are taken in writing with set time limits for the speedy redressal of the complainant's grievances.



The intervention of this Institution has resulted in numerous decisions that have led to the redressal of numerous grievances. The Act provides the required empowerment and its application out-ways the retrogressive tendencies. It is due to the open doors policy to the public and the fact that Agencies are summoned etc. which ensures speedy & efficient results.

### **CHALLENGES & RECOMMENDATIONS**

Frequent transfers and postings in SBCA is also a factor that causes a shift of responsibilities instead of fixing responsibilities. This administrative policy needs to be re-visited/amended.

SBCA may also promote construction activities which may encourage movement of people to the outskirts instead of moving to inner Karachi which will help to reduce the construction of illegal projects in the city and the damage, congestion etc caused by them.

Nevertheless, for any public service department to achieve its aims, objectives and goals honesty, hardwork and dedication are crucial requirements which need to be met and SBCA also needs to actively ensure the same.





## **ANALYSIS REPORT OF SINDH ENVIRONMENTAL PROTECTION AGENCY (SEPA)**

*By: Syed Farrukh Habib*

### **INTRODUCTION**

The Sindh Environmental Protection Agency (SEPA), established in 1989, functions to protect, conserve, rehabilitate, and improve the environment in Sindh. It implements environmental laws, regulates pollution management, and promotes sustainable development. SEPA has regional offices across six divisions in Sindh and district offices in 29 locations. Its key responsibilities include monitoring air and water quality, managing industrial waste, certifying environmental laboratories, and raising public awareness about environmental issues.

### **ISSUES**

SEPA faces several environmental challenges in Sindh, including:

- Industrial pollution affecting air and water quality due to untreated effluents.
- Improper disposal of hospital and municipal waste.
- Lack of compliance with environmental standards by industries.
- Degradation of natural resources and ecosystems, including marine pollution.
- Inefficient waste management systems leading to plastic pollution and solid waste mismanagement.
- Insufficient air quality and vehicular emission controls.

### **STEPS TAKEN TOWARDS RESOLVING ISSUES**

SEPA has implemented various initiatives to address these challenges:

- **Industrial Efforts:** Installation of 200 wastewater treatment plants and compliance enforcement for tanneries and industrial units.
- **Environmental Monitoring:** Over 250 industrial units were monitored for emissions and effluents to ensure adherence to Sindh Environmental Quality Standards.
- **Public Health Measures:** Installation of incinerators for hospital waste disposal and issuing compliance notices to healthcare facilities.
- **Awareness Campaigns:** Promoting eco-friendly practices through public awareness programs and environmental education initiatives.
- **Regulatory Actions:** Prosecuting municipal bodies and industrial units for non-compliance with waste management laws.
- **Plastic Pollution Management:** Conversion of 30 million kg of flexible plastic into biodegradable material.
- **Penalties and Compliance:** Imposing fines on industries and recovering water charges from bottled water companies.

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### **HIGHLIGHT CHALLENGES AND RECOMMENDATIONS**

#### **Challenges**

- Inefficient enforcement of environmental laws due to limited resources and capacity.
- Delays in project approvals and execution, as seen in major schemes like air quality monitoring and infrastructure development.
- Resistance from stakeholders, including industries and municipal authorities.
- Insufficient funding for environmental projects and monitoring systems.



### **Recommendation**

- Strengthen institutional capacity through training and resource allocation for SEPA staff.
- Develop an integrated environmental monitoring system to ensure real-time data collection and policy implementation.
- Enhance stakeholder engagement, including partnerships with NGOs, industries, and the community.
- Increase public awareness through education campaigns about environmental conservation.
- Introduce stricter penalties and incentives to ensure compliance with environmental laws.
- Promote sustainable practices like eco-tourism, clean energy solutions, and climate change adaptation strategies.





## **TRANSPORT, STORAGE, AND SALE OF LPG**

*By: Mir Hussain Ali*

The residents of Pakistan, especially Karachi, were always considered to be fortunate to have a regular supply of gas through the network of gas pipes laid down in every part of Karachi.

However, in recent years, we have been facing a serious shortage of gas supply all over Karachi, leading to load shedding and closure of supply. Thus, the residents have no option but to rely on LPG for their kitchens. In addition thousands of eateries have sprung up in every locality of Karachi and their total reliance is on LPG.

Simultaneously, we have seen frequent incidents of LPG cylinders exploding or catching fire, causing a loss of lives and severe damage to property.

It is also quite evident that a proper mechanism supported by law is not available to regulate the transport, storage and sale of LPG. The Provincial Ombudsman Mr. Muhammad Sohail Rajput, realized that this is an issue which is not being addressed and therefore he took cognizance at his own motion of this on 5th of July 2024 and assigned the subject to his Advisor, Mir Hussain Ali.

Accordingly, a high-level meeting under the chairmanship of Ombudsman Sindh was held on 6th August 2024, which was attended by the Commissioner Karachi Division, the Metropolitan Commissioner KMC, the Joint Executive Director OGRA, and the officers and Advisor of the Ombudsman office. In the meeting, the current legal framework regarding transport, storage and sale of LPG was examined and it was identified that the present legislation and rules are insufficient to regulate the retail activity being carried out in every city and town. Hence, the representative of OGRA was advised to have this issue examined and to take further action accordingly. Meanwhile, it was decided that an SOP or action plan will be formulated to take immediate action in accordance with the existing local government and civil defense laws and rules. The Commissioner Karachi was requested to attend to this activity.

The Commissioner then held a meeting on 23rd August, 2024, in which it was decided to take immediate action to identify the quantum and modes of retail activity. Immediate action was to be taken where the basic requirements of safety and security were not being met. Coordination with OGRA was carried out in this meeting.

The Commissioner Karachi held another meeting on 26th September 2024 and reviewed the decisions taken in the earlier meeting, and decided that the district administration shall continue to take action with special emphasis on curbing the sale of substandard locally made gas cylinders.

The Ombudsman Sindh held another meeting on 30th October 2024, in which the Commissioner Karachi, the DIG South, KMC officials, OGRA representatives, Civil Defence officials and relevant members of the FPCCI participated.

In the meeting, it was decided that OGRA will immediately attend the issue of amendments in the law, and will regulate the wide spread retail activity. They were also directed to increase production of genuine 2 kg and 4 kg cylinders in order to discourage production of substandard cylinders. It was decided that Commissioner Karachi will continue his efforts for implementation of the SOP prepared by him. Increasing public awareness will also be carried out by the concerned agencies.



## **INCLUSIVE EDUCATION FOR CHILDREN WITH DISABILITIES**

*By: Muhammad Zafar*

Inclusive Education (IE) is a system and approach which creates a supportive learning environment for all students, regardless of their individual needs, abilities or background and provides them equal access and opportunities to learn and develop according to their potential. It includes those with disabilities, culturally and linguistically diverse and other marginalized groups.

2. Inclusive education for children with disabilities is all about ensuring that every child, regardless of their abilities, learns and grows alongside their peers in a supportive, respectful, and accessible environment.

3. Inclusive education is an approach where students with disabilities are integrated into mainstream classrooms, rather than being placed in separate or specialized institutions, to have equal access to quality education, participation in all school activities, adaptation of teaching methods and curricula to meet individual needs and respect for diversity in the classroom.

4. However the major issue in respect of its implementation is denial of the mainstream public and private schools to admit the mildly autistic children, children with learning difficulties or children with borderline intellectual functioning in their schools based on superficial assessments by non-professionals, school admission policies and demand relatively higher / extra fee, in clear violation of the laws such as:

- a) **The Article 24 (2) of the United Nations Conventions of the Rights of Person with Disabilities (UNCRPD) to which Pakistan is signatory says:**

“Persons with Disabilities can access an inclusive, quality and free primary and secondary education on an equal basis with others in the communities in which they live”.

- b) **The Sindh Right to Children to Free and Compulsory Education Act 2013,** demand that the Private Schools must admit disadvantaged children with not less than 10% of the total enrollment of their school.

- c) **The Section 5.12 of the Early Childhood Care and Education Policy, 2015** of the School Education and Literacy Department, Government of Sindh emphasizes on equitable access of quality education of children with special needs in childhood care with the Early Childhood Care and Education (ECCE) standards.

- d) **The Section 9(1) of the Sindh Empowerment of Persons with Disabilities Act 2018** says:

“9(1) The Government shall endeavor that all Education Institutions funded or recognized by it provide Inclusive Education to the children with disabilities and towards that end shall admit them without discrimination and provide education and opportunities for sport and recreations activities equally with others”.



5. The Department of Empowerment of Person with disabilities (DEPD) receiving complaints from parents against the schools especially the private institutions for not allowing admissions to the mildly autistic children, children with learning difficulties and children with borderline intellectual functioning in their schools. The main barriers which limit educational opportunities for such children include:

i. **Lack of Properly Trained Resource Teachers**

Schools are charging significant fees for resource teachers, but the teachers often lack adequate training in supporting children with special needs. Schools are generally not interested in providing additional training to staff due to their commitment to other priorities which resulted in insufficient educational support for students.

ii. **Poorly Written Individualized Education Plans (IEPs)**

The IEPs created for students are often poorly written, lacking clear goals and measurable outcomes. This compromises the effectiveness of the educational program and does not provide the necessary guidance to the teachers and parents.

iii. **Response to Behavioral Issues:**

When behavioral issues arise, parents are frequently asked to reduce their child's school hours instead of addressing the behavior in a more constructive manner. This response does not help/resolve the underlying issues and can have negative consequences for the child's educational progress.

iv. **Limited Seats Available for Special Needs Students:**

Due to the limited number of available spaces for special needs students, majority of parents find themselves on waitlists, resulting in delays in accessing appropriate services.

v. **Lack of disability friendly campus** such as absence of ramps, elevators, Assistive Device and Inadequate signage and accessible literature/material for disabilities (braille and audio tapes). Besides above following factors also creating hurdles in the subject matters:

vi. **Non-availability of Assistant Teachers and Psychologist/Therapist;**

vii. **Extra fee charged by private schools; and**

viii. **Limited resources of private schools.**

6. The Secretary DEPD, gave a presentation to the Provincial Ombudsman Sindh which provided an insight into the plight of parents of children with disabilities in light of the objectives of the Empowerment of Person with Disabilities Act, 2018 and requested for Institutional support for redressal of grievances relating to such children as there is no mechanism available to lodge complaints regarding refusal to allow admissions to legible children in mainstream schools.



7. Accordingly, the Provincial Ombudsman Sindh in exercise of powers vested with him u/s 21 & 23 of the Act, 1991 (amended upto date) constituted a Standing Committee under Ms. Rehana G. Ali Memon, Advisor POS, with members from DEPT, School Education & Literacy Department (SE&LD), Directorate of Inspection and Registration of Private Institutions Sindh, Chairman, All Private School Association Sindh, DG, SPDPA (DEPD) and Ms. Angabeen Farookh Shaikh, Master Trainers of Support Teachers.

8. The main TOR of the Standing Committee are:

- a) Ensure effective implementation for Inclusive Education in the main stream public and private schools across the provinces as stipulated in the Act, 2018.
- b) 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.

9. The Standing Committee held several meetings and taken following decisions:

- i. Identification of public and private schools prepared for imparting Inclusive Education (IE);
- ii. Standards for IE to be developed and notified by DEPD;
- iii. Trainings of Master Trainers of public and private schools;
- iv. Joint strategy/policy for IE approved by the cabinet, to be notified by SE&LD and circulated to all related departments;
- v. Increase awareness on IE campaign by DEPD.

10. After follow-up

- a) The SELD and Directorate of Inspection and Registration of Private Institutions Sindh, have identified 300 public IE schools and 29 private IE schools respectively prepared to impart IE;
- b) Developed standards and shared with all concerned departments;
- c) Conducted training of 142 Master Trainers of private school in 31 Inclusive Education schools by C-ARTs.

11. Joint strategy prepared by SELD and DEPD approved by cabinet, besides approval of establishment of Directorate in DEPD and Inclusive Education Implementation Support Unit (IEISU) in SE&LD, to take care of IE in the Sindh Province.

12. Now the Inclusive Education Implementation Support Unit (IEISU) and Directorates have to take the lead Role for Inclusive Education (IE) by implementing the following as per Joint strategy:

- i. Assist schools with the identification and assessment of children with mild autism, slow learners and borderline cases (DEPD);



- ii. Develop the curriculum for Inclusive Education;
- iii. SELD through PITE and TTI will identify the Master trainers for public schools;
- iv. Directorate of Inspection and Registration of Private Institutions will identify the Master trainers of private schools, first training of private IE schools taken place;
- v. Ensure that the schools have made/developed infrastructure properly accessible to all and ensure the provision of Assistive Devices for children;
- vi. SELD and DEPD will jointly develop an assessment framework for the certification of Inclusive Education, based on standards bench marks and indicators;
- vii. Engage a technical team (SELD and DEPD) to assess jointly whether the schools have met the conditions for certification in Inclusive Education according to the standards, benchmarks, and indicators;
- viii. Monitor and evaluate the performance of schools and to provide all kinds of support to enable them to serve quality IE;
- ix. SELD and DEPD will increase the mass awareness for IE;
- x. DEPD and SELD will develop rules to regulate IE in mainstream schools; and
- xi. The IEISU shall constitute the designated institutional mechanism mandated to receive address and adjudicate all grievances, complaints, and matters arising in relation to the implementation of strategy/policy of Inclusive Education in the Province of Sindh.





## **A NOTE ON:**

- 1. INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)**
- 2. ASIAN OMBUDSMAN ASSOCIATION (AOA)**
- 3. FORUM OF PAKISTAN OMBUDSMAN (FPO)**
- 4. ORGANIZATION OF ISLAMIC COOPERATION  
OMBUDSMAN ASSOCIATION (OICOA)**

*By: Rafiuzzaman Siddqui*

### **1. INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)**

Since its establishment in 1978, the mission of International Ombudsman Institute (IOI) lies in creating a space where ombudsman offices can engage in dialogue, exchange best practices in ombudsmanship and collectively address common challenges in the pursuit of promoting good governance, accountability, and the protection of human rights.

Headquartered in Vienna, Austria, the IOI serves as a unifying body for 249 Member Institutions spanning more than 100 countries. These members include diverse ombudsman entities such as parliamentary, executive, regional and thematic offices, all working collectively to promote fairness in public administration.

The IOI operates with a well-defined governance structure. Its Executive Committee is composed of elected representatives from six regions – Africa, Asia, Australasia and Pacific (APOP), Europe, North America, and the Caribbean & Latin America. These diverse committees ensure that IOI remains responsive to the diverse challenges faced by its global members. The incumbent President of IOI is H.E. Nashieli Ramirez Hernandez (President of the Human Rights Commission of Mexico City), while H.E. Gaby Shchwarz (Ombudsperson of Austria) currently serves as the Secretary General of IOI.

Through its robust training programs, conferences and workshops, the IOI provides critical capacity-building opportunities, enabling ombudsmen and their staff to enhance their professional competencies. Moreover, by monitoring global trends in human rights and governance in association with organizations like the United Nations and the World Bank, the IOI continuously refines its strategies to remain relevant and impactful in a rapidly changing world.

The IOI has established a dedicated ‘United Nations Working Group’ tasked with formulating strategies to elevate the global profile of ombudsman institutions within the United Nations framework. This group spearheads initiatives and projects aimed at showcasing the pivotal role of Ombudsman offices in advancing the human rights agenda of the United Nations, while simultaneously enhancing member institutions’ understanding of the UN system and its operations.



## **2. ASIAN OMBUDSMAN ASSOCIATION (AOA)**

The Asian Ombudsman Association (AOA) was established on April 16, 1996, as an independent, non-governmental, and non-political professional forum for ombudsman institutions in Asia. The concept of forming the AOA emerged in 1995 during a meeting of the Board of Directors of the International Ombudsman Institute (IOI), where the need for a regional body in Asia to promote ombudsmanship was emphasized. Pakistan, with the support of China, took the initiative to establish the association, and the then Wafaqi Mohtasib (Ombudsman) of Pakistan, Mr. Justice (Rtd) Abdul Shakurul Salam, was elected as its first Chairman.

Currently, the AOA consists of 44 members from 25 countries and is governed by a nine-member Board of Directors. The headquarters of AOA are located in Islamabad, Pakistan. The Federal Ombudsman (Wafaqi Mohtasib) of Pakistan, H.E. Ejaz Ahmed Qureshi, serves as the incumbent president of AOA. The AOA is dedicated to promoting the principles and practices of ombudsmanship, fostering its development across Asia, and enhancing professionalism in the discharge of ombudsman functions. It also encourages and supports research and study related to the institution of ombudsman, sponsors training and educational programs, and facilitates the exchange of information and experiences among its members.

In addition to these core objectives, the AOA collects, stores, and disseminates information and research data about the institution of ombudsman. It organizes periodic conferences for ombudsmen across Asian countries and regions and provides scholarships, fellowships, grants, and other forms of financial support to individuals for studies related to ombudsmanship. Through these initiatives, the AOA serves as a vital platform for advancing accountability, justice, and institutional development through the institution of 'ombudsman' within the Asian region.

## **3. FORUM OF PAKISTAN OMBUDSMAN (FPO)**

The Forum of Pakistan Ombudsman (FPO) stands as a pivotal institution in promoting collaboration, capacity building, and strategic networking among all 14 Federal and Provincial Ombudsman offices in Pakistan. With its Secretariat stationed in Islamabad, FPO operates under the leadership of its current President, H.E. Dr. Asif Mahmood Jah (Federal Tax Ombudsman of Pakistan) and Hon'ble Executive Secretary, Mr. Almas Ali Jovindah.

By facilitating regular interaction among its members, the Forum ensures that ombudsman offices-both federal and provincial-work in synergy to address systemic grievances and uphold the rule of law. Moreover, the Forum's efforts to create awareness about the role of ombudsman institutions in society, empower citizens to seek justice and hold public authorities accountable.

Through a diverse array of initiatives, including training sessions, webinars, workshops, and conferences, the FPO equips its member institutions with the tools and insights necessary to tackle contemporary governance challenges. These initiatives not only enhance the technical



and operational competencies of the ombudsman offices but also encourage the adoption of innovative practices tailored to the unique socio-political landscape of Pakistan.

The hallmark of FPO's strategy lies in its strong international engagements. By cultivating close ties with global and regional ombudsman associations such as the Organization of Islamic Cooperation Ombudsman Association (OICOA) and the Asian Ombudsman Association (AOA), the Forum positions itself at the crossroads of International best practices in Ombudsmanship and Pakistan's local governance needs. These partnerships enable FPO to bring international perspectives to its member institutions, fostering a culture of innovation and adaptability while reinforcing Pakistan's contributions to the global Ombudsman community.

#### **4. ORGANIZATION OF ISLAMIC COOPERATION OMBUDSMAN ASSOCIATION (OICOA)**

The Organization of Islamic Cooperation Ombudsman Association (OICOA) was established in 2014, following "Resolution No. 4-39 of 2012 on the Networking of Ombudsman Offices in the OIC Member States," adopted during the 39th Session of the OIC Council of Foreign Ministers in Djibouti. This resolution recognized the essential role of ombudsman offices in delivering accessible and expeditious justice to underprivileged and marginalized populations in OIC member states. OICOA was created to foster a network of these institutions, enabling the exchange of expertise, the resolution of public grievances and the development of institutional capacity across the Islamic world.

OICOA comprises 36 ombudsman institutions from OIC member states, with representation on its Board from Azerbaijan, Türkiye, Iran, Morocco, Bahrain, Indonesia and Pakistan, and its Secretariat stationed in Islamabad, Pakistan. It is dedicated to enhancing the effectiveness of ombudsman offices through a governance framework centered on bi-annual Board Meetings and a General Assembly Meeting held every four years. These forums guide its strategic direction by formulating policies, adopting resolutions, and aligning initiatives with its statutory mandate. Rooted in the Islamic principle of Ehtisab, which emphasizes accountability and justice, OICOA serves as a platform for promoting good governance, safeguarding human rights and driving excellence in public administration throughout its member states.

In addition to governance, OICOA prioritizes capacity-building and knowledge exchange as tools for institutional enhancement. It organizes specialized training sessions in collaboration with renowned bodies such as the Asian Ombudsman Association, the International Ombudsman Institute and the Forum of Pakistan Ombudsman. These initiatives aim to facilitate the dissemination of best practices and strengthen the professional expertise of member institutions. Beyond structured training, OICOA encourages its members to independently host seminars, webinars and conferences, fostering a dynamic environment for dialogue and collaboration. By facilitating interaction both within the OIC block and with

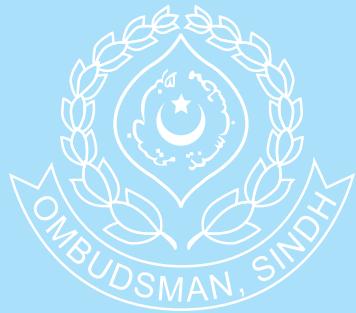


external stakeholders, OICOA underscores the importance of cross-border partnerships in addressing shared challenges and advancing institutional development.

Member institutions actively assist one another in implementing reforms tailored to their specific socio-political contexts, while OICOA provides political and diplomatic advocacy to bolster these efforts. This collaborative approach ensures the continuous evolution of ombudsman frameworks, allowing them to remain responsive to emerging demands and challenges in governance and public administration.

Through its multifaceted efforts, OICOA functions as a unifying entity that enhances the operational capacity and strategic impact of ombudsman institutions across its member states. By promoting principles of accountability, transparency and justice, it seeks to strengthen governance structures and address systemic challenges within diverse administrative contexts. OICOA's emphasis on collaboration, knowledge-sharing and capacity-building positions it as a pivotal actor in fostering institutional resilience and societal progress, ensuring that its member states are better equipped to meet the evolving demands of public administration and uphold the rights of their citizens.





# **INTERNATIONAL COVERAGE OF ACTIVITIES**





## **International Coverage of Activities**

**MR. MUHAMMAD SOHAIL RAJPUT, 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.



## International Coverage of Activities

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

Provincial Ombudsman Sindh Mr. 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, Dr. Marino Fardelli.

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.



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

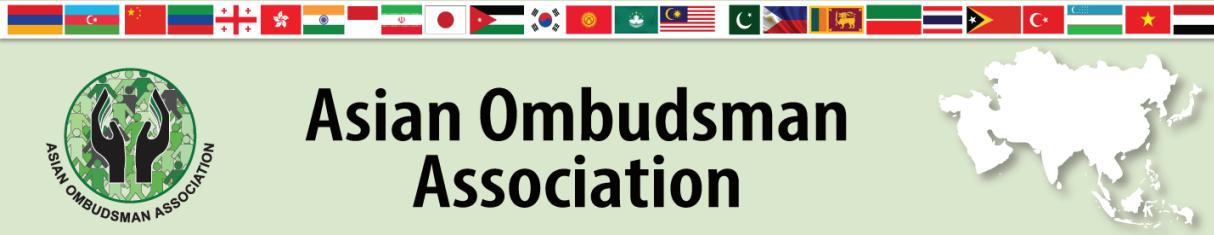
On the occasion of 35th anniversary of the Office of the Ombudsman, Hongkong, China, hosted the first International Ombudsman Summit and Organized series of activities from 2 - 4 December 2024 to celebrate this important milestone in Hong Kong SAR.

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





## International Coverage of Activities



### e-Newsletter

#### PROVINCIAL OMBUDSMAN SINDH LAUNCHES BRAND AMBASSADOR PROGRAMME TO ENHANCE OUTREACH AND ACCESSIBILITY.

Provincial Ombudsman Sindh Mr. Muhammad Sohail Rajput, chaired the workshop held on 29.05.2024, at Hamdard University, Karachi 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 to get redressed their problems.



Provincial Ombudsman Sindh addressed the large number of students of Hamdard University and highlighted the key features of Brand Ambassador Program, initiated through the regional subsidy of IOI, with aims and objectives to disseminate the information about the role of Ombudsman, promote civic responsibilities and to raise community outreach through students being inspiring future leaders. He added that the ten students selected as Ambassadors will become the voice of Provincial Ombudsman Sindh and built a bridge between Ombudsman office and students in particular and with community at large which will promote good governance.



Prior to this Dr. Syed Shabib-ul-Hasan, Vice Chancellor of Hamdard University Provincial Ombudsman Sindh and his team chalked out activities and achievements of the University and role playing to provide best skilled youth to the country.

Ms. Rehana G. Ali Memon, Advisor and Mr. Masood Ishrat, Registrar, Secretariat Provincial Ombudsman Sindh also briefed the participant about the working of Provincial Ombudsman Sindh through a detailed presentation.

The services of selected Ambassador Students will be acknowledged by awarding certificates.



## International Coverage of Activities



# Asian Ombudsman Association



## e-Newsletter

July 2024

### SINDH OMBUDSMAN LAUNCHES 2ND BRAND AMBASSADOR PROGRAMME WORKSHOP AT SINDH MADRESSATUL ISLAM UNIVERSITY (SMIU) ON 28TH JUNE 2024.

The workshop, chaired by Sindh Ombudsman Mr. Muhammad Sohail Rajput aimed to select ten (10) students from SMIU as Brand Ambassadors. These students will disseminate information about the Ombudsman's role and functions among their peers and the general public.

Addressing a large audience at the Sir Shahnawaz Bhutto Auditorium, Rajput highlighted the Ombudsman Office's role in providing administrative justice. He detailed the initiative's objectives, which include promoting civic responsibilities and increasing community outreach through students, who are seen as future leaders. The programme, supported by the Regional Subsidy of the International Ombudsman Institute (IOI), aims to bridge the gap between the Ombudsman office and the community, fostering good governance, transparency, and accountability.

Rajput expressed pride in being at the historic SMIU, the alma mater of Pakistan's founder, Quaid-e-Azam Mohammad Ali Jinnah. He emphasized the need to establish stronger linkages between the Ombudsman office and academia, a culture not yet fully developed in the country.

SMIU Vice Chancellor Dr. Mujeebuddin Sahrai Memon welcomed the Ombudsman and his team, highlighted the university's activities and achievements. He emphasized SMIU's role in producing skilled youth and mentioned the university's ten (10) student societies that train future leaders.

Dr. Memon assured full cooperation from the Department of Social and Development Studies in raising awareness about social work and justice. Advisor Rehana G. Ali Memon and Masood Ishaq, Registrar at the Provincial Ombudsman Secretariat, gave a detailed presentation on the Brand Ambassador Programme and working of Ombudsman Sindh. Thereafter question and answer session was held where Honorable Ombudsman Sindh replied to the questions raised by students.





## International Coverage of Activities



# Asian Ombudsman Association



## e-Newsletter

August 2024

### OMBUDSMAN SINDH HOLDS THE FOLLOWUP SESSION WITH 10 SELECTED STUDENTS OF HAMDARD UNIVERSITY AS AMBASSADORS FOR HIS INSTITUTE.

Mr. Muhammad Sohail Rajput, Ombudsman Sindh presided the follow-up session of Brand Ambassador Program on 22nd July, 2024 at the Secretariat Provincial Ombudsman Sindh with the 10 selected students as Ambassadors for Ombudsman Sindh from the Hamdard University. Syed Umair Ali, Assistant Registrar, Hamdard University accompanied the students.

He said that the program intends to increase the outreach of Provincial Ombudsman Sindh and it is expected that the Ambassador will play a pivotal role in spreading awareness about the institution and its function through campus outreach, social media campaign and community outreach. The Ambassadors were given a briefing on the mandate of Ombudsman Sindh, types of complaints received, guidelines to Ambassadors to disseminate the message of Ombudsman Sindh. The Ambassadors shared their knowledge about the working of Ombudsman obtained from various sources such as Ombudsman website, Facebook, Instagram, etc. and raised questions about the working of Ombudsman which was answered by Ombudsman Sindh. They were also informed that 19 Regional Offices all over Sindh will also be directed to provide assistance to the Ambassadors as and when required by them.



The Ambassadors were asked to take small video clips, pictures from their mobiles while talking to student community and general public for posting on social media. They were told to give feedback three days prior to the second follow-up session after a month where they will be awarded certificates to acknowledge their contribution.

February 2024

### FORUM OF PAKISTAN OMBUDSMAN | (FPO) HOLDS ITS 29TH ANNUAL MEETING AT LAHORE.

The 29th annual meeting of the Forum of Pakistan Ombudsman (FPO) was held on 3rd January, 2024 at Lahore. The meeting was hosted by the Provincial Ombudsman Punjab and attended by Federal Ombudsman, Mr. Ejaz Ahmad Qureshi, Federal Tax Ombudsman, Dr. Asif Mahmood Jah, Provincial Ombudsperson for Protection Against Harassment of Women at Workplace Punjab, Ms. Nabila Hakim Khan, Ombudsman of Azad Jammu & Kashmir, Ch. Muhammad Naseem, Mr. Mubassher Naeem, Director General, Federal Insurance Ombudsman, Pakistan and Mr. Masood Ishrat, Registrar, Provincial Ombudsman Sindh. The meeting reviewed activities of the Forum and agreed on various steps to improve the working of the FPO and strengthening plans for enhancing cooperation and exchange of best practices.



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## International Coverage of Activities



# Asian Ombudsman Association



## e-Newsletter

November 2024

### 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.

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.

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.

Honourable Ombudsman Sindh distributed certificates among the Brand Ambassadors.





## International Coverage of Activities



# Asian Ombudsman Association



## e-Newsletter

Jaunary 2024

### PROVINCIAL OMBUDSMAN SINDH | RS. 1,163,510/- TOWARD SERVICE DUES RECEIVED BY MR. GHULAM NABI MALLAH, MALARIA SUPERVISOR, HEALTH DEPARTMENT.

Mr. Ghulam Nabi Mallah, retired Malaria Supervisor approached this Secretariat in February 2022 stating that he retired from service on 22.07.2021 but still waiting for payment of service dues viz G.P. Fund, Gratuity & Leave Encashment etc. from District Accounts Officer Naushahro Feroze. On constant persuasion by this Secretariat, he received his dues amounting to Rs. 1,163,510/-.



### WORKSHOP HELD AT SALIM HABIB UNIVERSITY TO SELECT 10 STUDENTS AS AMBASSADORS TO OMBUDSMAN SINDH

The 3rd round of the Workshop on 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, COO of the Salim Habib Education Foundation Mr. Muhammad Abbas, Member Board of Governors Mr. Tariq Amin, Registrar Dr. Muhammad Hussain Habib, and Manager Admin Mr. Umer Farooq.



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In his speech at a packed Salim Habib University Auditorium, the Honourable Ombudsman Sindh, congratulated the management and owner of the University for constructing such a state of the art university and stated that such an effort in the education sector is very



appreciable. He added that one crore and sixty lacks children are out of school and efforts are required to bring them back to school. He said he is making every effort to make this Institute as effective as the ombudsman Institute in Europe. He mentioned that we receive about 8000 complaints in a population of 5 crores of Sindh which is not sufficient as people have lot of grievances with government departments and the objective of the ambassador programme is to disseminate our message through the ambassadors to general public so that people become aware of our Institute that can address their grievances free of cost and speedily. He informed that his office has already selected 20 Ambassadors (10 each) from the Hamdard and Sindh Madressatul Islam Universities, who are already disseminating the message of his Institute's mandate through social media and community meetings. He also underlined how important it is for students to educate the society about their legal rights, and the channels through which they may be able to resolve their issues.

The Ombudsman Sindh then highlighted that students selected as Ambassadors will bridge the communication gap between the community and 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.

The Provincial Ombudsman Secretariat's Advisor Rehana G. Ali Memon and Registrar, Masood Ishrat also spoke regarding the Brand Ambassador Program and Mohtasib Sindh's operations 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.





## GLIMPSES OF ACTIVITIES





## Glimpses of Activities

### **MEETINGS WITH ADMINISTRATIVE SECRETARIES AND 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 Secretary, Excise, Taxation and Narcotics Department



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



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



## Glimpses of Activities

### **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 Corporation and District Municipal Corporation in his office. 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 Ayesha Mir, DG Ombudsman Sindh Asad Ali Khan, Registrar Masood Ishtar, 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 by 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 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.



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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.





## Glimpses of Activities



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



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 meeting with the Regional Directors to discuss the progress of the regions and to expedite the pending cases.

### 30<sup>TH</sup> 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.





## Glimpses of Activities

### **THE REGIONAL DIRECTORS & 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.





## Glimpses of Activities



Mr. Muhammad Sohail Rajput, Honourable Provincial Ombudsman Sindh held introductory meeting with Regional Directors. The Regional Directors from Karachi were present whereas the Regional Directors of other than Karachi Region participated virtually. Syed Mansoor Abbas Rizvi, Secretary and Mr. Akhtar Hussain Bugti, Director General were also present.



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



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



## Glimpses of Activities



Mr. Muhammad Sohail Rajput Provincial Ombudsman Sindh Receives Sitara-e-Imtiaz on March 23,2024 from Honourable Governor Sindh in recognition of his meritorious services.



Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh (2nd at Right) and Mr. Justice Muhammad Iqbal Kalhoro, Director General, Sindh Judicial Academy (at right side) attended the concluding session of Three Days Capacity Building Program of the Officers / Officials of Provincial Ombudsman Sindh at Sindh Judicial Academy Karachi.



A farewell ceremony was held in the honour of Mr. Ajaz Ali Khan Ombudsman Sindh on completing his four years tenure attended by all the officers of Secretariat Provincial Ombudsman Sindh. Syed Mansoor Abbas Rizvi, Secretary, Provincial Ombudsman Sindh, presented shield / memento to outgoing Ombudsman Sindh. Mr. Ajaz Ali Khan also meet with the staff member of Secretariat Provincial Ombudsman Sindh.





## Glimpses of Activities



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, Ombudsman Sindh addressing the audience of the Alumni Association Government College University Hyderabad (Karachi chapter).



## GLIMPSES OF KHULI KATCHERIES (PUBLIC MEETING) & SITE VISITS CONDUCTED BY REGIONAL DIRECTORS IN THEIR RESPECTIVE DISTRICTS





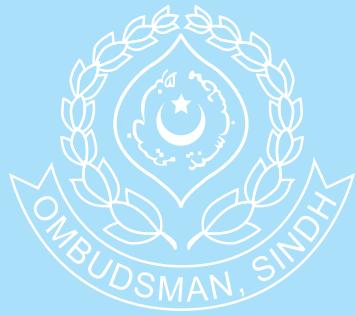
## GLIMPSES OF KHULI KATCHERIES, SEMINARS AND SITE VISITS CONDUCTED BY REGIONAL DIRECTORS, PROVINCIAL OMBUDSMAN SINDH IN THEIR RESPECTIVE DISTRICTS





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





# **SELECTED DECISIONS**





## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/406/2024/K-02
<i>Name and address of the complainant:</i>	Dr. Mazhar Iqbal S/o. Shahabuddin Khan, Head of Department, JPMC, R/o Bunglow No.D-5, Ward No.2, Doctor Colony, JPMC, Karachi.
<i>Name of the Agency complained against:</i>	Accountant General Sindh, Karachi
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b>DELAY IN PAYMENT OF FINAL DUES OF G.P. FUND TO THE COMPLAINANT BY A.G, SINDH.</b>

#### THE COMPLAINT

Dr. Mazhar Iqbal, Head of Department, Jinnah Postgraduate Medical Center (JPMC), Karachi, filed a complaint on 16.01.2024 and alleged delay in payment of his final dues of G.P Fund by A.G, Sindh. He stated therein that he served as RMO in Federal Government from 25.10.1997 to June 2011 and then in Government of Sindh from July, 2011 to March, 2016 and thereafter left Govt. of Sindh and joined JPMC. In pursuance, the Federal Government transferred his G.P Fund balance to A.G, Sindh vide payment authority dated: 11.08.2023 but the payment thereof has not been made to him as yet despite approaching A.G's office. Being aggrieved, he solicited intervention of this Institution in the matter.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), by condoning the delay and subject to submission of Affidavit on Form "A" which was furnished by the complainant later-on. The matter was then taken up with the A.G, Sindh vide this office letter dated: 13.02.2024. In response, the Assistant Accountant General (PF-II), Office of A.G, Sindh vide his letter dated: 27.02.2024 informed that the complainant's matter is under correspondence with the Director FABS, office of Controller General of Accounts, AGPR, Islamabad and the payment of G.P Fund will be made to him as and when the issue is resolved by the FABS authorities, Islamabad.

3. The aforesaid report was forwarded to complainant vide this office letter dated: 13.03.2024. In response, he vide letter dated: 06.04.2024 informed that the SAP system of A.G's office is not working since long therefore, he requested to pay his G.P Fund balance by manual transaction.

4. Thereafter, the matter was constantly pursued with A.G Sindh, and as a consequence, the Assistant Accountant General (PF-II), vide letter dated: 09.10.2024 informed that the G.P Fund payment amounting to Rs.865,231/- has been made to Dr. Mazhar Iqbal on 16.08.2024. In support thereof, a copy of bank advice alongwith off-cycle payment slip was also enclosed.



## **FINDINGS**

5. With the intervention of this Institution, the complainant received his balance G.P Fund amounting to Rs.865,231/- as confirmed by him when contacted through his given cell number 0300-9279869 on 14.10.2024. Hence, no further action is required now.

## **DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 22<sup>th</sup> October, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/140/2023/RM-02/N-05
<i>Name and address of the complainant:</i>	Mr. Rehmatullah, R/o. H.No.171, Pak Colony, Mirpurkhas.
<i>Name of the Agency complained against:</i>	Home Department, Government of Sindh, Karachi
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b><u>COMPLAINT AGAINST INORDINATE DELAY IN PAYMENT OF COMPENSATION OF RS.500,000/- EACH TO THE LEGAL HEIRS OF PERSONS WHO DIED IN THE INCIDENT OF FIRE IN TEZGAM TRAIN IN THE YEAR 2019</u></b>

#### THE COMPLAINT

Mr. Rehmatullah and 07 others filed separate complaints dated 04.01.2023 wherein they stated that Tezgam train caught fire while crossing district Rahim Yar Khan on 31.10.2019. Due to the fire incident, 74 persons died, out of which, the legal heirs of 41 deceased persons belonging to Mirpurkhas district have been paid a compensation of Rs.500,000/- each as announced by the Hon'ble Chief Minister Sindh. The 08 persons were initially missing in the count as their bodies were completely burnt. The Divisional Medical Officer, Pakistan Railway Multan confirmed the death of these 08 persons vide report dated 26.11.2019. The Postal Life Insurance Department also made a payment of Rs.1.5 million each to the legal heirs of these 08 deceased persons in pursuance of decision of Federal Ombudsman dated 16.09.2022.

2. The Deputy Commissioner, Mirpurkhas had recommended to the Home Department through Commissioner, Mirpurkhas vide letter dated 28.11.2019 for the payment of compensation to the legal heirs of these eight victims of fire incidence but the compensation has not been paid so far. As a result, following eight (8) complainants have approached this Institutions for redressal of their grievance.

<b>Complaint No.</b>	<b>Victim/deceased</b>	<b>Complaint filed by</b>
1. POS/140/2023/RM-02	Orangzeb	Rehmatullah (Father)
2. POS/141/2023/RM-03	Yasir Ali	Muhammad Tarique (Brother)
3. POS/142/2023/RM-04	Jan Muhammad	Allahano (Father)
4. POS/153/2023/RM-05	Adil	Mehmood (Brother)
5. POS/154/2023/RM-06	Aijaz Ahmed	Faizullah Memon (Nephew)
6. POS/233/2023/RM-07	Saif-ur-Rehman	Habib-ur-Rehman (Father)
7. POS/234/2023/RM-08	Muhammad Iqbal	Sabira (widow)
8. POS/256/2023/RM-12	Muhammad Javed	Muhammad Shahid (Brother)

#### PROCEEDINGS

3. The complaints were admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.



4. This office issued notice dated 17.01.2023 to the Commissioner Mirpurkhas Division for report, who in response informed vide letter dated 20.01.2023 that the case has already been forwarded to the Home Department for provision of compensation to the legal heirs of the victims.

5. The matter was taken up with the Secretary, Home Department vide letter dated 23.01.2023, followed by reminders but no response was received. This office issued Summons for the attendance of Section Officer (Police-II), Home Department vide dated 08.08.2023 and 02.01.2024. The Section Officer (Police-II) attended hearing on 19.01.2024 and was advised to submit report on the subject complaints. He submitted his report vide letter dated 03.04.2024 that the competent authority has desired to move a summary to the Hon'ble Chief Minister Sindh for payment of compensation as announced by the C.M. Sindh.

6. The case was heard on various dates. The Section Officer (Police-II) informed during the hearings on 08.05.2024, 22.08.2024, 24.09.2024 and 10.10.2024 that the summary for Hon'ble Chief Minister Sindh is under process. During the hearings, the complainants produced the report of Railway Department, the decision of Federal Ombudsman dated 16.09.2022 wherein directions were issued to the Postal Life Insurance for payment of compensation of Rs.1.5 million for each victim within a period of 60 days and the copies of 08 cheques dated 15.11.2022 issued in favour of legal heirs of the victims. The payment of compensation for these 08 victims has already been recommended to the Home Department by Deputy Commissioner, Mirpurkhas district and Commissioner Mirpurkhas Division after proper enquiry/verification of each case.

## **FINDINGS**

7. The documentary evidence placed on record has established that the claim of the complainants for payment of compensation of Rs.500,000/- in each case to the legal heirs of these 08 persons who had died in the fire incident of Tezgam train on 31.10.2019 is genuine and they deserve to be compensated by the same amount as paid to the legal heirs of other victims of same fire incidence.

## **DECISION**

8. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended upto date), I, hereby direct the Additional Chief Secretary, Home Department, Government of Sindh to consider the case of the complainants favourably and ensure payment of Rs.500,000/- each to the legal heirs of the subject eight (8) victims of the Tezgam fire incident, as per announcement made by the Hon'ble Chief Minister Sindh. The compliance of this order shall be intimated by Additional Chief Secretary, Home Department, in 45 days.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 29<sup>th</sup> October, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/4293/2023/H
<i>Name and address of the complainant:</i>	Mrs. Firdous Sohail widow of Sohail Ahmed Baloch, House No.2/4, Block-A, NC Housing Complex, Jacob Line, Karachi.
<i>Name of the Agency complained against:</i>	Excise, Taxation & Narcotics Department, Government of Sindh.
<i>Name &amp; Designation of Investigating Officer:</i>	Rehana Ghulam Ali Memon, Advisor-H
<i>Subject:</i>	<b>ALLEGED INORDINATE DELAY IN PAYMENT OF SERVICE DUES AND APPOINTMENT OF THE SON OF THE COMPLAINANT AGAINST DECEASED QUOTA.</b>

#### THE COMPLAINT

Mrs. Firdous Sohail, widow of Sohail Ahmed Baloch, ex-Senior Clerk, filed complaint on 06.06.2023 stating that her husband, an employee of Excise, Taxation and Narcotics Control (ET&NC) Department, Government of Sindh, died during service on 19.11.2021 but she has not received family pension and other dues as yet. She alleged that she approached the Agency several times for the same but failed to get response from them. She therefore sought intervention of this Institution to direct the agency to pay the pension and other dues to her and also appoint her son Mr. Waleed Baloch against deceased quota.

#### PROCEEDINGS

2. The complaint was admitted on 19.06.2023 under Section 10 of the Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended up to date) and by condoning delay under Section 10(3) of the Act subject to submission of Affidavit on Form "A".

3. The matter was taken up with the Secretary to Government of Sindh, ET&NC Department vide letter dated 23.06.2023 for report / comments. Correspondence also made with the Section Officer (ADMN-II), Director General and Director Taxes-II, ET&NC Department Sindh, Karachi, for payment of all the pensionary dues and appointment of son of the complainant against deceased quota. The Accountant General Sindh was asked to pay the Pension, Final Payment of GP Fund, Leave Encashment and Financial Assistance to the complainant. Letters were written to the Manager, State Life Insurance Corporation of Pakistan for Group Insurance Claim and Deputy Commissioner, East Karachi for grant of Benevolent Fund.

4. The matter was vigorously followed with all the agencies mentioned in para-3 and as a result thereof complainant received the payment of Pension Rs.69,566/-, Pension dues Rs.846,596/-, Final payment of G.P. Fund Rs.811,163/-, Financial Assistance Rs.1,200,000/- and Group Insurance Rs.750,000/- and Benevolent Fund amounting to Rs.41,871/-. Hence, in total she received Rs. 37,19,196/-, for which she expressed gratitude to this Institute vide her submission dated 26.02.2024 and further



informed that her son has attained the age of majority on 20.02.2024 and he may be considered for appointment against deceased quota.

5. On the matter of appointment of complainant's son against deceased quota, the Section Officer (Admn-II) to Secretary, Excise, Taxation & Narcotics Control Department, Karachi, reported in the hearing on 28.09.2023 and also vide letters dated 24.10.2023 and 28.02.2024 that according to Rule 11-A of Sindh Civil Servants Rule-1974 the complainant's son is not eligible for appointment against deceased quota as he was born on 21.02.2006 and was minor (17 years and 04 months) when he applied for deceased quota and the policy has no provision about reserving a child's seat to be bestowed upon him on attaining the age of majority. Rule 11-A is reproduced hereunder:

*"where a civil servant dies, while in service or is declared invalidated or incapacitated for further service, one of his / her children or, as the case may be [spouse] (when all the children of the deceased employee are minor) shall be provided job who applies within a period of two years of death or declaration of invalidity or incapacity of civil servant on any of the [Basic pay scale 1 to 11] in the department where such civil servant was working."*

6. It is worth mentioning that the complainant's husband died on 19.11.2021 and at that time her only child / son (as per FRC) was 15 years and nine months old. The lady complainant was 55 years of age therefore not eligible for appointment. Hence she applied for appointment against deceased quota in respect of her son within 02 years of the death of her husband and at that time her son was minor as indicated in para-5 above. Her request in a letter dated 26.02.2024 was forwarded to agency on the same day. The Section Officer (Admn-II), Excise, Taxation & Narcotics Control Department, Government of Sindh, reported vide letter No.SO(ADMN-II)E&T/2(126)/2023/446 dated 28.02.2024 repeated his earlier instance that being an underaged person the complainant's son is not eligible for appointment against deceased quota as per Rule 11-A given at para-5 above.

7. It is pertinent to mention that the Honourable Sukkur Bench of the High Court of Sindh in a similar case in an order in CP No.229 of 2018 has clearly mentioned that cut off date of two years, is not applicable in case of minor at the time of death of father / mother. Relevant portion of the order is reproduced as under:

*"It is noteworthy that at the time of death of the father of the petitioner, he was only five years old and right of the Government service in his case is 18 years: as such, the said vested right was accrued to the petitioner earlier than the year 2014, therefore, the clog of two years is not applicable to the petitioner. So far as the cut off date of two years is concerned, at the most it can be said that as soon as such right accrued to the petitioner i.e. attaining the age of majority, he has to apply within two years, which in the present case, has done."*

8. As per Circular No.POS/Leg/Cir/01-08/2023 dated 29.08.2023 issued by the Registrar, Provincial Ombudsman Sindh, the order of the Honourable High Court has



attained finality as the order was not challenged and the Law Department, Government of Sindh has elaborated this position in their letter No.OP.5(107)/2022/372 dated 17.06.2022.

9. In this case, the complainant's son attained the age of majority on 20.02.2024 and the mother requested for appointment of her son against deceased quota. In light of the aforementioned order of the Honourable High Court the complainant cannot be deprived of right of appointment of her son against deceased quota.

### **FINDINGS**

10. I have examined the case, following facts emerged out as a logical outcome of the proceedings:

- a. That the employee died during service on 19.11.2021 and his family got pension and other dues after almost two years and 07 months with intervention of this Institution. The delay was on part of the agency i.e. Excise, Taxation & Narcotics Control Department, Sindh, due to which family of the deceased employee suffered.
- b. That the argument about the age of the complainant's son has been disapproved / overruled by the aforementioned order of the Honourable High Court Sukkur Bench.

### **DECISION**

11. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby direct the Secretary to Government of Sindh, Excise, Taxation and Narcotics Control Department, Karachi as under:

a. Appoint the complainant's son Mr. Waleed Baloch against deceased quota on any post according to his qualification subject to the current policy of Government of Sindh regarding such appointments.

b. Set a mechanism to pay the pension and other pensionary benefits to the families of deceased employees on time and also to retiring employees to avoid such complaints to this Institution.

12. Compliance on the above decision should be submitted inside 30 days hereof.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 07<sup>th</sup> August, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/40/2024/KC/F-179
<i>Name and address of the complainant:</i>	Mr. Naeemuddin, Advocate High Court, Flat No.A-401, 4 <sup>th</sup> Floor, Waseem Heights, Phase-II, Plot No. BS-06, Block-13, Federal B. Area, Karachi.
<i>Name of the Agency complained against:</i>	i) Revenue ii) Town Municipal Corporation (TMC) Jinnah Town
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Ali Mumtaz Zaidi, (PAS) Advisor-F
<i>Subject:</i>	<b>ALLEGED ILLEGAL OCCUPATION OF HASA SINGH PARK AT JIGAR MURADABADI ROAD, SEHWANI COLONY, GURUMANDIR, KARACHI.</b>

### THE COMPLAINT

Mr. Naeemuddin Rajput, Advocate High Court filed a complaint dated 25.06.2024 regarding the illegal encroachment of Hassa Singh Park (Quaid-e-Azam Mazar/Garden Area) for about last 15 years. Complainant has stated that he visited the said park for recreation but was not allowed entrance into it. More than once he approached the concerned Agency for getting the park vacated from encroachers but of no avail. Being un-satisfied he sought intervention of this Institution for relief.

### PROCEEDINGS

- 2) The Complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).
- 3) A hearing was scheduled on 10.10.2024 which was attended by Complainant and Chairman, Town Municipal Corporation (TMC), Jinnah Town namely Mr. Rizwan Sami. Statements of both the parties were recorded.

### FINDINGS

- 4) Following facts have been revealed:
  - i) That Hassa Singh Park is spread over on an area of about 1 acre;
  - ii) That the park consist of:
    - (a) TMC Flower Nursery over an area of about ½ acre:  
The Chairman of TMC, Jinnah Town, committed to reduce this area as required. He further stated that Nursery would also be instrumental in maintenance of park.
    - (b) K-Electric Sub-Station established before Independence of Pakistan:  
Being a federal agency, K-Electric was not called.
    - (c) A water drinking facility (Hoz) for animals is also there since pre-Independence days:  
The Chairman, TMC Jinnah Town committed to rehabilitate the same in a manner which will keep its significance as a heritage intact.



(d) Caretaker's quarter:

There is a Caretaker's quarter which is now under domain of TMC Jinnah Town, therefore, necessary action for getting it vacated from the illegal occupant, who is not an employee of TMC Jinnah, be taken by administration of TMC. All the relevant government agencies are bound to provide assistance to TMC in this regard.

- 5) The complainant showed his satisfaction on the above given arrangement.

**DECISION:**

6) I, in exercise of the powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), hereby direct the Chairman, TMC Jinnah Town, Karachi for necessary action as follows:

- (i) TMC Jinnah Town to chalk out a plan for development of park and start execution of the plan in shortest possible period.
- (ii) TMC administration shall also make a proper security arrangement for the visitors to the park. There will also be parking arrangement for cars/motorcycles.
- (iii) All the material of the park, including its original grill, which can be classified as heritage shall be preserved.

- 7) In view of above, complaint stands disposed of accordingly.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 25<sup>th</sup> October, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/4652/2021/DG-I
<i>Name and address of the complainant:</i>	Mrs. Rizwana Akbar, R/o. Flat No.A-203, Dullara Pride Apartment, Parsi Colony, Near Soldier Bazar, Numaish Chowrangi, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Development Authority (KDA)
<i>Name &amp; Designation of Investigating Officer:</i>	<ul style="list-style-type: none"> <li>i. Mr. Akhtar Hussain Bugti, Director General</li> <li>ii. Mr. Masood Ishrat, Registrar</li> </ul>
<i>Subject:</i>	<b><u>ALLEGED DELAY IN PRE-LEASE TRANSFER OF PLOT NO.R-40, BLOCK-3, GULISTAN-E-JAUHAR, KARACHI.</u></b>

### THE COMPLAINT

Mrs. Rizwana Akber filed a complaint dated nil (received in this Secretariat on 13.09.2021) through her attorney Muhammad Altaf Arabiyani stating that she had purchased plot No. R-40, Block-3, Gulistan-e-Jauhar, Karachi, through sale agreement but despite completion of all formalities, KDA authorities failed to execute pre-lease transfer in her favour. She, therefore, solicited intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted for investigation under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning delay and after receipt of mandatory Affidavit on Form "A", taken up with the Agency for report.

3. The Additional Director (Scheme-36), Land Management, KDA vide letter dated 11.2.2022 reported that in compliance of orders of the then Chief Minister Sindh residential plot No. R-40 Block-3, Scheme-36, Gulistan-e-Jauhar, Karachi was allotted as alternate to one Abdul Salam S/o. Abdul Sattar through his attorney Mr. Khalique vide allotment order dated 04.09.1989 and lateron it was transferred in favour of Mr. Muhammad Shaukat S/o. Ahmed Ali vide transfer order dated 28.12.1989.

4. The Agency concluded by advising the complainant to file proper application on prescribed Form of Pre-Lease Transfer and complete the required formalities.

5. The complainant in her rejoinder dated 26.02.2022, intimated that she had already submitted proper application on the prescribed Form-1 for pre-lease transfer and also completed other formalities including personal appearance for statement, etc.

6. To thrash out the issue several hearings were held. During the hearing held on 19.07.2023 the attorney of the complainant appeared and verbally deposed that as per legal requirement of KDA, statement of his principal was recorded. The representative of the Agency informed that after approval by the competent authority, transfer case



has been forwarded to the Recovery Branch, KDA, for preparation of challan for payment of required transfer fee.

7. On persuasion, Assistant Director (Scheme-36), Land Department, KDA vide letter dated 08.08.2023 reported that pre-lease transfer case has been finalized and file was sent to Assistant Director (I.T.) for doing the needful.

8. The complainant vide letter dated 06.03.2024 confirmed redressal of her grievance after intervention by this institution and requested to close the proceedings.

### **CONCLUSION**

9. In view of the above, the complaint stands disposed of as fully redressed and consigned to record.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 01<sup>st</sup> October, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/4976/2022/ Adv-Z
<i>Name and address of the complainant:</i>	Mr. Muhammad Sharif Khan, GS, Pearl Garden Owners Welfare Association, GRW-130/6, Opp. Fawara Chowk, Garden West, Karachi.
<i>Name of the Agency complained against:</i>	Social Welfare Department
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Fasihuddin Khan, Advisor-Z
<i>Subject:</i>	<b><u>ALLEGED DELAY IN REGISTRATION OF THE COMPLAINANT'S ASSOCIATION BY SINDH CHARITY COMMISSION.</u></b>

#### THE COMPLAINT

Mr. Muhammad Sharif Khan filed a complaint on 14.09.2022 regarding delay in registration of the Pearl Garden Owner Welfare Association by the Sindh Charity Commission, Social Welfare Department despite completion of all the codal formalities. He stated that the said Association duly registered under Societies Registration Act, XXI of 1860 vide certificate No.KAR No.91 of 2006-7 has been renewed on 08.04.2022 for a period of three years ending on 16.03.2025. Further, in order to get the Association registered with the Sindh Charity Commission (SCC), Directorate General of Social Welfare, Government of Sindh, Karachi, all the requisite documents were submitted through the web portal of SCC alongwith prescribed fee of Rs.10,000/- but nothing has been heard from the SCC so far despite constant follow up by the complainant. He, therefore, solicited our intervention in the matter for redressal of his grievance.

#### PROCEEDINGS

2. The complaint was admitted u/s 10 of the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date)*, by condoning delay and after receiving mandatory *Affidavit on Form 'A'* alongwith other relevant documents. The matter was referred to the Agency for preliminary report. In response Director (VA), Social Welfare Department, Karachi submitted vide letter dated 26.10.2022 that the application of the complainant after scrutiny was referred back to him through email for submission of some missing information which has been provided by him on 23.09.2022. The application was again scrutinized and forwarded for requisite verification to the concerned registration authority i.e. Assistant Provincial Registrar, Joint Stock, Karachi and Home Department on 03.10.2022, reply of which is awaited.

3. A copy of the Agency's report was forwarded to the complainant for rejoinder and the same was responded on 21.11.2022 wherein the complainant appreciated the active consideration of his request by the Agency with further submission to finalize it early.



4. After further follow up and correspondence with the concerned officers, the Agency submitted its report dated 23.11.2023 stating therein that after due verification from the Government agencies, online registration certificate has been issued in respect of M/s. Pearl Garden Owners Welfare Association. A copy of the certificate was also enclosed. For confirmation this office contacted the complainant on his cell phone and he deposed accordingly. Later on 29.11.2023 he also submitted a written statement to express his deep gratitude to this Institution on behalf of his Association for expeditiously resolving the matter. He also requested to close the case.

### **DECISION**

5. In view of the above, the instant complaint is disposed of as redressed and file is consigned to record.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 09<sup>th</sup> August, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/1014/24/Hyd/101/J/NWS-79/R
<i>Name and address of the complainant:</i>	Mr. Sikandar Ali, R/o. Quarter No. ET-20(A), RBB Colony, Jamshoro.
<i>Name of the Agency complained against:</i>	Directorate of Inspection & Registration of Private Institutions, School Education & Literacy Department, Government of Sindh.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Masood Ishrat, Registrar
<i>Subject:</i>	<b>INACTION BY AUTHORITIES ON THE COMPLAINT MADE AGAINST MANAGEMENT OF PAK TURK SCHOOL, LUMHS BRANCH, JAMSHORO, ALLEGING UNJUST INCREASE IN SCHOOL FEES AND EXPULSION OF CHILDREN OF THE COMPLAINANT FROM THE SCHOOL.</b>

### THE COMPLAINT

Mr. Sikandar Ali, r/o. Jamshoro filed a complaint through E-mail dated 13.02.2024 stating therein that Pak-Turk Schools are functioning under the Rules / Regulations framed by the Directorate of Inspection & Registration of Private Institutions, Government of Sindh and that his children were studying in Pak – Turk School, LUMHS Branch, Jamshoro. He alleged that the management of the said school is neither adhering to the policies of the Government in connection with school fees, nor implementing clauses of The Sindh Right of Children to Free & Compulsory Act, 2013. When he objected to these violations of law and policies, the authorities expelled his one child from the school and the other one was harassed mentally, which affected his health badly. Having failed to get response from the Agency, he solicited intervention of this Institution in the matter.

### PROCEEDINGS

2. The complaint was admitted conditionally u/s. 10 of the Establishment of the Office of Ombudsman for the Province Act, 1991 (amended up to date), which will be hereinafter referred to as ‘Act’ by condoning the delay subject to submission of mandatory Affidavit on Form “A” in support of his complaint. The investigating officer took up the matter with the concerned Agency as well as with the Principal, Pak Turk School, Jamshoro and also advised the complainant to submit the mandatory Affidavit on Form “A” through notices dated 21.03.2024, 03.05.2024 and 15.05.2024.

3. The complainant, besides his failure to submit the mandatory Affidavit on Form “A” in support of his complaint as required under Section 10 (1) of the Act despite service of notices, as referred in the preceding para, expressed his dissatisfaction on the proceedings being conducted by the Investigating Officers i.e. Regional Director, Provincial Ombudsman’s Regional Office, Hyderabad and Advisor J, Secretariat Provincial Ombudsman Sindh. Therefore, the matter was first transferred to



Regional Director, Shaheed Benazirabad and subsequently called for hearing at Head Office.

4. During the hearings Syed Naveed Shah, Director, Regional Directorate of Inspection & Registration of Private Institutions, Hyderabad, deposed that Pak-Turk Schools have been established in pursuance of a Memorandum of Understanding (MOU) signed by Minister of Foreign Affairs, The Republic of Turkiye and Federal Minister for Education and Professional Training, The Islamic Republic of Pakistan, on 13th January, 2021.

5. Mr. Huseyin Can Coskun, Director, Pak-Turk Maarif International Schools & Colleges, Jamshoro & Hyderabad Region, filed comments dated 02.10.2024 intimating that the Turkish Maarif Foundation (TMF) is a Turkish State owned, non-profit education foundation, providing quality education to more than 50,000 students enrolled in 446 campuses in 51 countries worldwide. Whereas, in Pakistan it serves more than 13,000 students at 27 campuses in 10 cities across the country, including five (5) campuses in Sindh Province.

6. The Director, Pak Turk Schools further reported that the management is fully compliant of the judgement of the Honourable Supreme Court of Pakistan regarding mechanism for fixation of school fees and allegations of the complainant about unjust increase in tuition fee, beyond the prescribed fee, are totally incorrect. Furthermore, the School deferred increase in tuition fee from 2017 to 2021 due to Covid-19 Pandemic. He has stated that annual fee of Rs.126,600/- was maintained for three consecutive years from 2017 to 2019, followed by 10% discount on the annual fee for the year 2020 and a further 20% discount on the annual fee during pandemic for a period of five (5) months on the directions of the Honourable Court. He has further mentioned that fee structure is still below the permissible limit for 2024 and they have requested the Government for allowing them to increase the fees, which is pending approval.

7. Regarding children of the complainant, it has been reported that his two sons Mr. Sallar Ahmed Rajar and Siraj Ahmed Rajar were enrolled in classes 6 and 5 respectively at Jamhsoro Campus and during their entire tenure at junior sections, they enjoyed 50% discount in tuition fee, in addition to 10% sibling discount due to simultaneous enrolment. It has also been reported that on promotion of Mr. Sallar from junior to middle section, the discount was revised, in view of policy of fairness, to support other deserving students. Being not satisfied with reduction in discount, the complainant chose to withdraw his son Mr. Sallar from the school. However, his other son Mr. Siraj continued his enrolment at the school with 50% discount in fees, which was discontinued after his promotion to middle section, when as per policy, fresh academic assessment was carried out and it was determined that 50% discount applicable in junior section would no longer be available to him, instead he was offered 10% discount for studies in middle section. The Director, Pak-Turk Schools concluded by stating that the complainant filed complaints with mala-fide intention to pressurize and harass the management for getting 100% discount for both of his sons and prayed that the complaint may be dismissed.

8. The complainant in his rejoinder dated 17.10.2024 again alleged that the school management instead of adhering to policies, rules and regulations regarding increase



of fee / allowing 10% free-ship in view of provisions of The Sindh Right to Children to Free and Compulsory Education Act, 2013 as well as clauses of MOU signed with LUMHS, expelled his children to penalise him for pointing out these irregularities.

9. To thrash out the issue, the matter was finally heard by me on 07.11.2024. The complainant reiterated his earlier stances and alleged that Directorate of Inspection and Registration of Private Institutions Sindh, Hyderabad has failed to take appropriate action on his complaints. Syed Naveed Shah, Director, Inspection & Registration of Private Schools, Hyderabad Region in his reply submitted during hearing, stated that management of the school, as per policy, allowed 50% discount to both sons of the complainant, besides 10% sibling discount when they studied at junior sections. However, the discount given to them was discontinued on their promotions to middle sections. The complainant was not satisfied with this action and has been demanding 100% discount for both the children, whereas the school management during hearing held before the Provincial Ombudsman's Regional Director Nawabshah (Shaheed Benazirabad) consented for allowing 25% discount to both of his sons. Regarding implementation of 10% free-ship policy of the Government, it has been reported that same was being complied with by the school and the list of beneficiaries of this policy was submitted to them by the school. He further reported that 100% free-ship is only allowed to needy students in consideration of low income of their parents, which is fixed at minimum wages (Rs.37,500/- Per month) whereas the complainant has a higher income than that. The representatives of Pak-Turk Schools again emphasized that Turkish Maarif Foundation is Turkish State sponsored non-profit organization operating on the basis of a MOU executed between Governments of Pakistan and Turkiye and is providing quality education to more than 13,000 students in Pakistan with huge foreign investment. It has been denied in toto that the management of the school has violated any law of the land or rules and regulations prescribed by the registration authority / government. They pointed out that in fact the management deferred the increases of fee for five years from 2017 to 2021 besides allowing discounts during Covid-19 Pandemic. Further, sons of the complainant were allowed 50% discount, besides 10% sibling discount during their entire stay at junior section, which was discontinued on their respective promotions to middle section. Consequently, the complainant has been pressurizing and forcing them to allow 100% discount to both of his sons and to achieve this objective, he is filing baseless complaints to pressurize the management.

## **FINDINGS**

10. I have examined the case file, documents on record and heard the parties. It was an admitted fact that both sons of the complainant were allowed 50% discount with additional 10% sibling discount throughout their stay at junior section of the school. Initially the 50% discount was withdrawn on promotion of his son namely Mr. Sallar Ahmed Rajar from junior to middle section and being dissatisfied with this action he withdrew enrolment of his child from the school. However, his other son Mr. Siraj Ahmed Rajar was continuously getting benefit of 50% discount in fees till his promotion to middle section, when it was discontinued and as per fresh assessment, he was offered 10% discount, which was not accepted by the complainant. Being dissatisfied with said action of the management of the school, he started making complaints



alleging unjust increase of fee and non-adherence to policy of 10% free-ship as provided in The Sindh Right of Children to Free and Compulsory Education Act, 2013.

11. The Directorate of Inspection & Registration of Private Institutions, Hyderabad Region reported that the Pak-Turk Schools were established throughout the province in pursuance of a MOU signed by the Government of Pakistan with Government of Turkiye in January, 2021 and management of the school, as per policy in vogue, provided discount of 50% in school fees to both the sons of the complainant till their promotion to middle section. They further reported that the complainant has been demanding 100% free-ship for both of his sons though such facility is only applicable for wards of those earning minimum wages presently fixed at Rs.37,500/- per month, whereas the complainant does not fall within said income category and hence, is not entitled to this concession.

12. The complainant was neither able to substantiate his allegations regarding illegal increase of fee nor submitted the mandatory Affidavit / solemn affirmation in support of his complaint, as required under Section 10 (1) of the Act. Besides, Pak-Turk Schools have been established in pursuance of Memorandum of Understanding (MOU) signed by two Governments i.e. Government of Pakistan and Government of Turkiye hence the mandate of this Institution is restricted by Sub Section (b) of Section 9 of the Act.

### **DECISION**

13. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), I hereby dismiss the instant complaint due to non-solemn affirmation, as required under Section 10(1) of the Act. Moreover, no case of mal-administration has been established against the concerned Government Agency.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 15<sup>th</sup> November, 2024

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## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/78/2024/R.Thar/2024.
<i>Name and address of the complainant:</i>	Mr. Yasir Arfat, S/o Haji Muhammad Janjhi, R/o village Wakio, Taluka Mithi, District Tharparkar Mithi.
<i>Name of the Agency complained against:</i>	Education Department.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Haroon Ahmed Khan, Advisor/ Regional Director Tharparkar @ Mithi.
<i>Vetted by:</i>	Dr. Muhammad Nawaz Shaikh Advisor (Impl)
<i>Subject:</i>	<b>COMPLAINT AGAINST TALUKA EDUCATION OFFICER ISLAMKOT CITING FAILURE TO SUPPLY 50% OF BOOKS TO THE STUDENTS OF GOVERNMENT WARKIO JANJHI SCHOOL, TALUKA ISLAMKOT.</b>

### THE COMPLAINT

Mr. Yasir Arfat filed his complaint on 22-10-2024, against District Education Officer, and Taluka Education Officer, Taluka Islamkot, School Education & Literacy Department Tharparkar @ Mithi, regarding failure to supply remaining 50% books for the students of the Government Boys Primary School Warkio Janjhi, Taluka Islamkot, District Tharparkar at Mithi. He, therefore, solicited our intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, (amended up to date), subject to submission of Affidavit on Form "A" and by condoning the delay. For this purpose, the letter was issued to the complainant, vide letter dated 22-10-2024. The matter was taken up with the District Education Officer, Primary Tharparkar at Mithi for report, vide letter dated 22-10-2024. On 12-11-2024, the DEO appeared and submitted the report vide his office letter No. DEO Pry:/803/2024 Mithi, dated 12-11-2024. On the same date the complainant submitted a letter of thanks through UMS, that his grievance has been resolved and he is satisfied with the report of the Agency, and requested to close the case.

### DECISION

3. In view of the above, the complaint stands redressed and disposed off accordingly.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
 Sitara-e-Imtiaz. PAS  
 Ombudsman, Sindh  
 Karachi, dated; 12<sup>th</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/117/KHE/17
<i>Name and address of the complainant:</i>	Mr. Iftikhar Ahmed, R-12/2, Ayaz Town, Gulshan-e- Iqbal, Karachi.
<i>Name of the Agency complained against:</i>	Layari Development Authority (LDA).
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Farrukh Habib Director, Regional Office, Karachi (East)
<i>Subject:</i>	<b>INORDINATE DELAY IN ALLOTMENT OF ALTERNATE PLOT IN LIEU OF FLAT NO. B-213, BEACH AVENUE PROJECT, LDA.</b>

#### THE COMPLAINT

Mr. Iftikhar Ahmed in his complaint dated 06.03.2017 stated that he had booked a Flat No. B-213 in Beach Avenue Project, Hawks Bay Housing Scheme-42, Layari Development Authority (LDA), Karachi in 1998 and paid Rs. 2,05,000/- in 15 installments. He further stated that in 2009 LDA published notice in Newspapers that the said project has been declared abandoned, while allottees were given 04 options viz;

- Proposal i.** LDA will refund deposited amount plus premium at the bank rates.
- Proposal ii.** Allottees (if interested) would be adjusted by allotment of residential plot in Hawksbay Scheme 42.
- Proposal iii.** Allottees who are interested for adjustment in new proposed highrise buildings would be adjusted on the basis of deposited premium.
- Proposal iv.** Any other suitable proposal which is agreeable mutually by both allottees and LDA.

2. The complainant opted for option No. 2 & 3 and furnished requisite papers. He stated that he visited office of LDA in this regard several times, LDA staff kept assuring him that such proposal was under consideration. In 2015 the LDA asked him to submit fresh application, which the complainant did on 20.05.2015, but still no action was taken. He, therefore, solicited intervention of this office in the matter.

#### PROCEEDINGS

3. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response,



Deputy Director Land, LDA, vide letter dated 12.04.2017 stated that the flat No. B-213 was allotted to Mr. Iftikhar Ahmed s/o Raees-ul- Ghani, through a ballot held in 1998 against application No. 00143. However, with the approval of the Governing Body LDA, the Beach Avenue Project was abandoned, and no further construction was carried out at the site. The Agency report elaborated further that as per public notice published in the Daily Dawn on 17.04.2009 and in order to compensate the allottees they were given four options. The applicant chose proposal No. 2, requesting the allotment of a suitable plot in Hawksbay Scheme No. 42. Mr. Iftikhar Ahmed (complainant) submitted the application along with paid challans amounting to Rs. 2,05,000/- without attestation. The work thereafter went at snail's pace on account of non-availability of complainant in the City to further pursue the matter.

4. The Investigating Officer continued correspondence with the Agency and the complainant and also heard the case on different dates. In the hearing held on 25.11.2021 Mr. Umer Maqsood, Assistant Director, LDA requested the complainant to visit his office for completion of formalities so that his case could be submitted before the competent authority for approval. The complainant agreed to visit the Agency's office.

5. In a subsequent hearing held on 17.08.2023, Mr. Umar Maqsood, Assistant Director, LDA, informed that he was in touch with the complainant, who was in Punjab and as soon as he would return to Karachi, his case would be finalized. Subsequently, the complainant vide letter dated 14.10.2024 intimated that with the continuous efforts / intervention of this office the LDA has given him an alternate plot measuring 400 sq. yds. in the same scheme. All payment has been made and he has received allotment letter. He extended gratitude to this Institution and requested for closing the matter.

## **FINDINGS**

6. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

## **DECISION**

7. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of office.

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Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 23<sup>rd</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/3673/2023/Adv-M
<i>Name and address of the complainant:</i>	Syed Aley Raza s/o Syed Wahid Hussain, House No. A-60, Block-H, North Nazimabad, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Mir Hussain Ali Advisor - M
<i>Subject:</i>	<b>COMPLAINT AGAINST KARACHI METROPOLITAN CORPORATION (KMC) FOR DELAY IN HANDING OVER PHYSICAL POSSESSION OF PLOT NO. 272, LANDHI COTTAGE INDUSTRIAL ZONE, OR TO RETURN THE DEPOSITED AMOUNT.</b>

#### THE COMPLAINT

Syed Aley Raza filed complaint dated 16-5-2023 against maladministration in the Karachi Metropolitan Corporation as physical possession of plot No. 272, Landhi Cottage Industrial Zone was not being handed over to him since 1993, nor the deposited amount is being returned as per the present market value. He therefore requested this Institution to intervene in the matter.

#### PROCEEDINGS

2. The matter was taken up with the Deputy Director Cottage Industrial Zone, KMC, but despite several reminders there was no response. On 3.11.2023, a Show Cause Notice was issued to Syed Athar Hussain Naqvi, Deputy Director (Cottage Industrial Zone), KMC followed by a Bailable Warrant of Arrest for producing the Deputy Director. The official submitted his reply on 3.1.2024 and informed that due to pendency of many cases and NAB reference in different Courts he could not attend.

3. Meanwhile, it has been observed that these matters pertaining to failure to hand over possession to the allottees in the Landhi Cottage Industrial Zone have earlier been dealt by the High Court and the Ombudsman Sindh also. In a decision ordered on 6th October, 2017 on a similar complaint, the Ombudsman Sindh directed the KMC to take action as follows:

- i. Expediently arrange a suitable land and get it developed and hand over possession to the complainant and other allottees within a period of six months from the date of decision.
- ii. In case of failure to do so, the complainant and other allottees shall be entitled to receive the refund of deposited amount alongwith premium at the rate being offered on PLS account by the banks from the date of deposit of the amount.



4. Again, on 16th September, 2020, the then Ombudsman Sindh had decided eighteen complaints on the same issue i.e. possession not being handed over in Landhi Cottage Industry Zone, as follows:

"In view of the above, I, in exercise of powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman for Province of Sindh Act. 1991, hereby direct the Mayor, Karachi Metropolitan Corporation and the Metropolitan Commissioner, Karachi Metropolitan Corporation, to refund the amount deposited by the complainant alongwith the profit accrued on the said amount calculated on the basis of rate fixed by the National Bank of Pakistan of PLS account from the date of deposit till the handing over of the amount to the complainant within 60 days and report compliance".

5. In a similar case, the High Court of Sindh in C.P. No. 3792/2013 has endorsed the decision of the Ombudsman Sindh as follows:-

"That the respondents No. 1&2 would return the amount to the petitioner alongwith the profit accrued on the said amount calculated on the basis of rate fixed by the National Bank of Pakistan on PLS accounts from the date of deposit till the handing over of the amount to the petitioner within one month."

6. Since this complaint is also identical in nature with the other complaints, which have already been decided twice by the Ombudsman Sindh as elaborated above u/s 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, I hereby direct the Mayor, Karachi to redress the grievance of complainant Syed Aley Raza as per the decisions made earlier in identical cases by the honorable High Court of Sindh and the Ombudsman Sindh, and to take action as follows:-

- i. Assess the possibility of developing suitable land for this purpose and handing over possession to Syed Ale Raza and other affectees.
- ii. In case the above option is not possible, the deposited amount along with premium at the rate being offered on PLS account by the banks from the date of deposit of the amount, shall be refunded to the complainant Syed Aley Raza within six weeks positively.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 08<sup>th</sup> November, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/8444/2023/ADV-S
<i>Name and address of the complainant:</i>	Mr. Zahid H. Maker, Golestan, H. No. 51, Motilal Goverdhandas Road, Block-05, Old Clifton, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Corporation (KW&SC)
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Hashim Raza Zaidi, Advisor-S
<i>Subject:</i>	<b>COMPLAINT AGAINST KW&amp;SC FOR NON-SUPPLY OF POTABLE WATER TO THE HOUSE OF COMPLAINANT, DESPITE REGULAR PAYMENT OF BILLS.</b>

#### THE COMPLAINT

Mr. Zahid H. Maker filed a complaint on 19.10.2023 regarding non-supply of potable water to his house situated in Block-5, Old Clifton, by the Karachi Water & Sewerage Corporation (KW&SC) for last one year despite regular payment of bills. Due to severe shortage of potable water in the area, he and other residents of the area are compelled to purchase expensive water tankers which is often contaminated and pose a risk to the health of the consumers. He also alleged diversion of water to the residents of Neelum Colony. He added that the residents of the Defense Housing Authority (DHA) and Clifton Cantonment Board (CBC) have filed a petition against DHA and CBC, and the Hon'ble High Court of Sindh, Karachi has granted relief to the petitioners. He, therefore, solicited our intervention for the resolution of his problem.

#### PROCEEDINGS

2. The case was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) and then matter was referred to the Agency for report. In response, Executive Engineer (Water), KW&SC, Clifton District South-B, in his letter dated 26.12.2023 informed that due to low pressure from CTM (Bulk), the area of the complainant is facing water shortage. He further said that the connection from Neelum Colony cannot be made as this might result in a law and order situation as the subject line is dedicated to that area. Moreover, KW&SC Clifton with CTM (BULK) is trying to increase the water pressure from the main pipeline, so that the water can be supplied to the subject area in adequate quantity.

3. The matter was followed up with the agency. The complainant in his letter dated 23.07.2024 informed that after intervention of this institution, necessary coordination has been made between all the concerned departments. He further requested us to issue an official letter to the KW&SC to repair the water supply line servicing his area.



4. The matter was taken up with the concerned officers of KW&SC to expedite the matter vide this office letter dated 31.07.2024. The complainant submitted statement dated 30.10.2024 and informed that after intervention of this institution, the KW&SC and B&R TMC Karachi has regularized the water supply to the residence of complainant. He expressed gratitude to the Provincial Ombudsman institution for timely resolution of his problem and also requested to close the case.

### **FINDINGS**

5. Since the grievance of the complainant has been resolved, no further proceeding is required by the Institution of Provincial ombudsman Sindh.

### **DECISION**

6. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 20<sup>th</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/1456/2023/12/G
<i>Name and address of the complainant:</i>	Mr. Malik Khushi Muhammad & Others, C/o Faizan Adnan Int. Fabrics, Plot No.LS-138, Sector 33-D, Korangi No. 1½, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Corporation (KW&SC)
<i>Name &amp; Designation of Investigating Officer:</i>	Brig. Muhammad Jamil (Retd) Consultant-G
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b>ALLEGED INACTION BY KW&amp;SC ON THE COMPLAINTS REGARDING ACCUMULATION OF SEWERAGE WATER ON THE ROAD BETWEEN SECTOR 33-D &amp; 33-G WHICH WAS CAUSING CONTAMINATION OF WATER BEING SUPPLIED TO THEM.</b>

### THE COMPLAINT

Mr. Malik Khushi Muhammad and others, filed a complaint received on 21.02.2023 and alleged accumulation of sewerage water on the road between Sector 33-D & 33-G which was also contaminating piped water being supplied to Sector 33-D, Korangi No. 1 ½, Karachi. For that, they approached the KW&SC for redressal of their grievances, but to no avail. They, therefore, sought intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted on 03.03.2023 under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), subject to submission of copy of CNIC, an Affidavit on Form "A" and by condoning the delay. The matter was referred to the Managing Director / Chief Executive Officer, KW&SC vide this office letter dated: 06.11.2023 for report. Simultaneously, the main complainant was advised to submit copy of CNIC and an Affidavit on Form "A", which were submitted by him later-on.

3. After constant follow up, the Executive Engineer (Sew), Korangi Division, KW&SC reported vide letter dated: 27.06.2024 that the accumulated sewerage water at Sector 33-D & 33-G has been removed and all the missing RCC rings slabs & manhole covers have been fixed on main disposal line. In support thereof, he also enclosed pictures of the site. He further added that clean potable water is being supplied to the residents now.

4. Later-on, the main complainant vide his letter dated: 06.11.2024 confirmed that their grievances have been resolved and requested to close the case.



## **FINDINGS**

5. With the intervention of this Institution, the problems of the complainants have been resolved as confirmed by the main complainant vide letter dated: 06.11.2024. Hence, no further action is required.

## **DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



*Sd/-*

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 09<sup>th</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/6317/2021/HYD/255
<i>Name and address of the complainant:</i>	Mr. Tariq Ali & others R/o U.C Unarpur, Taluka Manjhand, District Jamshoro.
<i>Name of the Agency complained against:</i>	(i) District Health Officer, Jamshoro. (ii) Executive Engineer Buildings Division, Jamshoro.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Abdul Wahab Memon, Consultant / Director, Regional Office, Hyderabad.
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST THE AGENCIES ALLEGING NON-COMPLETION OF RURAL HEALTH CENTRE (RHC) BUILDING AT UNARPUR, DISTRICT JAMSHORO</b>

### THE COMPLAINT

Mr. Tariq Ali and others filed a joint complaint dated 02.12.2021 wherein they stated that the upgradation of Rural Health Centre Unarpur from Basic Health Unit was approved by the District Government Jamshoro during the year 2014 but the same has not been completed. They requested the concerned agencies for completion of scheme but to no avail. Aggrieved by that, they solicited intervention of this Institution.

### PROCEEDINGS

2. The case was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to the submission of Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued preliminary notice dated 31.12.2021 to the Deputy Commissioner, Jamshoro, XEN Buildings Division Jamshoro and District Health Officer, Jamshoro for report. In response, the XEN, Buildings Division Jamshoro informed vide letter dated 14.01.2022 that subject scheme, "Health Facility Scheme of up-gradation from BHU to the level of RHC at Unarpur was approved in 2014 to be executed through District ADP, Jamshoro as under:

- (a) ADP-287 (Up-gradation to the level of RHC at Unarpur, Ward and indoor block, Taluka Manjhand).
- (b) ADP-288 (Up-gradation to the level of RHC at Unarpur, Admin Block/OPD Block, Taluka Manjhand).

He added that work on Scheme No: 1, ADP-287 was stopped due to non-release of funds since last two years. However, the Scheme No: 2 ADP-288 Admin Block/OPD Block is operational.



4. The Investigating Officer Hyderabad visited the Rural Health Centre Unarpur on 09.06.2023 in the presence of following:

- i. Dr. Faheemuddin Qureshi, Deputy Director, D.G. Office (Health) Hyderabad.
- ii. Mr. Muhammad Ashraf Abbasi, AEN, Buildings, Jamshoro.
- iii. Dr. Nadeem Ali Jatoi, Medical Superintendent, Manjhand
- iv. Dr. Mohammad Amin, DM-PPHI
- v. Dr. Zakir Samo DNC-PPHI
- vi. Dr. Santosh Kumar, ADHO, Jamshoro.

5. The building of Rural Health Centre, Unarpur was found completed which was handed over to the Incharge Medical Officer, PPHI, Unarpur. The building consisted of 13 rooms with required facilities. The Incharge Medical Officer informed that all essential services are available as mentioned below:

- a. Free medicines are provided to the patients as per requirements;
- b. Vaccination Centre for babies is functional.
- c. Gynecology ward is functional.
- d. Ultrasound facility available.
- e. Ambulance facility for 24 hours for shifting of patients is also available.

The RHC Unarpur was operated properly by the PPHI and required facilities were being provided to the patients. He enclosed the photographs as an evidence.

### **FINDINGS**

6. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

### **DECISION**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.

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Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 23<sup>rd</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/ROK-06/(Khp)/2019
<i>Name and address of the complainant:</i>	Mr. Najeebullah S/o Hizbulah Memon R/o Mohalla New Therhi, Taluka & District Khairpur.
<i>Name of the Agency complained against:</i>	Revenue Department.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ahmed Bakhsh Ghumro Regional Director, Regional Office Khairpur
<i>Vetted by:</i>	Mr. Muhammad Misbah Tunio, Advisor-J
<i>Subject:</i>	<b>DELAY IN ENTRY OF AGRICULTURE LAND ADMEASURING 01 ACRE 12 GHUNTA IN REVENUE RECORD BY TAPEDAR ABDUL WAHEED SHAIKH OF TALUKA KHAIRPUR.</b>

#### THE COMPLAINT

Mr. Najeebullah Memon, filed a complaint dated. 08-01-2019, against Revenue Department regarding delay in keeping entry in revenue record by Tapedar Abdul Waheed Shaikh of Taluka Khairpur of the agriculture land which was purchased by complainant and his brother Umair Ahmed Memon. He requested for intervention in the matter.

#### PROCEEDINGS

02. The complaint was admitted u/s. 10, of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), after receiving mandatory affidavit on Form "A" & other relevant documents.

03. The matter was taken up with the Agency vide this office letter dated 18-01-2019, for comments. In response, the Mukhtiarkar (Revenue), Taluka Khairpur, vide report No. SM/171/2019, dated 30-01-2019 informed that as per entry No. 77 in Revenue Record, the survey no. 571/1-12 of Deh Therhi, was entered in the name of Khatedars Abdul Basit, Abdul Nasir, Abdul Malik, Abdul Khalique, Mst. Kulsoom, Mst. Zareena w/o Gul Muhammad, Mst. Kulsoom D/o Gul Muhammad and Mst. Zareena W/o Gul Muhammad who have sold out their share to Abdul Basit, Abdul Nasir, Abdul Malik, and Abdul Khalique, all sons of Gul Muhammad Memon. He further reported that Abdul Nasir has sold out his 25 paisa share to Raja Khan S/o Mohammad Moosa Phulpoto, vide entry No. 224, dated 22-09-2017. Thereafter, for the second time Mst. Kulsoom d/o Gul Muhammad, Mst. Zareena W/o Gul Muhammad & Abdul Nasir sold out their share to applicant Mr. Najeebullah Memon, which was already sold out by them to other person.

04. Copy of said report and its enclosure were sent vide this office letter dated 29-03-2019, to the complainant for his rejoinder. The complainant filed his rejoinder dated. 19-11-2019, wherein he stated that he was not satisfied with the Mukhtiarkar's



report and requested that action should be taken against Tapedar Abdul Waheed Shaikh. The hearings were held on different dates. Finally, the complainant appeared on 02-08-2023 and filed an application therein stating that the entry of his agriculture land bearing survey No. 571/1-12 has been recorded in Revenue Record by Revenue Department. Copy of VII-B also was enclosed. He offered his thanks to the Ombudsman for resolving his matter and requested to close his case.

### **FINDINGS**

05. I have examined the case, perused the record which clearly indicates that:

- a) The complainant claim was genuine and Agency was delaying to record entry of agriculture property of the complainant in the Record of Rights.
- b) After intervention of this secretariat, the Agency has made required entries in Revenue Record.

### **DECISION**

06. In view of above position, the case is disposed of as redressed and consigned to record accordingly.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz, PAS  
Ombudsman, Sindh  
Karachi, dated; 20<sup>th</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/RL-321(LKA)2024
<i>Name and address of the complainant:</i>	Mr. Kashif Ali Qureshi S/o Abdul Sattar Qureshi, R/o Mohallah Motan ur, ur Pur Taluka Ratodero, District Larkana.
<i>Name of the Agency complained against:</i>	Sindh Education Foundation (SEF) Karachi.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ali Akbar Jagirani, Director, Regional Office, Larkana
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST FAILURE TO GRANT SCHOLARSHIP TO THE SON OF THE COMPLAINANT.</b>

### THE COMPLAINT

Mr. Kashif Ali Qureshi filed a complaint dated: 02.09.2024 wherein he stated that his son, Muhammad Hussain had appeared in the written test conducted by SIBA Testing Services for grant of merit scholarship under Sindh Education Foundation Program 2024-25. His son qualified the written test and his name is also included in the merit list for grant of scholarship but the grant of scholarship is being delayed without any justification. Aggrieved by that, he solicited intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), after receiving mandatory affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 07.10.2024 for report to the District Head, Sindh Education Foundation Larkana. The Deputy Director, Sindh Education Foundation (SEF) Karachi informed vide letter dated: 23.10.2024 that after verification of relevant documents, the Sindh Education Foundation has decided to offer scholarship to the son of the complainant namely Muhammad Hussain for Academic Year 2024 and enclosed the copy of offer letter dated 23.10.2024 as an evidence.

4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 24.10.2024. The complainant appeared before the Investigation Office Larkana on 25.10.2024 and filed a written statement that the scholarship has been granted to his son by the SEF. He offered thanks to this Institution on redressal of his grievance.

### FINDINGS

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.



## **DECISION**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



*Sd/-*

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz, PAS  
Ombudsman, Sindh  
Karachi, dated; 18<sup>th</sup> November, 2024



## **Selected Decisions**

### **DECISION**

<i>Complaint No.</i>	POS/CH/5447/2020/RM-54
<i>Name and address of the complainant:</i>	M/s. Muhammad Toufiq & Muhammad Saleem Laghari, R/o. Village Qadir Bux Laghari, Sangro Post Office, Mirpurkhas.
<i>Name of the Agency complained against:</i>	District Education Officer (ES&HS), Mirpurkhas.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zulfiqar Ali Junejo, T.I, Regional Director, Mirpurkhas.
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST SCHOOL EDUCATION DEPARTMENT ALLEGING INORDINATE DELAY IN POSTING OF TEACHERS AT GOVT. BOYS MIDDLE SCHOOL, QADIR BUXT LAGHARI.</b>

### **THE COMPLAINT**

M/s. Muhammad Toufiq and Muhammad Saleem Laghari filed a joint complaint dated 01-12-2020 wherein they stated that building of Government Boys Middle School Qadir Bux Laghari was constructed during the year 2011. At present, 171 students are enrolled at the school but the SNE for middle school has not been sanctioned, hence, the required number of teachers has not been posted. Aggrieved by that, they solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted under section 10 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), after receiving mandatory affidavit on Form-A, other relevant papers and by condoning the delay.
3. This office issued notice dated 01-02-2021 to the District Education Officer (ES&HS), Mirpurkhas for report, who in response informed vide letter dated 16-02-2021 that Govt. Boys Middle School at village Qadir Bux Laghari was upgraded in 2009 and the SNE also stands approved but budget for it is still not released by the Finance Department.
4. The matter was taken up with the Secretary, School Education & Literacy Department Karachi vide letter dated 22.02.2021. The Section Officer (B&F), School Education department requested the Secretary, Finance Department vide letter dated 10.02.2022 to issue release budget of additional posts created through SNE (New) 2017-18.
5. The case was heard by the Registrar, Ombudsman on 16.10.2024, attended by S.O (B&E-SIV) Finance Department and Deputy District Education Officer (ES&HS), Mirpurkhas. The Deputy District Education Officer submitted report that 254 students are enrolled at the school and two JESTs and four PSTs have been posted there.



One additional HST will also be posted at the said middle school. The complainant appeared before Investigation Officer Mirpurkhas on 22.10.2024 and filed a written statement wherein he confirmed that his grievance has been redressed.

### **FINDINGS**

6. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

### **DECISION**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 18<sup>th</sup> November, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/7368/2022/NWS-132/SGR-28
<i>Name and address of the complainant:</i>	Mr. Ghulam Mustafa, S/o. Muhammad Ameen Makorani, R/o. village Peeral Makorani, Taluka Tando Adam, District Sanghar
<i>Name of the Agency complained against:</i>	U.C. Peeral Makorani / Local Govt. Department
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Fazal Muhammad Shaikh, Regional Director, Sanghar
<i>Vetted by:</i>	Syed Hashim Raza Zaidi, Advisor-S
<i>Subject:</i>	<b><u>COMPLAINT REGARDING ALLEGED DILAPIDATED CONDITION OF ROAD AND DRAINAGE SYSTEM AT VILLAGE PEERAL MAKORANI, DISTRICT SANGHAR.</u></b>

#### THE COMPLAINT

Mr. Ghulam Mustafa, filed a complaint on 25.11.2022 against U.C Peeral Makorani, Local Government. Department regarding dilapidated condition of road and drainage system in the village Peeral Makorani. The residents are facing problems due to overflowing of sewerage in the streets. He approached the concerned agency for redressal of his grievance, but to no avail. Aggrieved by that, he solicited intervention of this Institution.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the Deputy Director, Local Govt. Sanghar for report vide this office letter dated 01.03.2023 followed by reminders. In response, the Additional Director, Local Govt. Sanghar forwarded the detail report of Chairman, U.C. Gujhro dated 04.07.2024 stating therein that grievances of complainant have been redressed by completing earth filling work in village Peeral Makorani and enclosed the photographs as an evidence. Besides that, the Chairman, U.C Peeral Makorani informed that he has approached the local MPA for construction of sewerage system and road at Peeral Makorani, Taluka Tando Adam, through his discretionary funds, who has agreed and proposed a development scheme of drainage /C.C Paver, etc for the said village. The Executive Engineer, PHED, Sanghar has invited the tenders for such scheme. He enclosed the copy of Notice Inviting Tender vide letter dated 19.02.2024, in support of his contention. He has further requested that matter may kindly be closed as grievance of the complainant is being redressed.

4. Meanwhile, the complainant appeared before the Investigation Officer on 04.07.2024 and confirmed the report of agency and submitted his statement, wherein,



he offered his thanks to this Institution on redressal of his grievance and also requested to close further proceedings on his complaint.

### **FINDINGS**

5. On the intervention of this Institution, the agency has redressed the grievances of the complainant and other residents of the village Peeral Makorani.

### **DECISION**

6. In view of above facts, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 23<sup>rd</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/6756/TTA/55/2023
<i>Name and address of the complainant:</i>	Dr. Inayat Rasool Baloch, Chief Medical Officer, TB Clinic, Civil Hospital, Thatta
<i>Name of the Agency complained against:</i>	Health Department, Thatta
<i>Name &amp; Designation of Investigating Officer:</i>	Dr. Riaz Ahmed Siddiqui Regional Director, Thatta
<i>Vetted by:</i>	Mr. Fasihuddin Khan, Advisor Z
<i>Subject:</i>	<b>ALLEGED INACTION ON THE APPLICATIONS MADE BY THE COMPLAINANT REGARDING POOR CONDITION OF T.B. WARD, CIVIL HOSPITAL, THATTA</b>

#### THE COMPLAINT

Dr. Inayat Rasool Baloch, filed a complaint on 29.08.2022 regarding inaction on his earlier requests to the concerned officers of the Health Department about the miserable condition of T.B. Ward, Civil Hospital, Thatta. It has been closed since last five years due to non-availability of staff, medicines and lack of other facilities. He, therefore, solicited our intervention in the matter.

#### PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) after condoning the delay and subject to submission of Affidavit on Form 'A'. After fulfillment of this mandatory requirements, the matter was taken up with the Medical Superintendent (MS) Civil Hospital, Thatta on 18.09.2023. In response he appeared before the Inquiry Officer on 19.09.2023 and submitted a report in writing stating therein that the said T.B. Ward was functional and patients were treated. He further reported that more than half portion of the T.B. Ward was well maintained and it was serving the patients with services of diagnosis and provision of medicines. He agreed to take more efforts to make the T.B. Ward fully functional. After further follow up he submitted another report on 31.10.2023 stating that he has taken necessary measures to improve the condition of T.B. Ward in the Civil Hospital, Thatta. He also assured to take all possible measures and steps to provide health services to poor people including treatment of Tuberculosis in the Civil Hospital, Thatta.

3. The above report of the Agency was sent to the complainant vide letter dated 06.11.2023 for his rejoinder. After further correspondence, the complainant appeared before the Investigating Officer on 14.12.2023 and submitted a written statement that his complaint has been redressed and appropriate measures have been taken to resolve the issue. He thanked this Institution and also requested to close the case.



## **DECISION**

4. In view of the above, the complaint is disposed of as redressed and file consigned to record.

Given under my hand and seal of office.



*Sd/-*

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 23<sup>rd</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/6544/2021
<i>Name and address of the complainant:</i>	Mr. Muhammad Salih Panhwar R/o village Allah Bachayo Panhwar, Taluka Johi, District Dadu.
<i>Name of the Agency complained against:</i>	Executive Engineer, Public Health Engineering Sub-Division, Johi, District Dadu.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Imdad Ali Shah, Regional Director, Dadu.
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST PUBLIC HEALTH ENGINEERING (PHE) DADU ALLEGING NON-SUPPLY OF DRINKING WATER TO VILLAGE ALLAH BACHAYO PANHWAR, TALUKA JOHI, DISTRICT DADU.</b>

#### THE COMPLAINT

Mr. Muhammad Salih Panhwar filed a complaint dated 13.12.2021 wherein he stated that his village Allah Bachayo Panhwar which has a population of 900 is deprived of the facility of clean drinking water. He approached the Executive Engineer, PHE Division Dadu in this regard but to no avail. Aggrieved by that, he solicited intervention of this Institution.

#### PROCEEDINGS

2. The complaint was admitted under section 10 of the Establishment of the office of Ombudsman Sindh for the province of Sindh Act, 1991 (amended up-to date), after receiving mandatory affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice to the Assistant Executive Engineer, PHE Sub-division Johi for report vide letter dated 07.01.2022, who in response informed vide letter dated 08.06.2022 that a proposal for installation of a R.O Plant at village Allah Bachayo has been submitted with estimated cost, amounting to Rs.6.15 million to provide drinking water to 20 villages by Zam Zama Gas field.

4. The Investigation Officer, Dadu visited the village Allah Bachayo Panhwar on 03.10.2024 in the presence of Assistant Executive Engineer, PHE Johi and the complainant. It was found that the villagers were getting drinking water from the R.O Plant and enclosed the photographs as an evidence.

#### FINDINGS

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.



## **DECISION**

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the province of Sindh Act 1991 (amended upto dated), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 09<sup>th</sup> December, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/1143/SKK-28/2024
<i>Name and address of the complainant:</i>	Mr. Prem S/o. Deewan Bagri, R/o. Bismillah Town, Near Lal Mashaiq Chowk, Sabzi Mandi Road, Site Area, Sukkur.
<i>Name of the Agency complained against:</i>	Executive Engineer, Public Health Engineering Department, Sukkur
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Nazir Ahmed Dhoon, Director, Regional Officer, Sukkur
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b>DELAY IN REPAIR OF WATER FILTRATION PLANT INSTALLED AT BISMILLAH TOWN, NEAR SABZI MANDI, SUKKUR.</b>

### THE COMPLAINT

Mr. Prem, filed a complaint on 27.02.2024 and alleged delay in repair of non-operational Reverse Osmosis Plant installed at Bismillah Town, Near Sabzi Mandi, Sukkur by the Public Health Engineering Department, Sukkur. He, therefore, solicited our intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Executive Engineer (O&M), Public Health Engineering Department, Sukkur vide this office letter dated 20.03.2024 followed by reminders. In response, the Executive Engineer, PHED vide his report dated 25.06.2024 informed that after required repair the Reverse Osmosis Plant at Bimillah Town, Sukkur has now been put into operation.

3. A copy of said report was sent to the complainant for his rejoinder vide this office letter dated 27.06.2024 followed by reminders dated 23.07.2024 and 21.09.2024 but no response was received from him. From this, it is presumed that after resolution of the issue he has lost interest to pursue the matter.

4. On 15.10.2024 the Investigating Officer conducted site visit of Reverse Osmosis Plant alongwith Assistant Executive Engineer, Public Health Engineering Department, Sukkur and found it operational. On enquiry the residents of the area confirmed that they are getting filtered water through this plant regularly.



## **FINDINGS**

5. According to report of the agency and site visited by Investigating Officer on 15.10.2024 it was found that the Reverse Osmosis water plant at Bismillah Town, Near Sabzi Mandi, Sukkur is now functional. Hence, no further action is required.

## **DECISION**

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 27<sup>th</sup> November, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/9198/GTK-170/2023
<i>Name and address of the complainant:</i>	Mr. Qari Abdul Sattar & others, C/o. Al-Saeedi Electric Store, Taluka Daharki, District, Ghotki.
<i>Name of the Agency complained against:</i>	Public Health Engineering Department (PHED) District, Ghotki
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Gul Hassan Shaikh, Director, Regional Office, Ghotki
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b><u>NON-SUPPLY OF WATER TO THE RESIDENTS OF TALUKA DAHARKI DUE TO FAILURE IN COMPLETION OF WATER SUPPLY SCHEME BY PHED.</u></b>

#### THE COMPLAINT

Mr. Qari Abdul Sattar & others, filed a complaint on 16.11.2023 against Public Health Engineering Department (PHED) regarding non-supply of water to the residents of Daharki due to failure in completion of water supply scheme. The complainants had frequently approached the PHED, Ghotki for redressal of their grievances but it was of no avail. Therefore, they requested for our intervention.

#### PROCEEDINGS

2. Having admitted the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form 'A', other relevant documents and by condoning the delay, the Investigating Officer called report from the agencies.

3. In response, the Executive Engineer, Public Health Engineering Division, Ghotki vide his letter No. DB/1649/2022 dated: 20.12.2023 informed that the work on subject scheme has been completed and the process of testing the pipe line upto Engro Gate has also been completed and testing of pipe line heading towards Town is under process which will be completed very soon. He further informed that after completion of testing process of pipe line the scheme will be handed over to Local Government Department, (Town Committee Daharki) for its operation and maintenance. The report of the agency was sent to the complainants for filing rejoinder.

4. In response, the complainants appeared before the Investigation Officer on 28.12.2023 and submitted their rejoinder stating that after intervention of this Institution their grievances has been redressed and they are satisfied with the report submitted by the agency.

5. The Regional Director, Ghotki visited the site on 31.05.2024 alongwith Mr. Abhemano, Assistant Engineer, PHED, Taluka Daharki as well as complainants



Mr. Qari Abul Sattar & others. During the visit he found that the water supply scheme was functioning satisfactorily. The residents of Taluka Daharki also expressed their deep gratitude to this Institution for resolving their problem.

### **FINDINGS**

6. With the intervention of this Institution, the water supply scheme is completed and functioning satisfactorily as confirmed by complainants vide letter dated: 28.12.2023. Hence, no further action is required.

### **DECISION:**

7. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 05<sup>th</sup> July, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/6814/KE-378/2022
<i>Name and address of the complainant:</i>	Mr. Khalid Mehmood S/o Abdul Latif, H.No.C-46, Alfalah Housing Project, Malir Halt, Karachi.
<i>Name of the Agency complained against:</i>	Registrar Cooperative Societies, Sindh.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Iqbal Nafees Khan Advisor/Director, Regional Office, Korangi.
<i>Subject:</i>	<b>INACTION BY REGISTRAR COOPERATIVE SOCIETIES SINDH AGAINST SAADABAD COOPERATIVE HOUSING SOCIETY (SCHS) FOR REFUSAL TO ISSUE NOC AND TRANSFER PLOT NO. A-217 TO COMPLAINANT'S WIFE.</b>

#### THE COMPLAINT

Mr. Khalid Mehmood lodged a complaint with this office against the Registrar of Cooperative Societies, Sindh, alleging that he had purchased Plot No. A-217 in the Saadabad Cooperative Housing Society (SCHS), Block 5, Gulistan-e-Johar, KDA Scheme No. 36, Karachi, from Syed Ashfaq Ahmed through a Sale Agreement and a General Power of Attorney, duly registered on 05.11.2003. He further asserted that all dues of the Society had been cleared up to 2022.

2. On 06.06.2022, upon approaching the Society's management to obtain a No Objection Certificate (NOC) and transfer the property to his wife he was informed through letter No. SCHS/147/681 dated 14.06.2022, that duplicate records for the same plot existed, one in the name of Syed Ashfaq Ahmed and the other in the name of Muhammad Qasim. Consequently, the Secretary of SCHS informed Mr. Mehmood that the Society could not issue the NOC and advised him to seek recourse under the Sindh Cooperative Societies Act, 2020. Following this, Mr. Mehmood sought action from the Registrar's office but his problem was not resolved. Therefore, he sought intervention of this Institution to redress his grievance.

#### PROCEEDINGS

3. The complaint was referred to the Agency for a report and comments. In response, the Agency requested the Society to submit a report/comment to this office. After several hearings and persistent follow-ups, the Honorary Secretary of SCHS instructed both parties, vide letter No. SCHS/099/681 dated 11.09.2023, to present the original files/records to enable him to prepare a comprehensive report for the Registrar of Cooperative Societies. The complainant appeared before the Honorary Secretary with the original documents, while the other party failed to do so. Due to the failure of the other party to appear, the Honorary Secretary presented the matter to the Managing Committee, which resolved to declare the complainant as the lawful owner of the plot and to withdraw their letter dated 14.06.2022. This decision was communicated to the complainant through letter No. SCHS/035/681 dated 07.03.2024.



4. On 07.05.2024, Mr. Kashif Afzal, Admin Officer of SCHS, and the complainant attended the hearing. The Admin Officer confirmed the contents of the Society's letter dated 07.03.2024. Complying with the instructions of Regional Director, Korangi he issued letter No. SCHS/082/24 dated 30.07.2024, addressed to the Registrar, Cooperative Societies Sindh, Karachi, with copies to this office and the complainant, thereby confirming the complainant's ownership of Plot No. A-217 as the General Power of Attorney holder of Syed Ashfaq Ahmed. The Honorary Secretary further clarified that the Society has no objection if the complainant wished to transfer the plot to his wife or any other individual, subject to compliance with legal formalities, including the payment of transfer fees and any other applicable charges.

5. The complainant subsequently submitted a letter to the Regional Director, Korangi, expressing his satisfaction and gratitude for the assistance provided by this office and requested the issuance of a final decision.

### **FINDINGS**

6. I have reviewed the case and the proceedings conducted by the Investigating Officer and observed that, following the intervention of this office, the Society acknowledged the complainant's claim, declared him the lawful attorney of the plot in question, and advised him to take possession of the plot.

### **DECISION**

7. Given the above, the complaint stands disposed of as redressed.

Given under my hand and seal of office.



Sd/-  
**(MUHAMMAD SOHAIL RAJPUT)**  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 21<sup>th</sup> October, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/38/2024/KM/KW
<i>Name and address of the complainant:</i>	Mr. Muhammad Iqbal Nini, Plot No. S-101, SITE, Gulbai, Karachi.
<i>Name of the Agency complained against:</i>	Sindh Industrial Trading Estate.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (West).
<i>Vetted by:</i>	Mr. Rafizzuaman Siddiqui, Advisor-B
<i>Subject:</i>	<b>COMPLAINT AGAINST FAILURE TO CLEAN THE SEWERAGE AND DRAINAGE LINES IN SITE AREA, KARACHI.</b>

#### THE COMPLAINT

Mr. Muhammad Iqbal filed a complaint on September 25, 2024, wherein he alleged blockage of sewerage and drainage lines near his Plot No. S-101, SITE, Karachi. He reported that the obstruction has caused sewerage water to overflow on the road and towards his factory, damaging infrastructure and posing serious health risks. Despite approaching the relevant authorities, no action has been taken by the agency. He therefore, requested for intervention.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after completion of codal formalities.

3. The matter was taken up with the agency vide letter dt: 26.09.2024. In response the Estate Engineer (B&R), Sindh Industrial Trading Estate, informed vide letter dated 08.10.2024 that the site was visited along with field team of Sindh Solid Waste Management. It was found that the encroacher had covered the drain with RCC storm water structure. The Estate Engineer confirmed that directives had been issued, urging the encroacher to restore the drain within 7 days. In case of failure to do it, the SITE Ltd. will take action to remove the obstruction, with the encroacher being held liable for all associated costs.

4. The report of the agency was sent to the complainant for rejoinder vide letter dated: 16.10.2024 who appeared before the Investigating Officer Keamari, on 04.11.2024 and stated that his issue has been resolved. He has requested for closure of his complaint.

#### FINDINGS

5. On the intervention of this Institution, the complainant's issue has been resolved.



## **DECISION**

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 19<sup>th</sup> November, 2024



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/6339/2022/KC
<i>Name and address of the complainant:</i>	Mr. Muhammad Raza Alam & others, R/o. Plot No. SB-14, Al-Waheed Center, Near Lubna Apartment, New Quetta Hotel, Block-M, North Nazimabad, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Corporation (KW&SC)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Nazir Ahmed Qidwai, Director, Regional Office, Karachi (Central).
<i>Vetted by:</i>	Mr. Ghulam Abid Shaikh, Advisor-K
<i>Subject:</i>	<b>ALLEGED SUPPLY OF CONTAMINATED WATER TO “AL-WAHEED CENTER” PLOT NO. SB-14, BLOCK-M, NORTH NAZIMABAD, KARACHI.</b>

#### THE COMPLAINT

Mr. Muhammad Raza Alam and others, filed a complaint on 20.10.2022 and alleged supply of contaminated water to “Al-Waheed Center”, Plot No. SB-14, Block-M, North Nazimabad, Karachi. They reported the matter to KW&SC but to no avail. Therefore, they solicited our intervention for the resolution of the problem.

#### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) by condoning the delay and subject to the submission of Affidavit on Form-“A”. After submission of the required document by the complainants, the matter was referred to the agency. In response, the Executive Engineer (Water), Karachi Water & Sewerage Corporation (KW&SC) vide his letter dated 31.07.2023 stated that water pipe line of the said building was found rusted and chocked which requires replacement. He requested us to ask the building owner / association to seek permission for road cutting so that necessary replacement of pipe could be made to restore supply of clean potable water to the complainants.

3. The report of the agency was sent to the main complainant vide this office letter dated: 21.09.2023 for rejoinder followed by a reminder dated: 20.12.2023 but he did not respond. Finally, he was contacted through his cell phone on 22.01.2024 when he informed that the damaged pipeline has been replaced and his problem is resolved. Later-on, he vide his letter dated: 24.06.2024 also confirmed laying of new pipe line and requested to close his case.

#### FINDINGS

4. After resolution of the problem of the complainant, no further action is required by this Institution.



## **DECISION**

5. In view of the above, the complaint stands redressed and disposed of accordingly.

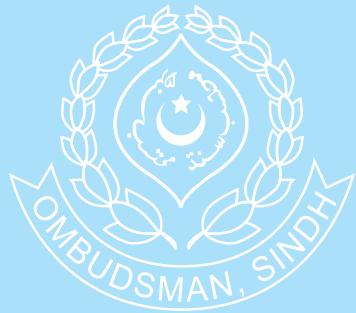
Given under my hand and seal of office.



Sd/-

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated; 27<sup>th</sup> November, 2024



# SUCCESS STORIES





## Success Stories

### **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.



### **LYARI DEVELOPMENT AUTHORITY (LDA) PAID RS.2,530,071/= TO LIAQUAT NATIONAL HOSPITAL**

Mr. Akberally Amirally, Director Finance & Hospital/Secretary at Liaquat National Hospital, Karachi, filed a complaint stating that the hospital provided medical treatment to employees of Lyari Development Authority (LDA) from January 2015 to October 2016, incurring Rs. 2,530,071/. He alleged that despite series of correspondence, the LDA authorities failed to make the payment; consequently, he requested intervention by the Ombudsman institution in the matter.

To redress the grievance of the complainant, the Ombudsman Sindh issued directives to the authorities concerned to investigate the matter. As a result of investigation the Agency (LDA) cleared outstanding dues as agreed by the complainant in seven installments.

The complainant appreciated the role of the Ombudsman for taking prompt action and providing speedy justice in the matter.



### **WIDOW OF THE DECEASED FIRE BRIGADE SUPERVISOR RECEIVED COMMUTED PORTION OF FAMILY PENSION**

Mst. Hameeda, wd/o Jameel Ahmed Shaikh, filed a complaint with the Ombudsman Sindh against the Municipal Commissioner Hyderabad for delay in disbursing arrears of commuted portion of family pension following her husband's demise. She stated that her husband, a former supervisor at the Fire Brigade, retired on 09.10.1996 and passed away on 31.12.2010. The agency has failed to pay the outstanding amount of Rs. 576,792/- for the commuted portion of the family pension.

The matter was taken up with the agency. In response, the Senior Accounts Officer, HMC Hyderabad reported that Rs. 576,792/- on account of restoration of commuted portion dues from 01.07.2015 to 31.10.2020 have been credited in her bank. The complainant confirmed receipt of payment and also expressed her gratitude for role played by the Ombudsman Institution in resolving her problem.





## Success Stories

### **ISSUE OF NON-CARRYING OUT DELISTING WORK AT 4-R-RD-31 TO 60 DRAIN AREA, TALUKA JATI RESOLVED**

Syed Shahzad Hussain Shah in his complaint against Town Committee Gharo alleged about non-carrying out delisting work at 4-R-RD-31 to 60 Drain area, Taluka Jati, causing problems to growers during rainy season, etc. He, therefore, sought intervention in the matter.

After admitting the case, the matter was taken up with Agency. In response, the Assistant Executive Engineer, Jati Drainage Sub Division submitted report intimating that excavation work of 4-R-RD-31 to 60 Drain area has been completed.

The complainant appeared before the Investigating Officer and confirmed redressal of his grievance and expressed his thanks for prompt action by the Institution.



### **CHOWKIDAR APPOINTED AGAINST 5% QUOTA OF DIFFERENTLY ABLED PERSONS**

Mr. Amir Ali Tagar filed complaint alleging inordinate delay in his appointment against 5% quota of differently abled persons and requested to intervene. The complaint was admitted and taken up with the Agency.

After intervention of POS, the complainant got appointment letter for the post of Chowkidar from the District Education Officer (Primary), Larkana which was also confirmed by him.



### **RESIDENTS 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 residents of Gulberg, Block-12, Federal-B Area, Karachi, for last two years and solicited intervention for the resolution of the 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.





## Success Stories

### **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.



### **DAUGHTER RECEIVED FAMILY PENSION AND ARREARS THEREOF AFTER NINE YEARS**

Mst. Anees Fatima in her complaint alleged about inordinate delay in payment of family pension of her father who died in 2014. The complaint was admitted and notice issued to concerned Agency. After persuasion the DAO Larkana reported that family pension case of the complainant has been finalized and monthly family pension restored and arrears of family pension amounting to Rs.1,384,116/= paid to her.

The complainant personally appeared before investigating officer and confirmed receipt of family pension and arrears thereof and expressed her gratitude for redressing the long pending grievances.



### **RETired EMPLOYEE RECEIVED SERVICE DUES AFTER LAPSE OF MORE THAN 07 YEARS**

Mr. Abdul Naeem Shahid filed a complaint stating that he retired as Deputy Director, Parks & Horticulture Department, KMC in the year 2016 but pensionary benefits were not paid despite his continuous approaches to Metropolitan Commissioner, KMC and Director Welfare, F&A, KMC.

The matter was taken up with the authorities concerned after protracted correspondence with the KMC the complainant received Rs.2,570,022/- as pension dues who expressed his gratitude to the Institution for providing assistance in matter.





## Success Stories

### **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.

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### **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-Shahdakot, 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.

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### **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.



## Success Stories

### **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.

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### **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 hearings 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.

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### **1239 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 1239 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.

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### **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.3,719,196/-, 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.



## Success Stories

### **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 Sindhri @ command of water course No. 136/IT Ex-Khahi 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.



### **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.



### **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.





## Success Stories

### **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, Larkana 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.

### **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.

### **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.

### **UNIVERSITY CONDUCTED 1<sup>ST</sup> SEMESTER EXAMS OF BUSINESS ADMINISTRATION UNDER GRADUATE PROGRAM**

Mr. Syed Faisal Qadri, the Director of Academics Hyderabad, Institute of Arts & Science & Technology, filed a complaint with the Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan, stating that the authorities of the University of Sindh, Jamshoro, had delayed in conducting the 1st semester examinations of the under graduate program of Business Administration, though it is the responsibility of the University to conduct all the examinations in time, avoiding loss of time and money.

Being the custodian of public interests, the Provincial Ombudsman Sindh issued directives to the authorities of the University of Sindh to appear before the Ombudsman Sindh. After an investigation, the allegation of delay in conducting the examination was proved against the University administration. Consequently, a date for the 1st semester exam was fixed and the examination was conducted. Thus the issue was resolved.

The Ombudsman Sindh further directed the University to complete all the pre-requisites in time with the affiliated colleges and take steps to conduct future examinations in time.

The complainant appreciated and thanked the Ombudsman, Sindh for his prompt action.



## Success Stories

### **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.



### **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 has been redressed after intervention of Ombudsman Institution.



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

Mr. Muhammad Nomani 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 complaint 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 copies 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.





## Success Stories

### **29 PENDING CASES FORWARDED 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 Shahdakot 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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### **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.



## Success Stories

### **A SCHOOL TEACHER RECEIVED COMMUTATION AND LPR ARREARS ON THE INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH**

Mr. Ansar Ahmed, Retired High School Teacher approached Provincial Ombudsman Sindh regarding delay in payment of service dues i.e. commutation and encashment of LPR by the District Accounts Office Hyderabad.

The matter was taken up with the District Accounts Office Hyderabad. In response, Focal Person of District Accounts Officer, Hyderabad appeared before Investigating Officer and informed that an amount of Rs.5,430,546/- and Rs.1,711,320/- as commutation and encashment of LPR have been credited in complainant's account and produced credit slip.

The complainant also personally appeared before the Regional Director Hyderabad and confirmed receipt of payment of arrears and extended thanks to the Ombudsman Institution for resolving his grievance.



### **DAUGHTER OF DECEASED MUKHTIARKAR RECEIVED PENSION ARREARS**

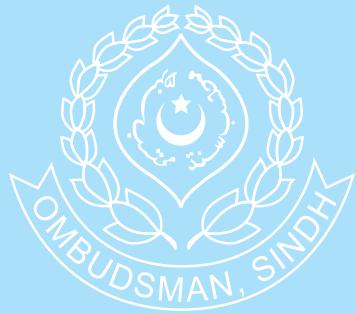
Ms. Bisma Suleman d/o deceased Mukhtiarkar Johi approached the Office of Provincial Ombudsman Sindh with grievance that her deceased father was a Mukhtiarkar at Johi and died during service in the year 2007 but District Accounts Office Dadu failed to clear family pension despite lapse of 15 years.

The Regional Director, Provincial Ombudsman Sindh Hyderabad issued notice to District Accounts Officer, Dadu who informed that family pension in favour of legal heirs is an 18 years old case. Therefore, the matter has been referred to the Finance Department for approval of pension cases disposal committee (PCDC). The Secretary (PCDC) issued an advice to DAO Dadu for completion of requitement as per Rule 302(6) of SCSR of Finance Department, Government of Sindh.

The District Accounts Officer, Dadu vide letter dated 25.05.2023 informed that arrears of family pension of deceased Suleman have been calculated i.e Rs 36,58,823/- and forwarded to Secretary Finance for approval.

The complainant Bisma Suleman appeared before the Regional Director Hyderabad and confirmed receipt of long-awaited arrears and also extended thanks to this Office for playing role in resolving an old pending case.





# PUBLIC ACKNOWLEDGEMENT





## Public Acknowledgement

Gmail

naeemuddin din <naeemuddinadvocate@gmail.com>

### LETTER OF THANKS TO THE HONORABLE OMBUDSMAN (MOHTASIB) SINDH. NAEEMUDDIN RAJPUT, ADVOCATE HIGH COURT/VOLUNTEER.

1 message

naeemuddin din <naeemuddinadvocate@gmail.com> 4 November 2024 at 05:03  
To: mohtasibhd@yahoo.com, chiefsecretarysindh@gmail.com, cssindh@gmail.com, dceast@gmail.com

November 04, 2024

#### OUTSTANDING PERFORMANCE OF SYED ALI MUMTAZ ZAIDI, LEARNED ADVISOR-F, POS, KARACHI

#### ALLEGED ILLEGAL OCCUPATION OF HASSA SINGH PARK AT JIGAR MURADABADI ROAD, SEHWANI COLONY, GURUMANDIR, KARACHILAND VARIOUS OTHER ILLEGAL ACTIVITIES BEING CARRIED OUT IN THE ADJOINING/SURROUNDING AREAS OF MAZAR-E-QUAID-E-AZAM

I pay your special thanks for taking the decision on 25.10.2024 in Case No.POS/40/2024/KC/F-179 which was filed in your honorable office on the subject issues in the recent past. Needless to mention here that Syed Ali Mumtaz Zaidi, Learned Advisor-F is an honest and competent officer belonging to the old group of DMG Officers who has decided the case in a very short time whereas the case was very typical. I understand that your honorable institution really needs officers like Syed Ali Mumtaz Zaidi who may work on his pattern enhancing the glorification of the office of Honorable Ombudsman (Mohtasib) Sindh on a country's level especially at that time when your honorable institution has been established for speedy justice.

I hope that on the basis of your decision, said park will be restored soon for the people of the area so that they may come into the park for recreational activities. No doubt, your lordship and Learned Advisor-F will definitely get its reward from the Almighty Allah.

Please do punish such persons/officers working under the control of Government of Sindh under sections 12 and 16 of Ombudsman Act, 1991 who do not obey and comply with the directions of Honorable Ombudsman (Mohtasib) Sindh due to which the credibility of your honorable institution is being damaged badly in the society. A copy of this letter may please be forwarded to the Learned Advisor-F, POS, Main Office, Karachi.

Thanks once again.

Yours sincerely,  
  
(NAEEMUDDIN)  
Advocate High Court/  
Volunteer.  
0333-3155871

c.c.to:

Learned Advisor-F, POS, Karachi.

I also pay your special thanks for deciding the case within a very short time praying to Almighty Allah for your good health, long life and prosperity.

To:

Mr Abdul Wahab Memon  
Regional Director  
Provincial (Ombudsman) Sindh  
Regional Office Hyderabad.

Subject: PENDING FAMILY PENSION CASE OF LATE (MUHAMMAD SULLEMANOTH)  
RETired DEPUTY DISTRICT OFFICERJOHI

Reference: POS/1250/2022/HYD/100

Respected Sir:

I hope this letter finds you well. It is with immense gratitude and a sense of heartfelt appreciation that I write to convey our sincerest thanks. The efforts you and your Honourable Office have dedicated to our cause have yielded remarkable results. Your dedication has brought about a significant positive change in our lives—our pension has been initiated, and we have received the long-awaited arrears. We are sincerely thankful for your kind act and the support of your office.

Words alone fail to encompass the depth of our appreciation for your assistance during this time. Your intervention has alleviated our financial concerns and provided us with a renewed sense of stability. Your commitment to our welfare has not only relieved us of financial burdens but has also renewed our faith in the system.

May the kindness you have shown and the compassionate work of your Honourable office be rewarded in abundance. Your actions reflect a commitment to service and a dedication to helping individuals in need. We are grateful beyond measure and pray that your efforts continue to yield positive outcomes for those who seek assistance.

Once again, thank you for your invaluable support. May your work continue to inspire and bring about positive change.

Sui Regards

BismaSoleiman  
D/o Late Muhammad SulemanOtho  
Retired District Officer Johi



## Public Acknowledgement



To,  
Honourable Ombudsman,  
Sindh

Subject: **ISSUANCE OF DEGREE**

Respected sir,  
I am writing to express my sincere gratitude for the invaluable assistance and support you provided throughout the process of obtaining my degree from Sir Syed University of Science and Technology.

I am delighted to inform you that I have successfully received my degree, and it is with immense joy that I acknowledge the pivotal role you played in facilitating this achievement. Your professionalism, diligence, and commitment to assisting me during the application and approval process have not gone unnoticed.

Your guidance and prompt responses to my inquiries were instrumental in navigating the complexities of the procedure. I am truly grateful for the efficiency and dedication with which you handled my case, ensuring a smooth and successful outcome.

Receiving my degree is not only a personal triumph but also a testament to the effectiveness of the services provided by your department. Your efforts have undoubtedly contributed to the positive experience I had during this entire process.

I extend my heartfelt appreciation for your unwavering support and the exceptional service you provided. Your commitment to public service has made a meaningful impact on my educational journey, and I am sincerely grateful for the role you played in this accomplishment.

Once again, thank you for your dedication and professionalism. I look forward to any future interactions and continue to be impressed by the excellent work of the Ombudsman.

Yours sincerely,

Syed Haider Abbas Zaidi

s/o Yawar Mehdi Zaidi

Cell no. 03340313231

Address: A-16 New Rizvia Society,  
Opp. Kiran Hospital Scheme 33.  
Karachi

To,

Respected  
Muhammad Misbah Tuniyo Sahab  
(PAS) Advisor-J  
Secretariat Provincial Ombudsman (Mohtasib)  
Sindh Karachi.

Subject: **LETTER OF THANKS REGARDING TO MAKE THE OUTSTANDING COMMUTATION PAYMENT FOR RUPEES: 15,41,689.51/- DUE AT SHAH ABDUL LATIF UNIVERSITY KHAIRPUR.**

R/Sir,

It is requested that an application was submitted by me at Your Office regarding to make the outstanding commutation payment for the period of 23-11-1985 to 30-11-2018 amounting to Rupees: 15,41,689.51 which was due at Shah Abdul Latif University Khairpur.

In this regard, I am to request that above payment has been received/paid by the Shah Abdul Latif University Khairpur on dated 02-05-2024.

You are requested that further process/ correspondence in this matter with Shah Abdul Latif University Khairpur may kindly be stopped and correspondence file may also be closed for future time.

I am very thankful to you in order to make my commutation payment from Shah Abdul Latif University Khairpur for rupees: 15,41,689 for the period of 23-11-1985 to 30-11-2018.

Once Again Thanks

With Best Regards

Dated: 06-05-2024  
Address: Mr. Khalid Hussain Bhutto  
C/o Jalaluddin Bhutto  
Flower Merchant Lakhi Gate  
Shikarpur, Sindh.  
Cell No: 0332-3940239

*Received 6.5.2024*  
**KHALID HUSSAIN BHUTTO**  
Ex-Suprintendent  
The Shaikh Ayaz University  
Shikarpur



## Public Acknowledgement

To,  
The Honorable Chairman  
Provincial ombudsman  
Sindh, Pakistan

Subject: Closure of complaint receiving / POS/2556/2024/I, submitted in your office

Respected Sir

I am writing this letter in response of my complaint submitted in your office for my result correction of 09<sup>th</sup> Class's islamiat paper,

I am very much thankful of your great cooperation and kindness that you have taken immediate action and resolved my issue which was pending for couple of months, finally I have got true result and completed my matriculation in 1<sup>st</sup> attempt, if this was not resolved I could have to waste one more year to pass again the wrong resulted examination,

Once again thank you so much for all your support,

Kind Regards  
Aamna Aamir  
03414422555

To,

The Honourable Regional Director,  
Regional office of Provincial Ombudsman,  
Larkana.

**Sub: Delay in issuance of verification report in respect of registration of Hindu Panchait**

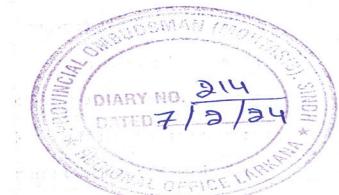
Ref:POS/3660/RL/143(LKA)2023

Respected Sir,

I would like to thanked to your kind institution that my grievances on the above cited subject was pending before DC Larkana and after taking sincerer efforts by your kind office my grievances become resolved as the DC Larkana has issued certificate of registration of Hindu Panchait.

In the best interest of justice it is humbly prayed that my above cited subject matter may very kindly be closed.

(Prdeep Kumar)



159



## Public Acknowledgement

M Gmail

KARACHI Central <rdmohtkhicen@gmail.com>

### Fwd: Formal Appreciation for Resolving the Case with Integrity- POS/4849/20

1 message

Syed Safdar Ali Shah <safdar.ali.syed63@gmail.com>  
To: rdmohtkhicen@gmail.com

Tue, Dec 10, 2024 at 1:38 AM

REFERENCE NUMBER : POS/4849/20

SECRETARIAT PROVINCIAL OMBUDSMAN SINDH  
KARIMABAD, KARACHI CENTRAL  
THE REGIONAL DIRECTOR  
KARACHI CENTRAL OFFICE OF PROVISIONAL OMBUDSMAN

**Subject: Formal Appreciation for Resolving the Case with Integrity.**

Regional Director  
SECRETARIAT PROVINCIAL OMBUDSMAN SINDH  
KARIMABAD, KARACHI CENTRAL  
THE REGIONAL DIRECTOR  
KARACHI CENTRAL OFFICE OF PROVISIONAL OMBUDSMAN

I hope this message finds you well. I am writing to formally express my heartfelt gratitude to you and your department for resolving my case with fairness and adherence to the true and rightful facts. While the process spanned over four years, the outcome is a testament to the integrity and dedication with which your office operates.

Your commitment to justice and public service is commendable. It is evident that your team's tireless efforts, professionalism, and pursuit of truth play a crucial role in upholding the rights of common people in Pakistan.

Please extend my sincere thanks to everyone involved in this process. Their hard work and perseverance have not only brought resolution to my case but also reinforced my faith in the justice system. Congratulations on running such a wonderful public service that stands as a beacon of hope for many.

Once again, thank you, and I wish your department continued success in its noble endeavors.

Yours sincerely,  
Mohammad Subhani

To,

**The Regional Director,  
Provincial Ombudsman,  
Mirpurkhas.**

**Subject: SATISFACTION LETTER.**

Respected Sir.

I, the undersigned, humbly submit that I had filed a complaint before your good office regarding the issuance of a direction to the Deputy Commissioner, Mirpurkhas for the approval of the CC Road / Street, of Mir Tariq Khan Talpur Street @ Ali Talpur Town.

In pursuance of my complaint, notices were issued and compliance reports were duly submitted. I have recently received documents through your letter dated: 26<sup>th</sup> June 2024, containing the list Approved by the District Development Committee of Mirpurkhas, which confirm that my prayer has been allowed and the CC Road / Street has been approved.

In light of the resolution of the matter, I respectfully request you to kindly dispose of, my complaint as the issue has been satisfactorily resolved.

I express my sincere gratitude for the prompt and effective action taken by your office in this regard.

Thank you for your understanding and cooperation.

Dated: 12-07-2024

**Yours Faithfully.**

  
**Mir Tariq Talpur.**  
Advocate High Court.  
Contact No: 0333-3154342.  
R/o: House No: 530-531, Ali  
Talpur Town, Mirpurkhas.



## Public Acknowledgement

### ALISHAH ENTERPRISES

APPROVED GOVT. CONTRACTOR, CIVIL & MECHANICAL WORKS.

Ref: \_\_\_\_\_

Proprietor  
SAJID HUSSAIN SHAH

Date: 22 - 02 - 2024

#### ACKNOWLEDGMENT RECEIPT LETTER

To,

The Regional Director,  
Provincial Ombudsman (Mohtasib),  
Sindh Secretariat Sukkur.

SUBJECT:

RECEIPT OF PAYMENT ACKNOWLEDGMENT LETTER.

Reference:

Your good office Letter No. POS/ROS/SKK-21/2017 dated: 24.01.2024.

It is submitted that the outstanding payment amounting to Rs. 627,880/- regarding provision of the Supply of goods during the Financial 2010-2012 against office of the Executive Engineer Mechanical Division (GB) Sukkur.

It is stated that cheques bearing number cited below amounting to Rs. 487,193/- is received to me against outstanding payment in the office of Executive Engineer Mechanical Division (GB) Sukkur and no further liability pending in aforesaid office.

Sr. No.	Gross Amount	Total Deduction	Cheque amount	Dated receipt	Remarks
1	287,040	52,237	234,803	15.06.2023	Paid to me vide cheque No. 4888082
2	170,400	32,120	138,280	20.11.2023	Paid to me vide cheque No. 5002992
3	140,000	25,890	114,110	06.02.2024	Paid to me vide cheque No. 5006501
Tot:	597,440	110,247	487,193	--	

Sincere Regards

Sajid Hussain Shah  
Proprietor of M/s Ali Shah Enterprises  
Government Contractor  
Sukkur

B-40 BARRAGE COLONY, SUKKUR 071-5615139

POS/1156/KB-48/2022

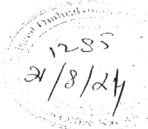
#### JAMIYAT PUNJABI SAUDAGRAN-E-DELHI

Jamiyat House: 9 Faran Society, Hyder Ali Road, Karachi.  
034135826-29, 0321-2898200, 0330-2898500  
info@jpsd.org.pk www.jpsd.org.pk  
www.facebook.com/jpsd.official



To,  
Honorable Provincial Ombudsman (Mohtasib) Sindh  
Office of the Regional Director,  
Karachi East

Dated: 7, August, 2024



Subject: Letter of Thanks and Appreciation Regarding Case of "Alleged Inordinate Delay in Registration of Two Coffin Carrier Buses Despite Payment of Due Amount"

Respected Sir,

On behalf of Jamiat Punjabi Saudagan-e-Delhi, I extend my profound gratitude and appreciation for the adjudication rendered by your esteemed office, directing the Excise and Motor Vehicle Registration Department, Sindh Karachi, to register our two coffin carriers and recover our previously paid pay orders amounting to PKR 434,000/- which were paid in 2015.

Your judicious order has been instrumental in augmenting our organization's capacity to provide prompt and dignified funeral services to our community members. This favorable determination is a testament to your office's unwavering commitment to upholding justice law & equity and supporting the public interest.

We are particularly indebted to your office for the expeditious and equitable handling of our petition, characterized by professionalism, empathy, and an unwavering dedication to the principles of justice. Your intervention has effectively resolved a critical issue, thereby reinforcing our confidence in the integrity and efficacy of the public service system.

Kindly extend our heartfelt thanks to all the officials involved in this matter. We anticipate your continued support and remain confident that your office will perpetually serve as a paragon of justice, law and equity.

Once again, we convey our deepest appreciation for your invaluable assistance.

Yours faithfully

Nadeem Ahmed  
(Hon. Gen. Secretary)



## Public Acknowledgement

To,

The Regional Director  
Ombudsman, Larkana

Subject: Compliance of my grievances - Withdrawal of application.

P/Sr,

I, Muhammad Hanif Sheikh R16  
Sachal Colony Larkana State Model I had complained  
against XEN (PHED) Larkana for construction of  
Pavon Hall.  
As my grievances are solved & the construction  
work is completed by PHED, I am hereby, withdraw  
my complaint.  
I am highly thankful to worthy RD ombudsman  
Larkana for immediately solving my complaints.



Thanking you  
Yours truly  
Muhammad Hanif Sheikh  
Hanif Sheikh  
12/10/2024

The Regional Director,  
Provincial Ombudsman Sindh,  
Regional Office, Sanghar

Subject: LETTER OF THANKS

Respected Sir,

I would like to submit this letter of thanks on behalf of my mother Mst. Moomal, who filed 5No. complaints regarding delay in payment of service dues of her late son Zahid Hussain, who was chowkidar at GGPS, Lundo and expired on 17-11-2023 during service and after intervention of esteemed Ombudsman Institution, the grievances have been promptly redressed and all the admissible service dues have been received i.e (i) Monthly Pension of Rs.36,892/- has been restored and arrears of family pension an amounting to Rs.1,63,550/- (ii) Encashment of LPR an amounting to Rs.3,71,640/- (iii) G.P Fund an amounting to Rs.4,78,392/- and commutation an amounting to Rs.7,93,664/- have been credited in bank account of his mother Mst. Moomal (the complainant).

I am very thankful and appreciated efforts taken by the Provincial Mohtasib Sindh regarding prompt redressal of grievances of his mother Mst. Moomal.

Your Sincerely,

(ZULFIQAR ALI)

S/o. Muhammad Paryl(SPA)  
C/o. Dr. Muhammad Hussain Chandio, near Karachi  
Electric Store, Shahdadpur, District Sangha  
(0302-3225061)

Dated 10/9/2024



## Public Acknowledgement

Pos/5326/2023-NWS-129/SGR-58  
Pos/2638/2024/SGR-100

To,

The Regional Director,  
Provincial Ombudsman Sindh,  
Regional Office, Sanghar

Subject: LETTER OF THANKS

Respected Sir,

I would like to submit my statement that I have filed complaint against Irrigation Department regarding non-supply of water for Khokhrani Shakh resultantly khatedars of entire area facing problems, but due to intervention of Mohtasib Department my grievance including the grievances of entire area have been redressed.

I am very thankful and appreciate regarding continuous efforts taken by the Provincial Mohtasib Sindh Office regarding prompt redressal of grievances of public of the entire area.

Your Sincerely,

Dated: 9/9/2024

**(ADVOCATE KHURSHEED AHMED JATOI)**  
Village Mitho Khoso, Tando Adam,  
District Sanghar

To,

The Regional Director,  
Provincial Ombudsman Sindh,  
Regional Office Sanghar

SUBJECT: REJOINDER / LETTER OF THANKS

Respected sir,

This is with reference to my complaint against Mukhtiarkar (Rev), Shahdadpur regarding issuance of mutation Form-VII-B on the basis of registration Sale Deed of my plot situated at Manzoorabad Housing Scheme Phase-II and I am very thankful to your Institution and honour to submit this letter of thanks on redressal of my grievance after intervention of your department I have received Form-VII-B of my plot.

I am again very grateful for your intervention which provides help and my grievance has been redressed, I further request to close proceedings of my case.

Yours Obediently

Dated: 13-06-2024

**(MAJID RASHEED)**  
R/o. Shahpur Chakar  
Taluka Shahdadpur  
District Sanghar



## Public Acknowledgement



Redefining Primary Healthcare

To,

The Regional Director  
Provincial Obudman Sindh.

PPHI SINDH  
District Office  
Hyderabad  
PPHI/HYD/Admin/30610  
Date: 20-03-24.

BSL  
Balai 28-03-2024  
District Office Hyderabad

Respected Sir,

With reference to the letter No PCS/1389/2022/RH/115/-513  
Dated, 28.2.2024 , it is to inform you that at GD wanki wasi, we ensure every facility including the availability of the staff , medicines and others.

A Dispenser appointed by PPHI Hyderabad has been providing services there, however, a government medical officer named Dr. Zahid Ansari has not been attending his duty at GD wanki wasi since years.

Notwithstanding ,keeping in view the commitment of PPHI sindh is providing quality healthcare to the communities , a pphi appointed Medical officer is also being posted.

It is ,therefore, you are requested to direct the said Government Medical Officer (Dr . Zahid Ansari) to attend his duty at GD Wanki Wasi, In this way the services of Medical Officer (PPHI) we have posted there , can be utilized to any other health facility.

RALAK NAZ (PMS)  
District Manager

Copy for information & necessary action to:

- The Chief Operating Officer, Head Office, PPHI Sindh, Karachi
- The Regional Director, PPHI-Sindh, Hyderabad.
- The District Health Officer, District Hyderabad
- The Master File.

DISTRICT MANAGER

PPHI Sindh Complex, Opposite to Driving License Office, Jamshoro Road, Hyderabad

Phone: 022-3667208

Email: [dsm.hyderabad@pphisindh.org](mailto:dsm.hyderabad@pphisindh.org)

خدمت جناب ریجنل ڈائریکٹر صاحب  
ریجنل آفس صوبائی محسب سکریٹریٹ میر پور خاص

جناب عالی:-

درخواست گزار مسماں جیلہ بیگم یوہ وحید الدین یہ گزارش پیش کرہی ہوں کہ میری شکایت نمبر PO5/7794/2023/RM-198 کے تحت چلنے والی کارروائی کے تحت میری فیملی پینشن Restore کر دی گئی ہے جس کے لیے میں آپ کے نمبر دل سے شکر گزار ہوں اور دعا گو ہوں کہ اللہ تعالیٰ آپ کو خوش رکھے (آمین) اب میری اس کارروائی کو بند کر دیا جائے۔

عین نوازش ہوگی

حالت مسماں

فقط عضدار:

مسماں جیلہ بیگم یوہ وحید الدین  
 محلہ ٹنڈوالیار بس اسٹاپ میر پور خاص



## Public Acknowledgement



خدمت جتاب مختول اعلیٰ اعوان صاحب  
Consultant-F  
صوبائی مختسب اعلیٰ مندھٹ

کراچی -

حوالہ: POS/7254/2022/F

جناب عالیٰ:

جسے TMC مارٹی پورڈر سٹرکٹ کیاڑی کی طرف سے میرے بقایا جات کی ادائیگی ہو گئی ہے۔ آپکا بہت بہت شکریہ مجھے بقایات کی ادائیگی آپکی کاوشوں کا نتیجہ ہے۔ میں آپ کے لیے دعا کرنی رہو گی۔ میرا یہس بند کر دیں۔ شکریہ

درخواست گزار



(عائشہ بیوہ اللہ تو)

مکان نمبر 768، بلکن نمبر 8، ریتی لائن، کراچی



وزارت کابینہ میں مختار مختسب اعلیٰ مندھٹ، کراچی  
مختسب اعلیٰ مندھٹ، صوبائی مختسب مکمل ہے، کراچی

محترم سید مقصود حیدر نقی صاحب

ریکلیڈ ایکٹس ساؤنڈ ہو گھر صوبائی مختسب اعلیٰ مندھٹ، کراچی

موضوع:

ادارے کی طرف میرے ریٹائرمنٹ پشوں گریجینی مدت ملازمت کے دران تمام پوسٹ اور یونیورسٹی مختسب اعلیٰ مندھٹ کراچی

5/8/2024 POS/3665/2022/30/KHS/1874 dated 31-7-2024 توں دھول ہو گئی تاریخ:

حوالہ:

ادارے کے جانب سے مکمل ہے۔

الحمد للہ محترم جتاب: ادب و احترام کے ساتھ عرض ہے کہ محترم جتاب رجسٹرار کو آپریشنز سینڈھ کراچی کے نامہ

ایڈیشنری / ایم کمیٹی جتاب خابد خان صاحب ادارے کی تی شیخوپخت قفسہ میز رکو اپریشنز سینڈھ کے افراد کے مدد گزاروں چنوبوں نے میری چیزیں کرہے درخواست / ایڈیشنری سے غور فرائیتے ہوئے میری ملازمت کے ریٹائرمنٹ کے جزو کے بھائیجاں (بیوی) کی فوری ادائیگی اس نے کے احکامات دیے ہوئے کہ مورخ 31 نومبر 2022 سے سابق ایڈیشنری ایم ہیم بھی اور ان کے تین بھرثے کے گھر افران ناچار طور پر بھائیجاں کی ادائیگی کرنے سے کریں گے۔

مورخ 04 ستمبر 2024 شیر ایف سی اینس جتاب محرر قبضہ سیلان اور شیر ایف سیکنڈ جتاب محرر زادہ صاحبان نے مجھے ایڈیشنرمنٹ سے ریٹائرمنٹ کے کام کیے کے تمام (full & Final) بھائیجاں (جزو کے گھے بنی) کی ادائیگی بڑے یہی میٹھل بیک کے کراس چیک نمبر: 51259480 تاریخ: 04/09/2024 تاریخ:

13,89,989 روپے کریں ہے۔ جو میں نے دھول کر لئے ہوں اپنے اسماں سے کہ میرے پس پر جو گھر کارہائی دکر تھے جو کہ کیس پر بند کر دیا ہے

اللہ تعالیٰ آپ کو حس کے ساتھ فرمی اشاف کرنے کی توفیق دے، حصہ ایں نہایت خداوندی کے ساتھ جنہیں EOB میں پہنچنے ملی ہوئی ہے۔  
گزشتہ دوساروں میں آپ کے توہن کے جواب میں میری جتاب سے جو گھر کیا گیا جس سے آپ کے ہمراہ اسوسی ایٹھوں کیا ہو توہن میں مختسب اعلیٰ مندھٹ کیا ہے مجھے محفوظ کیا چاہئے گا۔

5/9/2024

نقہ: عباس خالد (5-1037985) 42301-0209901

نر. شیر ایف ایونیٹ نیو گل نمبر 5، بیلب ملی مارکیٹ آئی ایڈ، کنٹہ، بیلب ایسی ساؤنڈ

کافی برائے اطلاع:

محترم جتاب دھی رجسٹرار، کو آپریشنز سینڈھ، کراچی

محترم جتاب محمد رفیق سیلان صاحب، شیر ایف سی اینس

محترم جتاب شیرزادہ صاحب، شیر ایف سی اینس



## Public Acknowledgement

محترم جناب منظور علی اعوان صاحب

Consultant F, صوبائی مختصہ اعلیٰ سندھ سیکریٹریٹ، کراچی



جناب عالی:

میں نے ایک کیس نمبر POS/7519/2022/F آپکی عدالت میں داخل کیا

لہا جس میں مجھے TMC مازی پور کی طرف سے میرے بقاویاجات کی ادائیگی ہو گئی

بے

آپکا بہت بہت شکریہ مجھے بقاویات کی ادائیگی آپکی کاوشوں کا نتیجہ

بے۔ میں آپکے لیئے دعا کرتی رہوں گی۔ میرا کیس بند کر دین۔ شکریہ

درخواست گذار



(شریفہ زوجہ سید شیرو الدین شاہ)

مکان نمبر 10، KMC کمپاؤنڈ کوارٹر، کراچی

میں کی صرف خود کی بحث سے احمد سلوج اپنے رشوپر  
شکریہ میں ادا کرنے ایسا نہیں ہے۔ میرے  
رسنگر کلرک کے موہام اعماق دری ریز تھے کہ روزانی  
ملازموں بہ وادی بھاری ان کی خلافت ہو گئی۔  
اب حصے احادیث کی طرف سے تمام حواسیات کی اور اپنی  
کرزی کی ہے جس میں آخری بیلیوینک غنائم Fund  
جن پتھروں پر دیا گیا ہے اعدام کل اس طبقاً جیسا  
رقم کا دیا گیا ہے 41,871.00

میں اعتماد رکھا ہوں جس میں صوبائی محکموں کی حیثیت میں اور ان کے  
کمیٹی میں کام کرنے والے ہوں اور میں اسکے لئے ہوں کہ میں  
کوئی بے در کا کام نہیں کی جو ہم سے حصہ وابستہ ہے اور اسیل  
حکوم پر ہو گی۔

آدمی کی سکونت کا اس سفر خود کی بحث  
31 جولائی ۲۰۲۴ء

Mrs. Firdous Sohail

31-07-24



## Public Acknowledgement

لندھتے جناب ریجنل ڈائریکٹر صاحب  
صوبائی مختی اعلیٰ آفیس گھوڑکی.  
جناب اعلیٰ ..

جیشنا نے آئے منہار نالی دیاں احمد لغای  
ولہ محمد سردار لغای، ہمیں ماستر گورنمنٹ ہمارا اسٹول  
ایوب لکھنی جو سائنس و فن تی عزمن تو گردان سے مان  
کی درخواست کیا ہے جس کی اکاؤنٹ آفیسی میرور  
کی درخواست کیا ہے جس کی پیمائش نہیں کیا ہے۔  
اچ تاریخ 28/11/24 میں مختی اعلیٰ آفیس دارن کالی گاہ مری  
لکھنی ہے۔ یہ مان ریجنل ڈائریکٹر قتل محمد نعیم کی لکھنی  
درخواست کیا ہے صاحب من تھوڑے ملے وہی مون ہی  
ہے کوئی میغز کیا ہے ایک والد پیسٹر رقم 28/0555/2  
اکرمی نے دک اتنا دیوہزار دبیر و ملازمی ڈناء ان جی گلی  
کو سلیپ بے ڈنی، مان سائنس و فن فیڈریشن ڈیکرگر  
رہنمایس و اکھیات۔ ڈھمیہ اونہاں کی دعائیں حکمہ و  
رکھنے سے۔

عہدمند  
دیاں احمد لغای  
ہمیں ماستر گورنمنٹ  
ہمارا اسٹول ایوب لکھنی  
رقم 3264115  
تاریخ 28/11/24

1353  
28/11/24  
Ombudsman Sindh  
Government of Sindh  
Karachi, Sindh, Pakistan

لندھتے جناب ریجنل ڈائریکٹر عہد  
سنت دیکھنے کیلئے لاہور کانٹو  
جناب اعلیٰ ..  
اکو خالیہ ہیا قت علیہ ولد ولہی  
محمد نعیم دنادڑ ڈپرائیوری اسٹول  
کیچھ جیسا درخواست اومان ہی گھمی  
ہے کیا حصہ نہ ڈریز جیسا لاد پیسٹر  
یہ دنائی ہیئت جا واجبات ادا نہ کرو  
لصیا آکھے۔ اونہاں جی ادا ہے جی معاہد  
کا پیو ڈریز گوارن مخصوص جی پیسٹر  
یہ جیا حصہ ادھیقات ادا کری جائے  
اکھی ادا ہے اونہاں جی ادا یہ جو  
ڈھمیہ شکر گھنے ار آکھیا اونہاں جی  
ادا رکھی جی محصر جامی ہما کی مانہ وہ وہ  
کھدمت مصلحت کی تھوڑے تھیا ہے برا ڈھمیہ  
ملکیت جو رج کیس سیندھ کیوں ہے۔

عہدمند  
لیاقت علیہ قلنی  
دیکھنے کیا اسٹری فنڈھر





## Public Acknowledgement

PO/EC41/2024/K-04

جودت جمادی صوبائی محکمہ سندھ

### خطاب عالی!

سندھ بانہ گزارش یہ کہ یہم نے گزشتہ برس 2023 میں پیش کے بقایا جات کے متعلق درخواست (دارثی تھی) جوکے یکم فروری 2024ء کو حل کر دی گئی ہے اور یہم بھاری پیش کے بقایا جات رقم 246045 مصوب ہے۔

یہم آپکے شکرگزاری میں کہ آپ نے بھاری مسئلہ بروقت حل کر دیا ہے۔

شکریہ  
العارض

مودود خاں - 25 مارچ 2024ء - نام - امتحان  
پڑھنے والے (کاغذ کونڈا / تحصیل گوجرانوالہ - راولپنڈی)

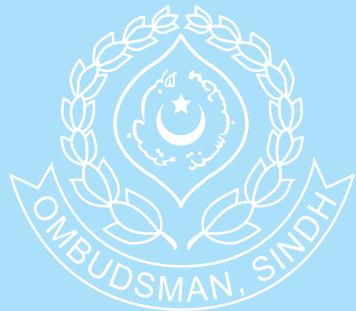
حستہ بیوہ، I.I مشتاقد احمد -

PO/2699/2024/K-22

1- میں Sindhi Govt. کے 15/6/2008ء کے بعد 60 سال پر سے ہر سال کے بعد R.C.T.R. میں  
2- تاذن کے مطابق 72 لکھ روپیہ عرضیں سے کر رہا  
Co-committed Portion of Pension  
Pension میں اضافہ اور  
3- 72 لکھ روپیہ عرضیں میں مدد میں A.G. Sindhi Govt.  
کو اضافہ کرنے کے بعد میں اپنے Pension  
Matters کے لئے Restatement  
4- تین ٹکنی April 2024 کے  
کرانے کے باوجود میں کیا ہے  
5- آخر کار میں نے صوبائی حکومت سندھ  
کو Complaint 6- ایکو نہ بھی میں  
Chimay Complain سن کر A.G. Sindhi Govt. کو  
ھدایت کی۔

6- اور 20 دن کے اندر ایک حکومتی جلسہ  
Co-committed Portion of Pension کے لئے کوئی  
1- اضافہ مطلوب نہ ادا کر رہی تھی  
Shakiriyہ صوبائی حکومت سندھ میں مدد میں

23/10/2024 Ghulam Faruk Khan



# **THE OMBUDSMAN SINDH'S INVESTIGATION & DISPOSAL OF COMPLAINTS REGULATIONS 2024**





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**OFFICE OF THE OMBUDSMAN, SINDH**  
**KARACHI.**

In exercise of the powers conferred by Section 10 (11) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991(as amended up to 2020) the Ombudsman Sindh is pleased to notify the following regulations, namely:-

**CHAPTER-I**  
**PRELIMINARY**



- 1. Short title and commencement** — (i) These Regulations may be called the Ombudsman Sindh's (Investigation and Disposal of Complaints) Regulations, 2024.  
(2) They shall come into force with immediate effect.
- 2. Definitions.** — (i) In these Regulations, unless there is anything repugnant in the subject or context,
  - (a) "Act" means the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991(amended up to 2020);
  - (b) "Authorized Officer" means an Advisor; Consultant; Registrar, Regional Director or any other officer authorized by the Ombudsman for attending to complaints as provided under the Act;
  - (c) "Complaint" means a grievance received for disposal under the Act;
  - (d) "Disposal" means the conduct of investigation, redressal or dismissal of a complaint filed under the Act;
  - (e) "Investigation" means inquiry into allegations made in a complaint;
  - (f) "Implementation Officer" means an authorized officer notified for facilitating implementation of Decisions; and
  - (g) Mode of communication means transmission of information and correspondence through post, e-mail, SMS, phone, courier, dispatch rider and newspapers;
  - (h) "Party" means the complainant, Agency or any other concerned person.
  - (i) "Principal Officer" means the Head of the Agency or the concerned officer or an officer authorized by the Agency to respond to the allegations made in the complaint receive the notice for submission of reports.
  - (j) "Preliminary Examination" means scrutiny of complaints by authorized officer to ascertain the admissibility of complaints;
  - (k) "Record Room" means the premises notified by the Ombudsman for consignment of record;
  - (l) "Regional Offices" means the Regional Offices established at Divisional or District level or any other place under the Act;
  - (m) "Registrar" means Registrar of the Office and includes Deputy Registrars, Assistant Registrars or any other officer authorized to perform functions of the Registrar;
  - (n) "Registry" means an office at the Headquarters at Karachi or at the Regional Offices where the complaints are presented or received;

(1)



(o) "Sections" means a Section of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991;

(p) "Secretariat" means the Headquarters of the office of the Ombudsman at Karachi;

(q) "Secretary" means the Secretary of the Secretariat of Provincial Office of the Ombudsman at Principal Office Karachi.

(ii) All other terms and expressions used in these regulations but not defined herein before shall have the same meanings as have been assigned to them in the Act, 1991.

## CHAPTER-II PROCEDURE FOR REGISTRATION OF COMPLAINTS



**3. Presentation of complaints.** — (i) A complaint in English, Urdu or Sindhi may be presented at the Head Office or any of the Regional Offices by the complainant personally or through his authorized representative or may be sent by post, courier service, e-mail, online or any other means of communication.

(ii) The complaint can be presented in the Head Office or at the Regional Office as per jurisdiction specified in the schedule of these Regulations.

(iii) The complainant shall attach along with his complaint an Affidavit or solemn affirmation that—

(a) The allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant.

(b) Previously no complaint on the subject was filed before this office; and

(c) No suit, appeal, petition or any other judicial proceedings in connection with subject matter of the complaint, is pending before any court, tribunal or board.

**4. Examination by the Registrar.** — (i) The Registrar or the officers authorized in the Regional offices shall on receipt of the complaint ;

(a) Examine the complaint along with the documents attached thereto;

(b) Analyze main points of the complaint;

(c) Enter the main grievances on Form B; and

(d) Allot a registration number to the complaint on Complaint Management Information System (CMIS);

(e) Submit the complaints to the Ombudsman or the officers authorized for order regarding admissibility.

(ii) If required, the Registrar or the authorized officers may seek further information or verifications of facts or documents from the complainant.

**5. Admission and rejection of complaints at preliminary stage.** — (i) Where the grievance of a complainant against an Agency prima facie amounts to mal-administration, and the complaint does not fall within the purview of clause (a), (b) or (c) of the proviso to Sub-Section (1) of Section 9 or Sub-Section (2) thereof or Sub-Section (2) or Sub-Section (3) of Section 10, the Ombudsman, the Registrar or any other Authorized Officer, as the case may be, may admit the complaint for investigation.



(ii) Provided further that where the complaint pertains to any of the Federal Ombudsmen or to the Ombudsman of other provinces, then, the same will be forwarded by the Registrar or officer authorized to the concerned Ombudsman under intimation to the complainant.

(iii) Provided further that Ombudsman or a member of the Staff may exercise his power under Section 33 to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

(iv) Where the complaint is admitted under Sub-Regulation (1), the Registrar or the officer(s) authorized shall forward the same to the Investigating officer within three (3) days of its receipt.

(v) Where a complaint is declared in-admissible in limine, the Registrar or the authorized officer shall inform the complainant of the reasons for rejection of the complaint.

**6. Presentation of complaints to Ombudsman and personal hearings.** — (i) The Ombudsman may hold personal hearings at the time of presentation of complaints *or* on such dates and time as he may specify.

(ii) Where a complainant desires to present the complaint in person to the Ombudsman, he shall present it to the Registrar at the Head Office or the authorized officer at the Regional Office, before the time of hearing fixed by the Ombudsman under sub-regulation (1).

(iii) The Registrar shall record particulars of the complaint and place it before the Ombudsman for personal hearing of the complainant and further orders.

(iv) The orders of the Ombudsman made, under sub-regulation (3), on the complaints shall be recorded.

**7. Complaints against staff.** — Complaints against any officer or member of staff of the office of the Ombudsman shall be forwarded by the Registrar at the Head Office or by the authorized officer in the Regional office, as the case may be, to the Secretary for further action as per directions of the Ombudsman.

**8. Preliminary processing of complaints not to be delayed.** — (i) The Registrar or the authorized officer shall make every effort to ensure that the registration of complaints, their preliminary examination and forwarding to the Authorized Officer or Ombudsman is not delayed.

(ii) The Registrar or any authorized Officer (s) at the Head Office and the Regional Directors shall personally ensure speedy processing of complaints.

**9. Statement of complaints.** — The *Registrar* shall, by the tenth day of each month, submit to the Ombudsman, a statement relating to the institution and disposal of complaints for and upto the end of the preceding month.



### CHAPTER-III

#### PROCEDURE FOR PROCESSING OF COMPLAINTS BY INVESTIGATING OFFICERS

**10. Entrustment of complaints to Investigating Officers.** — (i) For the purpose of investigation of the complaints, the Ombudsman may, by order in writing, generally or in a particular case, authorize any officer of the Office to exercise the powers under sub-Section (1) (2) and (3) of Section 14.



(ii) A complaint received in Head Office or any Regional Office against an Agency, not located within its territorial jurisdiction, shall be sent for investigation to the Regional Office or the Head Office of appropriate territorial jurisdiction:

Provided that the Ombudsman may direct that a complaint may be investigated by a particular Investigating Officer posted at the Head Office or any Regional Office.

**11. Process of Investigation.** — (i) The investigating officer shall be required to immediately examine the complaint (received by him under regulation-5) as to whether:-

(a) The complaint needs to be investigated; or

(b) A report of the Agency may be called; or

(c) The matter alleged in the complaint requires site inspection or inspection of record of the Agency or the hearing of the parties.

(ii) If the investigating officer finds by proper application of mind and keeping in view the law/rules of the agency and the circumstances leading to the complaint that this case may not be investigated for any of the reasons contained in the regulations. He shall submit his findings, recommending closure of complaint to the Ombudsman and after whose approval the complaint will be disposed of and the parties will be duly informed.

(iii) If the investigating officer finds that the complaint is not supported by Affidavit or the relevant documents or information he may inform the complainant to do so. If the complainant does not respond to the letter or furnish the required documents or information, further proceedings on the complaint may be closed with the approval of the Ombudsman and inform the complainant accordingly.

(iv) The Investigating officer shall call a report on the complaint from the concerned Agency (ies) within 07 days of the receipt the complaint, provided that in cases requiring immediate action or to avoid further maladministration, the report may be called through telephone, email or any other means of communication.

(v) The notice for submission of report under sub-Section (4) of Section 10 shall be addressed to the principal officer of the Agency or any officer authorized by the principal officer to receive the notice or to any other officer who has been complained against in the complaint.

(vi) With any such notice calling for a report from the Agency, a copy of the complaint or relevant extract of the complaint highlighting the grievances of the complainant along with all relevant documents shall be attached.

(vii) The Agency shall submit its report within seven (7) days from the receipt of notice; however, an extension of 07 days can be allowed by the authorized officer, if sought.

(viii) If the investigating officer feels that there is urgent need of spot inspection or inspection of documents or open hearing he may proceed accordingly.

**12. List of principal officers of the Agencies and their authorized officers.**— (i) The Authorized Officers at the Head Office and at Regional Offices shall maintain a list of principal officers of Agencies in consultation with the Agencies.

(ii) The **Registrar office** at the Head Office shall maintain a list of principal officers and their authorized officers, if any, throughout the Province.

(iii) The Investigating Officers shall bring to the notice of the authorized Officer and Registrar Office at the Head Office and officers-In-charge at the Regional Offices whenever any information is received



by them in respect of any change of the principal officer or the focal person of the Agency or his authorized officers.

**13. Agency's report on allegations of the complainant.**—(i) Where the Agency reports that the grievance of the complainant already stands redressed or relief has been provided to him on receipt of the complaint from Ombudsman Office, the complaint may be disposed of accordingly.

(ii) In a case where the Agency reports that for the relief sought the complainant was required to fulfill certain procedural requirements, the complainant shall be directed to complete such requirements and, if no information is received by the date fixed by the Investigating Officer, it shall be presumed that he does not intend to pursue the matter further and the complaint may be disposed of accordingly.

(iii) Where the Agency does not submit the report within the statutory period, the Investigating Officer shall within three (03) days after the due date, issue a notice to the Agency requiring it to depute an officer fully conversant with facts of the case to appear before him within seven (07) days on the date and time specified in the said notice along with complete record of the case and produce all such documents, including law, rules, regulations or instructions which he intends to rely upon to counter the allegations made in the complaint.

(iv) A copy of the notice, referred to in sub-regulation (3), shall also be sent to the complainant giving him the option to appear before the Investigating Officer on the date and time specified in the said notice and to produce all such documents which he intends to rely upon in support of his allegations made in the complaint.

**14. Rejoinder and hearing of cases.**— (i) Where the Agency, in its report, contests the allegations made by the complainant and the complaint can be resolved on the basis of available record, the Investigating Officer shall within 7 days of receipt of the report send it to the complainant to submit his rejoinder on or before the date of hearing. If the complainant fails to submit the rejoinder within the specified or extended period, the Investigating Officer shall dispose of the complaint on the basis of available record.

(ii) In other cases, if the Investigating Officer is of the view that hearing is required, he shall within 03 days of the receipt of report issue a notice to the Agency requiring it to depute an officer fully conversant with facts of the case to appear before him on the date and time specified in the said notice, with complete record of the case and to produce all documents, including law, rules, regulations or instructions, which he intends to rely upon for meeting the allegations made in the complaint.

(iii) A copy of the notice referred to in sub-regulation (2), shall also be sent to the complainant along with report of the Agency giving him the option either to send his rejoinder or appear before the Investigating Officer on the date and time specified in the said notice and to produce all said documents which he intends to rely upon in support of his allegations made in the complaint. Extension up to seven days may be given on request of either the complainant or the Agency where reasonable cause is shown.

(iv) Where the officer, referred to in sub-regulation (3) of regulation 14 and sub-regulation (2) of regulation 15, does not appear before the Investigating Officer on the appointed date(s), proceedings for exercise of the powers of a Civil Court under the Code of Civil Procedure, 1908 (Act V of 1908), as specified in Section 14 of the Act 1991 to compel appearance and production of documents may be initiated.

(v) With the prior approval of the Ombudsman the competent authority of the Agency shall be directed to take disciplinary action against the concerned officer, who fails to submit report on the complaint or to appear for hearing before the Investigating Officer on the appointed date and inform the Ombudsman within fifteen (15) days or by the date mentioned therein of the action so taken.



(vi) Where the Agency makes a request that any portion of the report or any document annexed to its report may be kept confidential, such portion of the report or, as the case may be, documents shall not be sent to the complainant unless the Ombudsman decides otherwise.

**15. Conduct of hearing.**— (i) Without prejudice to the powers of the Investigating Officer to summon any officer by name from the Agency, the Agency shall ordinarily be asked to depute an officer fully conversant with facts of the case for the purpose of hearing:

Provided, that heads of the administrative departments shall be summoned only with the approval of the Ombudsman.

(ii) The representative of the Agency and the complainant, wherever deemed appropriate, may not be called for hearing on the same day if a confrontation or misunderstanding is anticipated.

(iii) The hearings shall be in the nature of a conference for ascertaining facts, practice and procedures of the Agency relevant to the investigation and efforts shall be made to resolve the matter.

(iv) The mutual agreement or undertaking given by parties shall be recorded and signed by the persons representing the parties.

(v) If for any reason, the hearing is to be adjourned or fixed for another date or time, the Investigating Officer shall inform both the parties well in time of the next date of hearing and time thereof.

**16. Inspections.**— (i) Where an inspection of a place, or record at a particular place, or site, is necessary, the Investigating Officer shall, proceed for the inspection of the spot or record after due intimation to the Agency:

Provided that if the place of such inspection falls within territorial jurisdiction of any other Regional Office or Head Office, the case file shall with the approval of the Ombudsman, be sent to such Regional Office or Head Office, highlighting the points in issue involved in the matter for carrying out inspection of the site or record, as the case may be.

(ii) The file of the case shall, after inspection of the spot or record with the report of such inspection, be returned to the Investigating Officer dealing with the complaint.

**17. Requisitioning of record of Agency.**— Where it is expedient to retain any portion of the record of an Agency relating to the complaint, produced by it under Sub-Section (9) of Section 10 and Sub-Section (2) of Section 14, an authentic copy thereof may be prepared and placed on the file for consideration.

**18. Information to the complainant.**— At any stage during the investigation, where the Investigating Officer desires to seek clarification on certain issues from the complainant, he may ask him on telephone or through a letter to appear before him and, likewise, where the complainant approaches him to ascertain the position of his case, he shall be briefed about the updated position of the case.

**19. Transfer of cases.**— (i) Where an Agency complained against is located within the territorial jurisdiction of any other Regional Office or the Head Office, the Ombudsman, may transfer such complaint to the concerned Regional Office or the Head Office, as the case may be.

(ii) Whenever a case is transferred under sub-regulation (1), a brief summary of the proceedings conducted till the date of transfer shall be recorded on the order sheet.



**20. Maintenance of files.**— (i) The Investigating Officer shall ensure that record of each complaint is properly maintained and the proceedings reflected in chronological order in the order / note sheet.

(ii) The case file shall contain following particulars on its cover, namely:-

- (a) Registration number of the complaint;
- (b) Date of receipt of the complaint by the Investigating Officer;
- (c) Complainant's name;
- (d) Name of the Agency;
- (e) Brief subject of the complaint;
- (f) Whether the file contains correspondence or noting or both; and
- (g) Date of consignment to the Record Room.

(iii) The complaint along with cover sheets, consisting of Annexures, if any, shall be tagged on the right hand side of the file, whereas the order / note sheet shall be placed on the left hand side of the file.

(iv) The pages should be numbered in chronological order with the last numbered page appearing on the right hand side on the file.

(v) The order / note sheet shall contain record of actions taken including proceeding of the hearing with dates for further processing and shall be used as noting portion of the file for obtaining orders, instructions and directions of the Ombudsman.

#### CHAPTER-IV PROCEDURE FOR DISPOSAL OF COMPLAINTS



**21. Completion of Investigation.**—(i) The investigation of a complaint shall, with the approval of the Ombudsman, be ceased when it is found that—

- (a) The Agency alleged to have committed mal-administration does not specifically fall within jurisdiction of the Ombudsman; or
- (b) The complainant fails to furnish necessary information or supply relevant documents or does not respond despite reminders or fails to attend hearings despite notices and it is not possible to decide the complaint on the basis of the available record; or
- (c) The relief had already been provided before the complaint was lodged or during investigation and the complainant confirms the redressal of his grievances; or
- (d) The complainant is satisfied with the report submitted by the Agency or does not wish to pursue the case any further or withdraws the complaint;
- (e) The complainant and the representative of the Agency agree on the redressal of the grievances through mutual consent; or
- (f) The subject-matter of the complaint was sub-judice before a court of competent jurisdiction, tribunal or board on the date of presentation of the complaint or the matter becomes sub-judice during process of investigation; or



- (g) The complaint concerns matters relating to the Agency in which the complainant is or has been working and the grievance relates to his service therein; or
  - (h) The complaint is premature as the cause of action has not yet arisen; or
  - (i) The complaint does not disclose any cause of action to justify the investigation; or
  - (j) The complaint involves legal issues for which the proper forum is a court of competent jurisdiction; or
  - (k) The complaint has been made by a person who is not an aggrieved person; or
  - (l) The complaint is anonymous or pseudonymous; or
  - (m) It warrants closure under the Act 1991 for a valid reason not covered by any of the preceding clauses.
- (ii) The complaint shall, on completion of investigation and with approval of the Ombudsman, be dismissed when it is found that mal-administration has not been established.
- (iii) The Ombudsman on the completion of investigation on a complaint, shall decide under sub-Section (1) of Section 11 of the Act, 1991, that the Agency was responsible for maladministration and the grievance of the complainant needs to be redressed.
- (iv) A complaint shall be disposed of within 60 days of its registration.



**22. Decision of the Ombudsman —** (i) In all cases under sub-regulation (1) of Regulation 21, where the investigating officer does not feel the necessity of investigation, he shall prepare a draft decision and after the approval of Ombudsman inform the complainant and Agency accordingly.

- (ii) In all cases where an investigation has been completed under sub-regulation (3) or (4) of Regulation 21 and it is proposed to dismiss the complaint or to allow the same with recommendations for implementation, the Investigating Officer shall prepare a draft decision accordingly for approval of Ombudsman.
- (iii) The draft decision shall be submitted to the Ombudsman generally within 15 days of completion of investigation.
- (iv) The draft decision shall be submitted to the Ombudsman directly or through authorized officer(s) as the case may be.

**23. Completion of investigations and consignment of files to Record Room.—** (i) After the Decisions are approved by the Ombudsman—

- (a) All drafts prepared earlier, excluding the final draft, approved by the Ombudsman, shall be destroyed;
- (b) The copies of the decision of the Ombudsman being communicated to the parties will not bear the signature of the Ombudsman, but will be a certified / attested copy; and
- (c) The copies of the decisions shall be authenticated by the Investigating Officer and provided free of cost, to the parties.
- (d) In case the Investigating Officer who finalized the findings has ceased to hold the office or the jurisdiction of concerned Agency has been transferred from him, the decision will be issued by the Investigation Officer, presently dealing with the Agency in the Head Office or in the Regional Office.



(ii) Important Decisions may be circulated to all Investigating officers for information, while, with approval of the Ombudsman, selected Decisions may be sent to the Public Relations Section at the Head Office for publication.

(iii) Where a complaint is closed / rejected, it shall be consigned to the Record Room within one month after making due entries. Where the recommendations for implementation under sub-Section (1) of Section 11 have been made, the Investigating Officer after receipt of the approval of decision shall send it to the Agency with the direction for compliance and submission of the report within the stipulated time.

(iv) The Investigating officer will pursue the implementation of the Decision for a period of 06 months and if he is not able to get it implemented, the matter will be transferred to the implementation cell at Head Office with the approval of Ombudsman.

(v) In case the Agency does not implement the Decision of the Ombudsman without any plausible reason, then, the matter would be referred to the Chief Minister as a case of defiance under Section 12 of the Act, 1991.

**24. Correction of errors, mistakes, misrepresentation etc.—** (i) Where through any typographical error, mistake or misrepresentation by the complainant or the Agency, an incorrect figure, fact or position is reflected in the findings, recommendations, order, or decision is noticed, the Investigating Officer shall after giving the complainant and the Agency an opportunity of being heard, submit the case to the Ombudsman for consequential rectification or modification of the original findings, recommendations, order or Decision, wherever needed.

(ii) In all cases where the consequential rectification or modification is approved by the Ombudsman, the Decision shall be communicated to the complainant and the Agency.

**25. Contempt of Court.** The Ombudsman shall have power to punish for contempt as in the Contempt of Court Act 2016, in terms of Section 16 of the Act 1991.

**26. Defiance of Recommendations.—** (i) Where after receipt of final findings, recommendations, order or Decision of the Ombudsman or, as the case may be, of the Governor, an Agency does not, within the specified time, fully comply with them or does not give reasons to the satisfaction of the Ombudsman for not complying, it shall be liable for initiation of proceedings against it for "Defiance" of the findings, recommendations, order or Decision under Section 12 of the Act, 1991



(ii) Where the Ombudsman is satisfied to lay a special report to the Chief Minister under sub-Section (4) of Section 11 of the Act, the Agency shall be called upon to indicate the person primarily responsible for defiance of recommendations so that the said special report may be laid.

(iii) When an Agency, before making of the special report, complies with the findings, recommendations, order or Decision, the case shall be closed and the special report shall not be forwarded.

**27. Execution/Implementation of Decisions / Recommendations.—** (i) the Investigating Officer (s) or Implementation Officer / Cell at Head Office on his own or on an application filed by the complainant shall, after ascertaining the public servant responsible for not complying , submit a self-contained case for approval of Ombudsman.

(ii) Before initiating proceedings, the Agency shall be called upon to show cause as to why the act of not complying of the Decision should not be taken as defiance.



(iii) On receipt of reply to the show cause notice, the Investigating Officer / Implementation Officer shall at the Head Office and Regional Offices initiate action for seeking approval of the Ombudsman for making a Reference to the Chief Minister under Section 12, in respect of defiance of the recommendations.

**28. Communication of orders of the Governor or Chief Minister** — (i) The orders of the Chief Minister passed on a report for defiance of recommendations under Section 12, or any other report under Section 28 or on a representation made under Section 32 shall, on receipt by the Office, be communicated to the public servant and the concerned Agency for information and appropriate action.

(ii) Where on any matter submitted under Sub-Regulation (1), the Governor's Orders for re-investigation or further investigation, shall be undertaken in accordance with these regulations.

## CHAPTER-V MISCELLANEOUS

**29. Monthly progress report.** — (i) Every Investigating Officer shall submit monthly reports on the prescribed Form to the Registrar / any other officer authorized for this purpose at the Head office for onward submission to the Ombudsman.

(ii) The Regional Directors shall also submit monthly reports on the prescribed Forms to the Registrar / other officer authorized for this purpose for onward submission to the Ombudsman.

**30. Notices.**— (i) A notice shall be issued to the complainant by registered post, if he fails to —

- (a) Furnish required information or documents;
- (b) Confirm or verify the complaint or its contents;
- (c) Submit rejoinder or rebuttal within the specified time;
- (d) Confirm the compliance of the procedural requirements of the Agency; and
- (e) Confirm the provisions of relief.

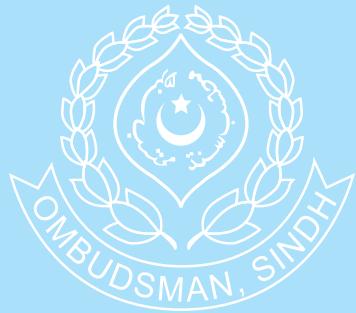


(ii) If an Agency does not furnish comments within the specified time despite reminder or fails to attend the proceeding(s) on the specified date, a Summon shall be issued to such officer of the Agency for appearance.

(iii) Where the Ombudsman decides under Section 14 to refer the matter to appropriate authority for criminal or disciplinary proceedings against the Agency, public servant or other functionary, as the case may be, a prior notice to show cause shall be issued to the person who disregarded the direction of the Ombudsman.

(iv) Where the Ombudsman decides under Sub-Section (4) of Section 14 to award compensation to an Agency, public servant or other functionary, a show cause notice shall, before awarding such compensation, be issued to the complainant calling upon him as to why the proposed compensation may not be awarded.

(v) Where the Ombudsman decides under Section 16 to proceed against any person for contempt of the Office, a notice shall be issued calling upon the contemnor to show cause as to why such proceedings may not be initiated.



## PRESS COVERAGE





## Press Coverage



**Tessori administers oath to Sindh Ombudsman**

STAFF REPORTER

In a solemn ceremony held at Governor House in Karachi, Governor Sindh Kamran Khan Tessori administered the oath of office to Muhammad Sahil Rajput as the new Ombudsman of Sindh. The event was attended by provincial secretaries, senior government officials, and dignitaries from the city.

Rajput, who has previously served in various key positions including Chief Secretary Karachi and Secretary Treasury, was congratulated by Governor Tessori for assuming the responsibilities of Ombudsman of Sindh.

Muhammad Sahil Rajput, who has previously served in various key positions including Chief Secretary Karachi and Secretary Treasury, was congratulated by Governor Tessori for assuming the responsibilities of Ombudsman of Sindh.



# The Nation

September 23, 2024 in Newspaper, Regional, Karachi

Provision of basic amenities to citizens should be top priority of govt: Ombudsman

OUR STAFF REPORTER  
KARACHI

A case was presented before the provincial ombudsman Dr. Muhammed Sohail Rajput.

The Ombudsman, acting on Usman Khan's complaint, decided that the Karachi Water and Sewerage Corporation should immediately resolve the citizen's complaint and ensure uninterrupted water supply in the area.

The Provincial Ombudsman directed in his decision that the provision of basic amenities to the citizens should be the top priority of the government and related institutions and neglect of necessities like water will not be tolerated under any circumstances, a communiqué said.

Usman Khan, a citizen of Gulberg Town Karachi, filed an application against the Karachi Water and Sewerage Corpora-

tion to the provincial ombudsman on the issue of non-supply of water. Usman Khan's complaint was that his water supply in his area was constantly being affected, causing him and other residents of the area to face severe hardships. The application was investigated by Regional Director Nazir Ahmad Qidwai, who thoroughly investigated the issue.



**Ex-CS receives Sitara-e-Imtiaz for flood relief efforts**

By our correspondent

Dr Muhammad Sohail Rajput, former Sindh chief secretary and current provincial ombudsman, was honoured with the Sitara-e-Imtiaz on Saturday, acknowledging his exemplary administrative contributions during his tenure as the province's top bureaucrat.

The ceremony, held at the Sindh Governor House, marked the conferral of a total of 76 prestigious civil awards.

Among these, 18 distinguished personalities were honoured with the coveted Sitara-e-Imtiaz, while eight individuals received the Presidential Pride of Performance.

Additionally, Tamgha-e-Shujaat was conferred upon seven individuals, and 43 others from diverse fields were presented with the Tamgha-e-Imtiaz. The award ceremony was presided over by the incumbent Sindh chief secretary, Syed Asif Hyder Shah.

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The ceremony, held at the Sindh Governor House, marked the conferral of a total of 76 prestigious civil awards.

Among these, 18 distinguished personalities were honoured with the coveted Sitara-e-Imtiaz, while eight individuals received the Presidential Pride of Performance.

Dr Rajput highlighted his pivotal role in spearheading relief and rehabilitation efforts during the devastating floods of 2022 in Sindh.

Dr Rajput played a crucial role in the establishment of a team dedicated to overseeing the extensive reconstruction drive aimed at building over two million houses for the homeless flood victims.

The decision to confer the Sitara-e-Imtiaz upon Dr. Rajput was made by the President, recognising his distinguished contributions in the realms of relief,

# THE EXPRESS TRIBUNE

TODAY'S PAPER | MAY 09, 2024 | EPAPER

**Phuleli Canal plan touted as 'viable'**

OUR CORRESPONDENT  
KARACHI

Dr Muhammad Sohail Rajput, the former Sindh chief secretary and current provincial ombudsman, has expressed confidence in the viability of various projects, particularly the environmental initiative focusing on the Phuleli Canal in Hyderabad.

Addressing the audience at the launch event of the Alumni Association Government College University Hyderabad (Karachi chapter) magazine, Dr Rajput expressed confidence in the success of these projects.

He stressed that comprehensive assistance would be provided to ensure their fruitful implementation.

He further highlighted the collective efforts aimed at transforming the historic Phuleli Canal into a modern recreational area. He described it as a gift for the residents of Hyderabad and its neighbouring areas.

In attendance at the event, the provincial minister of universities and boards, Muhammad Ali Malkani, reiterated the Sindh government's commitment to enhancing the education sector.

He stressed that development without education was not feasible and mentioned several ongoing projects aimed at bringing about positive changes.

Reflecting on the rich history of Government College, which spans over a century, Malkani praised the institution for producing outstanding individuals across various fields such as politics, journalism, bureaucracy, film, television, judiciary, sports, and medicine.

Assuring continued support, Malkani pledged the government's cooperation in addressing the challenges faced by the Karachi chapter of the Alumni Association. He affirmed that concerted efforts would be made to resolve issues collaboratively.

During his presentation, Amin Yousaf provided insights into the ongoing initiatives and upcoming projects of the Alumni Association Government College Hyderabad (Karachi chapter).

Professor Dr Tayabba Zarif, vice chancellor of GCUH, and Engr Iqbal Qureshi also addressed the audience. Ayesha Amin chaired the event as the master of ceremonies.





## ***Press Coverage***



## **Regional Director Holds Khuli Kachehri in Tharparkar**

by APP August 01, 2024 in Regional,  
Karachi

**HYDERABAD** - Following the directives of the Provincial Ombudsman Sindh Muhammad Sohail Rajput, the Regional Director (Ombudsman) Tharparkar Jam Farhad Bain S.

Tharparkar Jam Farhad Baig S. Dahar conducted an open court (Khuli Kachehri) at the District Accounts Office Tharparkar on Wednesday. During the event, he addressed the public issues related to the district accounts office and issued orders for their resolution. He said that open courts were being held to solve pension, GP fund, commutation and other problems of government employees on priority basis so that they do not have to worry about their problems. Jam Farhad directed the officers and staff of the district accounts office to take necessary measures to address issues of public on priority basis.

Ombudsman orders  
re-compiling of Tando  
Jan Muhammad  
survey record

**AGENCIES  
KARACHI**

Provincial Ombudsman Dr Muhammad Sohail Raipuri has issued order to the Senior Member Board of Revenue and Commissioner Mirpurkhas on the complaint filed by the residents of Tando Jan Muhammad to re-compile the city survey records within 45 days and take departmental disciplinary action against those using delaying tactics.

He also ordered that a report should be submitted within 60 days to compile the records of the city survey according to all the documents of district Mirpurkhas, according to a statement issued

In the protests after the martyrdom of Mohtarma Benazir Bhutto in the Tando Jan Muhammad area, the survey record of the City Survey Tando Jan Muhammad was set on fire. The application was filed against the city survey officials used delaying tactics without giving any reasonable justification. The

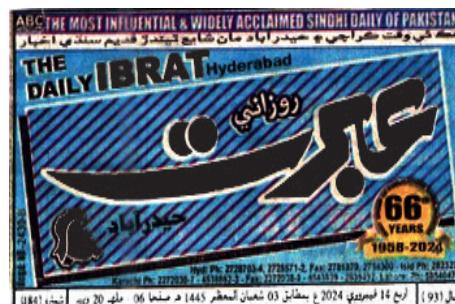
provincial ombudsman gave a decision on this request and said in a written order that action should be taken against the perpetrators of this negligence within 45 days after being identified.



العدد 20 | 1445 هـ | 12 آب 2024 | صفحة 23 من 21

Email: dailyhilalpk@gmail.com

٢٠٢٤ فبراير ٢٠ ٩ مارس ١٤٤٥ شعبان المطهر ٩



٢٥ مارچ لکھی یک میٹ شہری جانبی فعال سنت دینہ دے اعلان

بن یخیر غمال استھلن کی احتیٰ اہمیت سے تعلق ہے مہلت پر تبدیل کیوں رجی: سیکریٹری تعلیم کارپوریٹ کل باقاعدہ ہی سلایان معاو دیاں ایس اے ۔ مسکو ہر منی سین کی دل خر لے جائے روزانہ یہ فرد 50 اسکن جن کی تعمیر جو ہو گیا ہے کیوں نہ آئی گھنی ہے کوئی کوئی کھانا

مدادا ۱۹	نحوه
برای این میوه هایی که بسته به میوه های دیگر می شوند	برای این میوه هایی که بسته به میوه های دیگر می شوند
و مخصوصاً برای این میوه هایی که بسته به میوه های دیگر می شوند	و مخصوصاً برای این میوه هایی که بسته به میوه های دیگر می شوند
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تئیس این دارالفنون را در سال ۱۳۰۷ خورشیدی تأسیس کردند و در آن زمان میرزا علی‌خان از امیران ایران بود. این دارالفنون در آن زمان موقتی مدرسه‌ای بود که هنرها را تدریس می‌کرد. این دارالفنون در آن زمان موقتی مدرسه‌ای بود که هنرها را تدریس می‌کرد. این دارالفنون در آن زمان موقتی مدرسه‌ای بود که هنرها را تدریس می‌کرد. این دارالفنون در آن زمان موقتی مدرسه‌ای بود که هنرها را تدریس می‌کرد. این دارالفنون در آن زمان موقتی مدرسه‌ای بود که هنرها را تدریس می‌کرد.



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ  
يَا أَيُّهَا الَّذِينَ هُمْ يَأْتُونَ

روزانہ AWAMI AWAZ  
عوامی آواز Daily AWAMI AWAZ

پاپلیک اسٹرکٹ اکاؤنٹس آفیس  
مکالمہ کوئائی وئی

ملی (بیویوچیف) داڑھکر محتمل  
 علی تیارکر جام فرہاد بیگ بستراکت  
 کاٹونتس افسس تیارکر ۾ کلیل  
 سچھری منعقد کئی ان موقعیت نی هن  
 ضلعی اکاؤننس افسس تیارکر عملی  
 کی هاتینجن حاری ڪوئن ۽ اهي سرکاری  
 ملازمن جي ڀيتشن جي ٻي فندز ايل ٻي ار  
 ۽ بين خزانی افسس جام مسلاحل ڪن هن  
 ضلعی اکاؤننس افسس تیارکر شکل  
 محمد پرو ڪو هي مليت کئی در تاثر ملزم من  
 جي ڀيتشن جي ٻي فندز ايل ٻي ار ۽ خزانی  
 فس جا ٻا ڪ مرد هي ٻنياد نی حل  
 سکیا وچن ڪم سuron عدلان ۽ افسسون کي  
 سختي سان ھاڻات ڪئي جي ڏکھن هن به  
 نسم جي ڪوشن جي سکایت ز  
 کئي ويندي ان موقعیت نی ديني ٻڌريڪر  
 تفاریزشن دیوارتیست تیارکر محمد  
 عقوب اکاؤننس عبدالوحید جمالی  
 رو گرام سرفار زمین سب اکاؤننس سان  
 سان ڪم سونو ۽ تيز زمین تیارکر جا ٻا  
 فس سے ملار ۽ موحد هئا



## Press Coverage



DAWN SATURDAY JUNE 1, 2024

### 10 students of Hamdard University honoured

By Our Staff Reporter

KARACHI: Ten students of Hamdard University (HU) have been selected as brand ambassadors of the Provincial Ombudsman of Sindh at a workshop held at the university's main campus.

The selected students have been tasked with disseminating information about the role and functions of the ombudsman among the students and public at large.

Addressing the workshop, Sindh's Ombudsman Sohail Ahmed Rajput said that as an independent body established through an act in 1991, the ombudsman's office promoted good governance and protected human rights by providing quick and free administrative justice to all.

"It brings to light cases of bureaucratic maladministration that would otherwise go unnoticed," he said, emphasizing the role of students in making any society resilient by spreading awareness about rights and the avenues that were open to public for redress of grievances and injustices.

He exhorted the students to become the voice of the ombudsman's office and to act as a bridge between the institution and the wider community.

In his speech, HU Vice Chancellor Dr Shabib-ul-Hasan said the varsity's visionary founder-chancellor too believed in working with children and students for the betterment of the country.

Another similarity between the university and the ombudsman's office, he said, was that both were set up in 1991.



Tuesday, May 28, 2024

### Sindh Ombudsman announces new measures for public complaints management

OUR CORRESPONDENT

HYDERABAD

Provincial Ombudsman, Muhammad Sohail Rajput Monday announced that the Ombudsman's Office was dedicated to provide affordable justice to the public by addressing maladministration in provincial departments and civic institutions. To enhance the efficiency of handling complaints, a new Complaint Management System (CMS) will be implemented within a few months and this system will allow citizens to file complaints online and

track the status of their complaints, ensuring transparency and accountability.

During a press conference at the Hyderabad Press Club, Sohail Rajput informed that a mobile application was also being prepared and would be launched in two months, which would enable citizens to submit complaints via their mobile devices. Describing the background of the institution, he explained that the Sindh Provincial Ombudsman Office was established in 1991, followed by similar institutions in other provinces across the country.



Lahore, Saturday June 29, 2024, 22 Zulhij 1445

### Ombudsman selects 10 SMIU students as 'brand ambassadors'



**SMIU** — In a significant move towards improving administrative justice and public welfare, the Sindh Provincial Ombudsman has selected 10 students from the Annual Model Faculty at the Sindh Muslim Institute (SMIU) on Friday.

The workshop, organized by Sindh Muslim Institute (SMIU), saw the selection of 10 students from SMIU as 'Brand Ambassadors' to represent the ombudsman's office and disseminate information about its services.

During the ceremony, Dr Shajehuddin Ali Memori, Chairman of the Ombudsman, highlighted the importance of the ombudsman's role and functions, which include promoting good governance, increasing community awareness, and enhancing the image of the ombudsman's office.

The students, who are the future leaders of the country, were selected by the regional subsidy of the International

the coming year.

SMIU's Vice-Chancellor Dr Shajehuddin Ali Memori and his team, highlighting the importance of the ombudsman's role and functions.

Memori expressed pride in being at the helm of the SMIU, which is a leading educational institution in the country.

The students, who are the future leaders of the country, were selected by the regional subsidy of the International





## **Press Coverage**

# THE EXPRESS TRIBUNE

## EXPRESS TRIBUNE KARACHI

120 JUL 2024

120 JUL 2024

#### **Ombudsman resolves wheat bags issue**

HYDERABAD. On the special instructions of Provincial Ombudsman Sindh Mohammad Sohail Rajput, Regional Director Ombudsman Shaheed Benazirabad Khan Muhammad Zardari is solving the problems of the people on a priority basis. Muhammad Saiful Zardari and Sher Muhammad Rind, small farmers from Tehsil Sakrand, had filed their complaints in the Ombudsman Office regarding not getting bardana (gunny bags) for wheat. The Regional Director issued instructions to the officers to provide Bardana to the said settlers and both of them were provided on the basis of merit for which they thanked Rajput and Zardari. APP



# BUSINESS RECORDER

Founded by M.A. Zuber

Karachi, Tuesday 23 July 2024

## **Sindh Ombudsman holds 1st follow-up session with ambassadors of Hamdard University**

KARACHI: First followup session of Brand Ambassador Program was held on Monday at the Secretariat Provincial Ombudsman Sindh with the 10 selected students as Ambassadors for Ombudsman Sindh from the Hamdard University. Syed Umair Ali, Assistant Registrar, Hamdard University accompanied the students.

The Ambassadors were given a briefing on the mandate of Ombudsman Sindh, types of complaints received, guidelines to Ambassadors to disseminate the message of Ombudsman Sindh.

An interaction session was held with the students who shared their knowledge about the working of ombudsman obtained from various sources such as presentation, ombudsman website, social media etc.

They raised questions regarding the working of Ombudsman Sindh which were answered by the Ombudsman Sindh as well as his team. The Ombudsman said that he has full confidence that the Ambassadors will be able to play a key role in providing awareness to the marginalized community about this impartial institute in providing free justice to all.

They were also told about the nineteen regional offices all over Sindh who will be directed to provide assistance to the Ambassadors as and when required by them.—PR

# DAWN

Karachi: Saturday, July 6, 2024

## Ombudsman takes notice of LPG shops in residential areas

**KARACHI:** Provincial Ombudsman Dr Muhammad Sohail Rajput has taken suo motu notice of liquefied petroleum gas (LPG) cylinders' sale in residential areas and stockpiling of cylinders at food outlets.

According to a statement issued on Friday, the provincial ombudsman took a suo motu notice and said that the explosion of LPG gas cylinders in a residential area in Hyderabad recently had resulted in the loss of many precious human lives.

The presence of a large number of LPG cylinders on food streets in residential areas could again lead to a tragic accident and the district administrations of Karachi and Hyderabad had not taken any adequate measures in that regard, he said.

The provincial ombudsman said that Karachi and Hyderabad were the mega cities of Sindh and surprisingly no government agency, district administration and Environment Protection Agency had taken any notice of the incident in Hyderabad and the presence of cylinders on the food street. Therefore, a legal action should be

Therefore, a legal action should be taken on the matter, keeping in mind the public interest, he added. —PPI

روزنامہ نوائے وقت (20 ستمبر 2024ء)

جیف الیکٹریک ارشاد علی یتو  
الدین: عاصم علی یتو  
تاریخ: 28 نومبر 2024  
عہدات: 23 مئی 1446ھ  
نوع: فرمیت 10

وزیریہ  
لیکن اپنے کام  
DAILY  
NATIONAL  
WAQT  
KARACHI

# نوادر و قدم

بیانیہ اخباری  
کراچی

میراث ۲۵/۱۴۴۸ھ/۱۵-۰۶-۲۰۲۴ء ملکتِ بخارا، اسلام آباد، پاکستان

<p>سندھ میں حنفی شاہ علی شاہ کا درج میں جو سال بیونیورسٹی جی شاہ کا درج میں جو سال</p> <p>بچاگی روشنی روز اعلیٰ شاہ علی شاہ کا درج میں جو سال</p> <p>کشمیری (سیددہ بودھتہ نامے میں محسوس کشل دا خاتون محمد۔ بھیل ماہر شاہ کشمیری اسٹاپیشن ایڈیشنز بیان کشمیری کشمیری پروپرٹیز میں جاگہ، ایڈیشن کشمیری نمبر ۸ و مدرس صورت ۲</p>	<p>بنیاد</p> <p>پاس قرار</p> <p>۸</p>
<p>حمد پیریوں دریافت میں لام دیمسار کشمیری شاگرد حرم سر ایضاً سال جو ہائی کشمیری اسٹاپیشن ایڈیشنز بیان کشمیری کشمیری پروپرٹیز میں جاگہ، ایڈیشن کشمیری نمبر ۸ و مدرس صورت ۲</p>	<p>حمد پیریوں دریافت میں لام دیمسار کشمیری اویس احمد پیریوں دریافت میں کشمیری اسٹاپیشن ایڈیشنز بیان کشمیری کشمیری پروپرٹیز میں جاگہ، ایڈیشن کشمیری نمبر ۸ و مدرس صورت ۲</p>





## Frequently Asked Questions

### 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 duly supported by necessary documents, if any. Please do not affix any stamp. Anonymous and pseudonymous complaints are not entertained.

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

A. Yes, if accompanied by:

- A copy your (the complainant's) Computerized National Identity Card (CNIC) and
- 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:

- Have been previously admitted and processed.
- Are subjudice – that is those which have either already been adjudicated upon by a court or are pending adjudicate before a court.
- Fall under the jurisdiction of other Ombudsmen.
- 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.

### 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 at website [www.mohtasibsindh.gov.pk](http://www.mohtasibsindh.gov.pk).



## Frequently Asked Questions

### CHILDREN'S COMPLAINTS OFFICE (CCO)

**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 Child 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, caste 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.

**Q. Can 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 at website: [www.mohtasibsindh.gov.pk](http://www.mohtasibsindh.gov.pk)



## عام طور پر پوچھے جانے والے سوالات

### چلڈرنر کمپلینٹس آفس

س: کیا میں سنہی زبان میں شکایت درج کرو سکتا ہوں؟

ج: یقیناً! آپ سنہی، اردو یا انگریزی میں شکایت درج کرو سکتے ہیں۔

س: CCO میں شکایت درج کروانے کی کیفیت فیصلہ ہے؟

ج: شکایت درج کروانے کی کوئی فیصلہ نہیں ہے اور اس سلسلے کی تمام تر خدمات بلا معاف و خاصہ انجام دی جاتی ہیں۔

س: کیا مجھے بحثیت شکایت کندہ کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟

ج: بھی نہیں اس کی کوئی ضرورت نہیں۔

س: یہ دفتر حکومت کے انتظامی امور میں کس طرح کے فائدے کو تینی بنائے گا؟

ج: قانون کی عملداری، بلا معاف و خاصہ اور بلا تاخیر انتظامی انصاف کی فراہمی حکومت کے حقیقی مفادات کا تحفظ اور اختیارات کے جائز استعمال کو تینی بنانے میں یہ دفتر بھرپور کوشش کرے گا۔

س: اس دفتر میں کس قسم کی شکایات درج نہیں ہوں گی؟

ج: (۱) ایسی شکایات جو پبلیک درج ہو چکی ہوں اور جن پر کارروائی کی جا چکی ہو۔

(۲) جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کر دیا گیا ہو یا جو کسی عدالت میں زیر القوہ ہوں۔

(۳) جو کسی دوسرے مختص کے دائرہ کار میں آتی ہوں۔

س: شکایت کی تفہیش اور اس کے ازالے کی کارروائی میں کتنی مدت درکار ہوتی ہے؟

ج: یہ دفتر کی مناسنے کو دو سے تین ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔ تاہم اس مدت میں کسی بیشی شکایت کی نوعیت پر مخصر ہے۔

س: کیا صوبے کی انتظامی مشیبی اور با اختیار ادارے مختص کے فیصلے کے پابند ہوں گے؟

ج: بالکل! وہ مختص کے فیصلے پر عملدرآمد کے پابند ہیں۔

س: کیا میں مختص کا تعادن حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا حقدار نہیں ہوں گا؟

ج: پہلی بات تو یہ کہ اگر آپ کا کیس عدالت میں زیر القوہ ہے تو اس دفتر میں آپ کی شکایت قبول نہیں کی جائے گی تاہم پھر بھی آپ نے اس دفتر کا تعادن حاصل کر لیا ہے اور آپ اس سے مطمئن نہیں ہیں تو آپ اس دفتر سے شکایت واپس لینے کے بعد کسی عدالت سے رجوع کر سکتے ہیں۔

س: کیا میں صرف کراچی میں مختص سیکریٹریٹ کے صدر دفتر میں ہی شکایت درج کرو سکتا ہوں؟

ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جن کے پڑے مختص سندھ کی ویٹ سائٹ www.mohtasibindh.gov.pk پر موجود ہیں) میں اپنی شکایت درج کرو سکتے ہیں۔

س: چلڈرنر کمپلینٹس آفس (CCO) کا صوبائی مختص سندھ (POS) میں قیام کا کیا مقصد ہے؟

ج: CCO، صوبائی مختص کی جانب سے قائم کیا گیا ہے۔ اس کا مقصد خصوصی طور پر صوبے میں بچوں کے حقوق کے مسائل اور ان کے ساتھ ہونے والی زیادتیوں کے معاملات میں ان کی دادرسی کرنا ہے۔

س: چلڈرنر کمپلینٹس آفس کو علیحدہ قائم کرنے کی ضرورت کیوں پڑی آتی ہے؟

ج: پاکستان بچوں کے حقوق کے بارے میں اقوامِ متحدہ کے کوشاں کا دستخط کندہ ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا باندھ ہے کہ اس کے تحت جو ذمہ داریاں عائد ہوتی ہیں انہیں پورا کرے اور اس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نظام ہونے کی صورت میں اس کی تکمیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شامل ہے۔

س: CCO میں کس قسم کی شکایات قابل قبول ہوتی ہیں؟

ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں، بیشول پولیس، بیل، تعلیمی اداروں، میمیم خانوں، ریمانڈ ہوزر اور اسپتاواں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات سننے اور اس کے تحریک کرنے کی کوشش کی ہے۔

س: CCO بچوں کے لیے کس طرح فائدہ مند ہے؟

ج: CCO بچوں کے تحفظ کا ماحول قائم کرنے میں ایک اہم کردار ادا کرے گا اور بچوں کے حقوق سے متعلق شکایات کے ازالے کے لیے تحقیق، دکالت اور بچوں سے متعلق دوسرے اداروں بیشول این جی اوز سے رابطہ کے ذریعے ایک پلیٹ فارم مہیا کرے گا۔

س: کیا میں CCO میں کوئی شکایت درج کرو سکتا ہوں؟

ج: کوئی بھی بچہ یا اس کے نمائندے کے طور پر کوئی بالغ فرد ذاتی طور پر یا تحریری طور پر درخواست جمع کرو سکتا ہے یا پھر کسی اور ذریعے سے مثلہ ای میل وغیرہ سے بھی بھیج سکتا ہے۔

س: CCO اس سلسلے میں مجھے بطور شکایت کندہ کس بات کی بیانی دہانی کرواتا ہے؟

ج: اس میں بلا تاخیر انصاف تک مفت رسائی، تسلی بخش شنوائی اور نتیجہ خیر کارروائی شامل ہے جو ہر پنچ (18 سال تک کی عمر تک) کے لیے بالخطاف فرقہ، مذہب، ذات یا کے مدفراء ہم کی جائے گی۔

س: کیا اس ثقافتی میں صوبائی مختص سندھ کی طور پر با اختیار ہے؟

ج: جی ہاں! صوبہ سندھ کے ایک مجریہ 1991ء کے تحت قائم شدہ دفتر مختص سندھ کو اس معاملے میں بنیادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔



## عام طور پر پوچھے جانے والے سوالات

س: حکومت کی انتظامی طاقت کے آگے مختص سندھ کے دفتر سے کیا توقع رکھی جاسکتی ہے؟

ج: قانون کی بالا دستی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہمی، جائز حکومت کے مفادات کا تحفظ اور صوابدیدی اختیارات پر منصانہ عملدرآمد۔

س: کس قسم کی شکایات مختص کے دفتر میں قبول نہیں کی جاتیں؟

ج: (۱) ایسی شکایات جو پہلے منظور ہو کر کارروائی سے گزر چکی ہوں۔

(۲) کسی عدالت میں زیر ساعت ہوں یا جس پر فیصلہ ہو چکا ہو۔

(۳) کسی دوسرے مختص کے دائرہ اختیار میں آتی ہوں۔

(۴) شکایت زائد المعیاد ہو چکی ہو۔

س: ”زاد المعیاد“ سے کیا مراد ہے؟

ج: بدانظامی کی ایسی شکایات جنہیں گزرے تین ماہ سے زائد عرصہ ہو چکا ہو۔

س: کیا ”زاد المعیاد“ کے لیے کوئی استثناء ہو سکتا ہے؟

ج: ہاں مختص سندھ کی صوابدید پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظور کر لے۔

س: کارروائی اور تفییش میں کتنی مدت لگ جاتی ہے؟

ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدت لگتی ہے لیکن ہائم فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔

س: کیا مختص کے فیصلوں پر صوبے کی انتظامی اور عالمانہ مشنری کو عمل کرنا لازم ہوتا ہے؟

ج: بھی ہاں مختص سندھ کے فیصلوں پر عمل کرنا صوبائی حکاموں کے لیے لازمی شرط ہے۔

س: اگر مختص سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہو سکتا ہے؟

ج: اگر آپ فیصلے کو غیر منصفانہ سمجھتے ہیں تو تمیں دن کے انگر گورنر سندھ کو عرض داشت (Representation) بیچ سکتے ہیں جو مناسب سمجھنے پر ظرفانی کے لیے ہدایات کر سکتے ہیں۔

س: کیا مختص سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق حاصل ہو جائے گا؟

ج: پہلی شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو آپ کا کیس مختص سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ مختص سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو مختص سندھ کے دفتر سے واپس لے کر عدالت میں لے جاسکتے ہیں۔

س: کس قسم کی شکایات سے مختص سندھ کا تعلق ہے؟

ج: ایسی شکایات جو حکومت سندھ کے تمام حکاموں میں، کسی بھی بدانظامی کے زمرے میں آتی ہو۔ مساواں کے جو وفاقي مختص یا خصوصی مختصین مثلاً لیکن مختص، بینکنگ مختص، انٹرنس مختص کے دائرة اختیار میں ہوں۔

س: کیا مختص سندھ حکومت (انتظامیہ) سے خود مختار ہے؟

ج: بھی ہاں نامیاتی قانون کے تحت خود مختار ہے اور اپنا فریضہ مختص سندھ ایک 1991ء کے تحت انجام دیتا ہے۔

س: مختص سندھ کے دفتر کے قیام کے مقاصد کیا ہیں؟

ج: یہ ادارہ متاثرین کی شکایتوں کے ازالے کے لیے قائم ہوا ہے۔

س: کیا میں مختص سندھ کو شکایت پیش کر سکتا ہوں؟

ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دفتر سے پیش کر سکتا ہے۔ اسلام پ لگانے کی ضرورت نہیں ہے۔ گمان یا فرضی نام پر شکایتیں قبل قبول نہیں ہوتیں۔ شکایت سے متعلق ضروری ثبوت کی نقل مسلک کرنا ضروری ہے۔

س: کیا میری شکایت دفتر میں منظور کر لی جاتی ہے؟

ج: بھی ہاں! اگر اس کے ساتھ آپ کے قوی شاختی کارڈ کی فوٹو کاپی اور حلف نامہ جو بلا معاوضہ دفتر میں ہے اس پر دخیل موجود ہوں۔

س: کیا میں سنگھی میں شکایت لکھ سکتا ہوں؟

ج: بیشک سنگھی، اردو یا انگریزی میں سے کسی بھی زبان میں شکایت بھیجی جاسکتی ہے۔

س: مختص سندھ کے دفتر میں شکایت رجسٹر ہونے پر کیا خرچ آتا ہے؟

ج: دفتر کی جانب سے بلا معاوضہ خدمت پیش کی جاتی ہے۔

س: شکایت گزار کی حیثیت سے کیا کیلیں کی ضرورت ہوتی ہے؟

ج: نہیں، قطعی ضرورت نہیں ہوتی۔

س: کیا اپنی شکایت مختص سندھ سینکڑ پر ہیئت کے ہیڈ آفس میں بھیجا جائیے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی علاقائی آفس میں بیچ سکتے ہیں جن کے پتے مختص کی ویب سائٹ [www.mohtasibssindh.gov.pk](http://www.mohtasibssindh.gov.pk) پر موجود ہیں۔

س: میری شکایت پر مختص سندھ سے کیا توقع رکھی جاسکتی ہے؟

ج: بلا معاوضہ انصاف تک رسائی، توجہ کے ساتھ ساعت، تیجے نیز مداخلت، مختص سندھ کے فیصلہ کا جلد از جلد اطلاق۔



## عام طور تي پچياوينڈر سوال

### چلدرین ڪمپايننس آفيس

سنڌ سرڪار جي ڪنهن به اداري يا ڪارپوريشن سان جيڪڏهن تو هان کي ڪاشڪایت آهي ته اداره محتبس سنڌ کان مدد وٺو، او هان جي ذهن ۾ محتبس سنڌ جي اداري منعڪ پيدا ٿيندڙ سوالن جا جواب اسان هيٺ ڏئي رهيا آهيون ته جيئن تو هان کي طريقه ڪار تي عمل ڪرڻ ۾ آساني ٿي.

س: پارن جي شڪایت آفيس (CCO) ۾ شڪایت درج ڪراڻ جي فيس (Fees)

ج: شڪایت درج ڪراڻ جي ڪا به فيس ناهي ۽ ان جون سڀني خدمتون بنا ماعوضي انجام ڏئيون وينديون آهن.

س: ڇا مون کي بحثت شڪایت ڪندڙ ڪو وکيل مقرر ڪرڻ جي ضرورت ہوندي؟

ج: جي نه ان جي ڪا به ضرورت ناهي.

س: هي آفيس حڪومت جي انتظامي امور ۽ ڪھڙي طرح فانديمند ثابت ٿيندڻي؟

ج: قانون جي عدلاري، بلا ماعوضي ۽ بنا ڪنهن دير جي انتظامي انصاف جي فراهمي حڪومت جي حقيري مفادن ۽ تحظٽ ۽ اختيارن جي جائز استعمال کي ڀقيني بنائي آفيس پرپور ڪوشش ڪندڻي.

س: هن آفيس م ڪھڙي فسم جون شڪایتون درج نه ٿيندڻيون؟

ج: (i) جيڪي پهريان درج ٿي چڪيون آهن ۽ جن تي ڪارروائي ٿي چڪي آهي.

(ii) جنهن تي ڪنهن عدالت جي طرفان ڪو به فيصلو ٻڌايو ويو هجي يا جيڪو عدالت ۾ ٽلنڊڙ هجي. (iii) ڪنهن ٻپي محتبس جي حدن يا اختيارن ۾ ايندڻيون هجي.

س: شڪایت جي چند چاڻ ۽ ان جي ازالي جي ڪارروائي ۾ ڪڀرو وقت گهريل هوندو آهي.

ج: هي آفيس ڪنهن به مسئلي ڪي 2 کان 3 مهينن جي عرصي ۾ حل ڪرڻ جي ڪوشش ڪندڻي آهي. ان عرصي ۾ گهٽ وڌائي شڪایت جي نوعيت سان لاڳاپيل آهي.

س: ڇا صوبوي جي انتظامي مشينري (دانچو) يا بالختار ادارا محتبس جي فيصلو جا پابند ہوندا؟

ج: بلڪل، هو محتبس جي فيصلو جا پابند ہوندا.

س: ڇا محتبس جو تعاون حاصل ڪندڙ پوءِ ڪنهن قانوني عدالت سان رجوع ڪرڻ جو حقدار نه ہوندا؟

ج: پهرين گاللهه اها ته جيڪڏهن او هان جو ڪيس عدالت ۾ هلي رهيو آهي ته هن آفيس ۾ او هان جي شڪایت قبول نه ڪئي ويندي، جيڪڏهن او هان هن آفيس جو تعاون حاصل ڪري ورتو آهي ۽ او هان ان مان مطمئن نه آهي ته او هان هن آفيس کان شڪایت وابس وئش کان پوءِ ڪنهن به عدالت سان رجوع ڪري سگھو ٿا.

س: ڇا ڪراچي ۾ محتبس سڀڪريئريت جي صدر آفيس ۾ نئي شڪایت داخل ڪرائي سگھان ٿو؟

ج: امو ضروري ناهي، او هان اسان جي ڪنهن به علاقئي جي آفيس ۾ شڪایت داخل ڪرائي سگھو ٿا.

س: پارن جي شڪایت جي آفيس (CCO) جو صوبائي محتبس سنڌ ۾ قيام جو مقصد چا آهي؟ (POS)

ج: (CCO) پارن جون شڪایتون وصول ڪرڻ لاءِ صوبائي محتبس جي طرفان ٻونيسيف جي تعاون سان آفيس قائم ڪئي وئي آهي، ان جو مقصد خاص طور تي صوبوي ۾ پارن جي حقن، مسئلن ۽ انهن سان ٿيندڙ زياترين جي روڪـام ڪرڻ آهي.

س: پارن جون شڪایتون وصول ڪرڻ جي آفيس ڏار قائم ڪرڻ جي ضرورت پيش چو آئي؟

ج: پاڪستان پارن جي حقن جي بابت اقوام متعدد جي فرارداد جو اقراري آهي جنهن جي مطابق پاڪستان قانوني طور تي پابند آهي ته پارن جي حقن جي متعلق شڪایتون ٻڌڻ ۽ ان جي ازالي جو نظام تشڪيل ڏئي ۽ پارن جي حقن جو تحفظ کي بهتر ٿالي.

س: پارن جي شڪایت جي آفيس (CCO) ۾ ڪھڙي قسم جي شڪایت قابل قبول ہوندي آهي؟

ج: سنڌ جي سمورين سرڪاري آفيس، ادارن جنهن ۾ پوليس، جيل، تعليمي ادارا، پيئيم خانا، ريمانڊ هومز ۽ اسپٽالون وغيره شامل اهن جتي پارن سان ٿيندڙ زياترين جي متعلق شڪایتون درج ڪرائي سگھو ٿيون.

س: پارن جي شڪایت جي آفيس (CCO) پارن جي لاءِ ڪھڙي طرح فانديمند آهي؟

ج: (CCO) پارن جي تحفظ جو ماحول قائم ڪرڻ جي لاءِ هڪ اهم ڪردار ادا ڪندڻي ۽ حقن جي بابت شڪایتون جي ازالي لاءِ تحقيق، وڪالت ۽ پارن جي متعلق بين ادارن جنهن ۾ غير سرڪاري ادارن (NGOs) سان رابطي جي ذريعي هڪ پليٽ فارم مهيا ڪندڻي.

س: ڪير پارن جي شڪایتي آفيس (CCO) ۾ شڪایت درج ڪرائي سگھي ٿو؟

ج: ڪو به بار يا ان جي نمائندجي طور تي ڪو به بالغ فرد ذاتي طور تي تحريري درخواست شڪایت جمع ڪرائي سگھي ٿو يا فون ذريعي ۽ اي ميل وغيره به موڪلي سگھي ٿو.

س: پارن جي شڪایتي آفيس (CCO) مون کي بطور شڪایت ڪندڙ ڪھڙي ڳاللهه جي ڀقين دهاني ڪرائيندرو؟

ج: ان ۾ بنا ٻير انصاف تائين مفت رساني، تسلٽ بخش ٻڌڻي ۽ نتيجا خير ڪارروائي شامل آهي، جيڪا هر پار (18 سالن جي عمر تائين) جي لاءِ بنا فرق، مذهب، ذات يا تهنيب جي مدد فرام ڪئي ويندي.

س: ڇا ان معاملي ۾ صوبائي محتبس بالختار آهي؟

ج: جي ها! صوبائي سنڌ جي ايڪ مجريه 1991 جي تحت قائم ٿيل محتبس سنڌ کي ان معاملي ۾ بنڌادي قانون جي تحت ڪارروائي جو اختيار حاصل آهي.

س: ڇا مان سنڌي زبان ۾ شڪایت درج ڪرائي سگھان ٿو؟

ج: بلڪل او هان سنڌي، اردو يا انگريزي ۾ شڪایت درج ڪرائي سگھو ٿا.



## عام طور تی پچیاوینڈر سوال

**سوال:** حکومت جي انتظامي شاخن کيئن آفيس مان ڪهڙي هُر حاصل ٿي سگهي ٿي؟

**جواب:** قانون جي برتری، تکڑو ۽ سستو انصاف، حکومت جي جائز حق جو تحفظ وغیره.

**سوال:** ڪهڙي شڪایتن تي ديان نه ڌنو ويندو؟  
**جواب:** (1) داخل ٿيل اهي شڪایتون جن تي اڳ ئي عمل ڪيو ويو هجي.

(2) اهي شڪایتون جن تي ڪورٽ فيصلو ٻڌائي چكي هجي يا ان وٽ اڪلاء هيٺ هجن.(3)اهي شڪایتون ۾ بيري پين محسنس جي دائري ۾ اينديون هجن.(4)بيڪار ٿيل شڪایتون.

**سوال:** بيڪار ٿيل شڪایتن مان چا مراد آهي؟  
**جواب:** الزاميء بدانظامين کان تي مهينا پوءِ داخل ڪيل شڪایتون بيڪار سڏجيون.

**سوال:** چا بيڪار ٿيل درخواستن جي گنجاش آهي؟  
**جواب:** ها، اهو محاسب جي اختيار ۾ آهي ته هو ڪجهه مخصوص حالن تحت اهڙيون درخواستون پڻ ۾ جو گيون فرار ٿئي.

**سوال:** جاچ ۽ تدارك ۾ ڪيترو وقت لڳي سگهي ٿو؟  
**جواب:** گھڻو ڪري بن يا ٿئن مهينن ۾ شڪایت حل ٿي ويندي پر ڪڏهن ڪڏهن ڪيس جي نوعيت تي به دارومدار آهي.

**سوال:** چا محاسب جي فيصلوي تي عمل صوبائي انتظاميا لاءِ لازمي آهي؟  
**جواب:** ها اهو لازمي آهي.

**سوال:** جيڪڏهن محاسب جي فيصلوي سان سهمت نه هجان ته؟  
**جواب:** جيڪڏهن توہان سمجھو ٿا ته فيصلو انصاف پريونه آهي ته توہان ٽئين (30) ٽئين اندر سنڌ جي گورنر کي درخواست ڪري سگهي ٿو.

**سوال:** چا محاسب سنڌ جي مدد سان پنهنجي ڪورٽ ۾ وجڻ جي حق تان هٿ نه ٿو ڪڻ؟

**جواب:** پهرين ڳالهه ته هي آفيس ان ڪيس تي غور نه ڪندڻي جيڪو ڪورٽ ۾ اڪلاء هيٺ آهي، پوءِ به جيڪڏهن اسان جي مدد حاصل ڪيو ٿا ۽ ڪارروائي مان مطمئن نه آهي ته توہان ڪهڙي به وقت هن آفيس مان ڪيس تان هٿ ڪلڻ بعد ڪنهن ڪورٽ ۾ وڃي سگھو ٿا.

**سوال:** صوبائي محاسب سنڌ جي آفيس جي قيام جو ڪهڙو مقصد آهي؟

**جواب:** صوبوي اندر انتظامي ڪوتاهين ۽ بدانظامي خلاف شڪایت ڪنڊڻ جي مسئلن کي حل ڪرڻ.

**سوال:** چا سنڌ جو محاسب ايگريڪو ٿو جي بالاستي کان آزاد آهي؟

**جواب:** ها، سنڌ صوبوي جي محاسب جي آفيس جي قيام جو ايڪت 1991 ع تخت محاسب پنهنجي ڪمن ڪارين ۾ خودمختار ۽ آزاد آهي.

**سوال:** محاسب ڪهڙي قسم جون شڪایتون ٻڌي ۽ حل ڪري سگهي ٿو؟

**جواب:** محاسب سنڌ حکومت جي سڀني ادارن سان لاڳاپيل بدانظامي جون شڪایتون ٻڌي سگهي ٿو، سواء ان شڪایتن جي جيڪي وفاقي حکومت، وفاقي ٽيڪس محاسب، اشورنس محاسب ۽ بينڪنگ محاسب جي اختياران ۾ اچن ٿيون.

**سوال:** چا محاسب وٽ ڪا شڪایت ڪري سگهان ٿو؟

**جواب:** ها ڪو به ماڻهوسادي پني تي صحيح ٿيل شڪایت محاسب وٽ داخل ڪري سگهي ٿو، جنهن تي ٽڪلي لڳائڻ جي ڪا به ضرورت ناهي، ڪنهن به گمنام يا ڪوڙي درخواست تي غور نه ڪيو ويندو.

**سوال:** چا محاسب منهنجي شڪایت پڻ جو گي قرار ٿيندو؟

**جواب:** ها، جيڪڏهن ان سان گڏ هينيان دستاويز شامل هجن.  
(1) شناختي ڪارڊ جي ڪاپي (شڪایت ڪنڊڻ جي)(2) هڪ عدد نامو شامل هوندو جيڪو هيد آفيس يا ريجلن آفيس مان بنا فيس جي حاصل ڪري سگهجي ٿو.

**سوال:** چا مان پنهنجي درخواست سنڌي ۾ جمع ڪرائي سگهان ٿو؟

**جواب:** ها، بلڪل، سنڌي، اردو ۽ انگريزيءَ ۾ درخواست جمع ڪرائي سگهجي ٿي.

**سوال:** اهڙي درخواست داخل ڪراڻ ۾ منهنجي ڪيترو خرج ايندرو؟

**جواب:** شڪایت ڪرڻ جو ڪو به خرج پر ٿو نه پوندو.

**سوال:** چا شڪایت ڪنڊڻ کي وڪيل جي ضرورت آهي؟

**جواب:** نه بلڪل نه آهي.

**سوال:** چا مان صرف پنهنجي شڪایت مرڪزي آفيس ڪراچي ۾ داخل

**جواب:** ڪري سگهان ٿو؟  
ضروري نه آهي، توہان اسان جي ڪنهن به علاقائي آفيس ۾ داخل ڪرائي سگھو ٿا.

**سوال:** شڪایت ڪنڊڻ محاسب جي آفيس مان ڪهڙي اميد رکي سگهي ٿو؟

**جواب:** انصاف تائين ستي پهچ، صحيح ٻڌئي، لاڳاتي مداخلت، جلا انصاف ۽ محاسب جي فيصلن تي ترت عمل.



اهم خال پر ڻ سی سی او (Children Complaints Cell) پارن جي ڀالئي سان لاڳاپيل شڪايتن کي حل ڪرڻ ۾ اهم ڪدار ادا ڪري رهيو آهي. سند ڊيشپا ۾ پهريون صوبو آهي جنهن اهٽ و علاقائي محتسب آفيس قائم ڪيو آهي. جيڪو پارن جي مخصوص شڪايتن کي ڏيان ڏئي ٿو

سند ۾ محتسب جو ادارو ڪجهه مسئلن جي باوجود انتظامي انصاف لاءِ هڪ موثر ميڪنزم ثابت ٿيو آهي ۽ گذريل ٽن ڏهاڪن دوران هن عوام کي بيورو ڪريسي جي زياترين کان بچائڻ ۾ اهم ڪدار ادا ڪيو آهي. اڪثر ڪري پوليڪ، روئيني آٻپاشي تعليم ۽ صحت جهڙن کاتن ۾ محتسب جي مداخلت بنا معاوضي ۽ غير جاندار انصاف فراهم ڪيو آهي. ڪيترن ئي شهرين جي زندگين ۾ هڪ اهر فرق آيو آهي جڏهن ته چيلنج راقي آهن، اهو ادارو اميد جي شمع وانگريشيو آهي، شڪايت ڪندڙن جي ڪافي تعداد کي رليف فراهم ڪري ٿو

محتسب سند جي اداري جي قيام کي 33 سال گذري چڪا آهن ۽ الحمد لله هائي هي ادارو ستين محتسب جناب محمد سهيل راجبوت جي سربراهي ۾ ڏينهن رات ڪم ڪري رهيو آهي، موجوده محتسب اداري جي ڪارڪرڊ گي کي بهتر بثائڻ لاءِ واضح ۽ هيٺ ڏنل ارشائتا قدر کنيا آهن.

1. جديٽ تفاضن مطابق شهرين کي اداري جي آفيسن ۾ دوستاثو ماخول ۽ اعليٰ اخلاق ۽ آدريائٽهه جيئن هو آسانی سان بغیر ڪنهن خوف ۽ خطري جي ڪنهن به سرڪاري اهلڪاري محڪمي جي خلاف شڪايت پيش ڪري سگهي.

2. شڪايت کي حل ڪرڻ لاءِ فوري ڪارروائي ڪندي متعلقه سرڪاري اهلڪارن ۽ محڪمن جي سماعت کانپوءِ فيصلو ڪرڻ جنهن جي مدتهائي 60 ڏينهن مقر ڪئي وئي آهي، هن سلسلوي ۾ سرڪاري محڪمن ۽ ايجنسيز سان رابطي ۾ تيزي ۽ ڪارروائي کي بهتر بثائڻ لاءِ فوكل پرسن مقر ڪرايا ويا آهن.

3. محتسب سند جي اداري جي عوام لاءِ افاديت کي نمایان ڪرڻ لاءِ پرنسٽ ۽ الڪٽرانڪ ميديا ذريعي معلومات فراهم ڪرڻ کان علاوه صوبوي جي ڪنڊ ڪڙچ ۾ ڪلوي ڪچريون ۽ خاص ڪري تعليمي ادارن ۾ معلوماتي سيمينار ۽ ليڪچرس، ڪاليجن ۽ ڀونڊورستين ۾ شاگرد ۽ شاگرديائين جي اندر عوامي مسئلائے انهن کي حل ڪرڻ لاءِ شعور ۽ آکاهي پيدا ڪرڻ لاءِ خود انهن مان منتخب ڪري پنهنجا سفيري (Brand Ambassadors) مقر ڪيا ويا آهن.

4. عام شهرين کي بهتر ڪسٽمر سروس ڏيٺ لاءِ انترنيٽ تيڪنالوجي جو استعمال جنهن ۾ آن لائٽ شڪايت ڪرڻ جي سهولت خاص ڪري الڪٽرانڪ ڪيس مئينجمينت کي وڌيڪ موثر ۽ ڪارآمد بثائڻ لاءِ محتسب سند موبائل ايب ٻثائي وئي آهي.

5. محتسب سند جي اداري جي آفيسن ۾ ڪم ڪندڙ آفيسرن ۽ عملی جي صلاحيت ۾ اضافي لاءِ هن سال سند هاءَ ڪورٽ جي تعاون سان جوڊيشل اڪيءِمي ڪراچي ۾ انهن جي ٽريٽنگ جو بندوسيٽ ڪيو ويو

امياد آهي ته محتسب سند جو ادارو هنن اصلاحات سان قانون جي حڪمانوي کي مضبوط ڪندي عوام کي انتظامي انصاف بهتر طريقي سان مهيا ڪندو ۽ ان ڳالهه کي بقيني بثائيندو ته شيري ڪامورن ۽ حڪومتي زياترين کان محفوظ رهن.





## محتسب سند - اداري جي اهميت ۽ خدمتون .

(فصیح الدین خان)

پاکستان ۾ محتسب جي ضرورت عدالتی نظام جي مک ڪمزورین، انصاف ۾ تاخیر اخراجات ۽ وڏي پیمانی تي ڪريشن ۽ بدانظامي جي مسئلن کي نظر ۾ رکندي محسوس ڪئي وئي. 1983 ع ۾ وفاق جي سطح تي وفاقی محتسب جو ادارو قائم ڪيو ويو جنهن کانپوء سند ۾ صوبائي محتسب ايڪت 1991 ع ۾ لاڳو ٿيو محتسب جي آفيس جي ٺهڻ سان عوام لاء هڪ اهڙو پليٽ فارم مهيا ٿيو جتي شهي بنا ڪنهن خوف جي پنهنجي شڪایت جواڙهار ڪري سگهن ٿا. جيئن ته محتسب سندجي اداري جو خاص مقصد آهي ته صوبي جي اندر گٻ گورنس جي واڌاري لاء حڪومت يا اينسین پاران ڪيل بدانظامي (Mal-administration) جي ڪري پيدا ٿيندڙ عوامي شڪایتن جو جائز وٺڻ ۽ متاثرين کي بغیر خرج جلد ۾ جلد انصاف مهيا ڪرڻ.

محتسب جي موجودگي سرڪاري ادارن تي هڪ اهر اثر چڏيو آهي، جيڪي هائي وڌيڪ احتیاط ۽ جوابدهي سان ڪم پيا ڪن. جيئن ته انهن کي خبر آهي ته اهي محتسب جي جاج جي تابع آهن. حڪومتي اهلڪارن لاء گھريل رڪارڊ پيش ڪرڻ ۽ محتسب جي اڳيان انهن جي عملن جو جواز پيش ڪرڻ سبب احتساب ۾ اضافو ٿيو آهي ۽ انتظامي عملداري ۾ بهتری آئي آهي.

محتسب سند ايڪت 1991 تحت اداري کي اهڙا سمورا اختيار ڏنا وبا آهن جيڪي صوبائي حڪومت جي ڪنهن به اداري يا اداري طرفان بدانظامي جو شڪار ٿيل شخص سان ٿيل نانصافي جي جانچ، تحقيق، ازالى ۽ اصلاح لاء گھريل هجن، صوبي جا سرڪاري عملدار هائي انهن سيني ڪمن لاء محتسب سند کي جوابدار آهن جيڪي بدانظامي جي تعريف ۾ اچن ٿا.

1991 ايڪت جو سڀڪشن (3) واضح طور تي بيان ڪري ٿو ته محتسب سند پنهنجا اختيار ايگزيڪويٽو اثارتی کان آزاد منصفانه، ايمانداري سان استعمال ڪندو ۽ سموري صوبي ۾ سب اثارتیز (Authorities) محتسب جي مدد ۾ ڪم ڪنديون، هي آزادي محتسب جي ڪدار جو بنیاد آهي، انهي ڳالهه کي ڀقیني بثائڻ ۽ تحقيقات ۽ فيصله غير جانبدار آهن، محتسب کي اختيار ڏنو ويو آهي ته هو ڪامورن کي طلب ڪري دستاويزن کي پيش ڪرڻ لاء پابند ڪري ۽ حل ٿيٺ ثبوت حاصل ڪري، جھزو ڪهاء ڪورت ۾ ڏنل اختيارين وانگراهي اختيار محتسب کي مکمل تحقيق ڪرڻ ۽ موثر فيصلو ڪرڻ جي قابل بثائين ٿا، محتسب طرفان ڪنهن به معاملي ۾ فيصلو ٽيڪنيڪل ۽ قانوني پيچيدگين کان پاڪ آهي.

سند محتسب ايڪت جو سڀڪشن 33 هن کي اختيار ڏئي ٿو ته ڪنهن به شڪایت کي ڊكتيٽ ڪرڻ يا ڪنهن سرڪاري نوٽيس جاري ڪرڻ جي ضرورت کانسواء ڪنهن به شڪایت کي غير رسمي طور تي مفاہمت سان به حل ڪري سگهي ٿو ۽ باهمي رضامندی انصاف جي فراهمي کي ڀقیني بثائڻ لاء صوبي جي هر ڪند ڪرچ ۾ محتسب سند جون 19 رب جنل آفيسون قائم ڪيون آهن مالي رڪاوتن ۽ انتظامي چئلينجن جي باوجود انهن آفيسن شهرين کي انهن جي گھر جي ويجهو سولائي سان سرڪاري ادارن ۽ ڪامورن جي خلاف پنهنجون شڪایتون پيش ڪري انهن تي ترت ۽ بنا خرج ڪارروائي ڪرڻ جو موقعو ڏنو ويندو آهي.

محتسب سند جي ڪدار ۾ هڪ اهر واڌارو جو لاء 2009 ۾ ٿيو ڀونيسيف جي تعاون سان ٻارن جي شڪایت آفيس (سي سي او) جي قيام سان هن اقدام ٻارن جي مسئلن سان لاڳاپيل شڪایتن کي حل ڪرڻ لاء هڪ وقف پليٽ فارم فراهم ڪيو انتظامي انصاف جي شعبي ۾ هڪ



کے شانہ بثنانہ عوام کے مسائل حل کرنے میں بھرپور کردار ادا کر رہا ہے۔ اب تک صوبے کے مختلف اضلاع میں 19 دفاتر قائم کر چکا ہے اور سول سوسائٹی کے شانہ بثنانہ چلتے ہوئے نہایت خوش اسلوبی سے عوام کو ستنا اور بروقت انصاف فراہم کر رہا ہے۔

اس وقت صوبائی مختص سندھ جناب ڈاکٹر محمد سعیدیل راجپوت ہیں جن کا وسیع تجربہ سول سروس کا ہے اور دورانِ سروس ان کی اعلیٰ کارکردگی کی بناء پر حکومت پاکستان نے انہیں ستارہ امتیاز سے نوازا۔ امید کی جاتی ہے کہ محمد سعیدیل راجپوت صاحبِ صوبائی محاکموں سے متاثرہ عوام کو جلد اور ستنا انصاف فراہم کریں گے اور صوبائی محاکموں کے اداروں میں اصلاح طلب امور پر حکومت کو سفارشات پیش کریں گے۔





شہزادے کو اپنی جلاوطنی کے دور میں اسے قریب سے دیکھنے کا اتفاق ہوا جو کہ اسے بہت پسند آیا۔ اس نے دوبارہ حکومت حاصل کرنے کے بعد انیسویں صدی کے اختتامی دہائی میں اسے (Ombudsman) کے نام سے متعارف کرایا جو بادشاہ کا نمائندہ ہوتے ہوئے انتظامی امور کی نگرانی کرتا تھا اور عوام کی محکمہ سے متعلق شکایات کی چھان بین کر کے ان کی اصلاح کرتا تھا۔ یہ ایک سائنسی طریقہ کار تھا جو دیکھتے ہی دیکھتے دنیا کے 100 سے زیادہ ممالک میں رائج ہو گیا۔ جمہوری ممالک میں منتخب بادشاہ کے بجائے مملکت کا نمائندہ تصور کیا جاتا ہے۔

معاملات میں غیر ضروری لیت و لعل یا قواعد و ضوابط کو توڑ مروڑ کر بد عنوانی کے مرتكب پائے جانے والے مجھے کے افسران کے خلاف منتخب نے اقدامات اٹھائے جس سے محکموں کی کارکردگی میں بڑی حد تک اصلاح شروع ہوئی۔ افسروں کی لاچ یا من مانی اور دباؤ کا اثر کم ہونے لگا لیکن طریقہ کار کا مکمل طور پر تعارف اور اس پر عوام کا اعتماد نہ ہونا ایک بڑا مسئلہ رہا ہے۔ بہت سے لوگوں کو منتخب کے ادارے کے متعلق آگاہی ہی نہیں ہے جہاں کسی محکمہ کی نا انصافی یا بد عنوانی کا ازالہ بغیر کوئی رقم خرچ کیے کم سے کم مدد میں حل کر سکتے ہیں اور انہیں کسی عدالت میں جانے کی ضرورت ہی نہیں پڑتی اور یوں ان کے وقت اور پیسے کی بچت ممکن ہے اور کچھ لوگوں کو منتخب کے ادارے کی آگاہی ہونے کے باوجود یقین نہیں ہوتا کہ اس ادارے کے ذریعے انہیں انصاف مل جائے گا اور ان کی شکایت کے ازالے میں تاخیر بھی نہ ہوگی یہ بھی اس محکمے کے لئے سوالیہ نشان رہا ہے۔

سول سو سالی نے بھی منتخب سے ملتا جلتا کام اپنے ذمہ لیا ہے جو قانونی طور پر منتخب کا محکمہ انجام دیتا ہے۔ سول سو سالی ایسے غیر سرکاری اداروں کا نام ہے جن کا تعلق براہ راست حکومت سے تو نہیں ہے لیکن حکومت کے مقاصد و ارادہ کو خوبصورت پورا کرنے کے لئے تنظیموں کے ذریعے سول سو سالی انجام دیتی رہتی ہے۔ جیسے کہ تعلیم و صحت، قانون کی عملداری مثلاً بچوں سے جری مشقت، خواتین سے غیر مساوی روؤیہ وغیرہ سے نمٹنے کے لئے تنظیمیں بنائی گئی ہیں اور غیر سرکاری سطح پر وہ ان برائیوں سے بر سر پیکار بھی ہیں جو صحت و تعلیم یا قانون کی عملداری وغیرہ میں پیش آتی ہیں۔ منتخب کا ادارہ ایسے سول سو سالی کے لئے ایسا آلہ کا رہے جس کا سہارا لے کر سفر کو آسان بنایا جاسکتا ہے۔

صوبہ سندھ میں منتخب کا ادارہ قانون کی حاکمیت کو برقرار رکھنے میں مؤثر کردار ادا کر رہا ہے۔ یہ ادارہ حکومت



## محتسب، سول سوسائٹی اور دو رجدید کے تقاضے

بر گلیڈر (ریٹائرڈ) محمد جیل

مؤثر حکومت چلانے کے لئے ملکے بنائے جاتے ہیں تاکہ عوامی مسائل سے عہدہ برآ ہو سکیں اور عوام کو سہولتیں مہیا کی جاسکیں لیکن اگران کی تشكیل میں کچھ کمی یا شکاف رہ جائے تو اس کی سے ناجائز فائدہ اٹھانے والے لوگ ملکمین کے بدنامی اور ملکے کے مقاصد سے گمراہ کرنے کا کام اپنے غرض اور مفاد سے شروع کر دیتے ہیں جس کی وجہ سے یہ ملکے ضرورت منداشخاص کے لئے رحمت کے بجائے زحمت بن جاتے ہیں۔ اس صورت میں ان مسائل کو حل کرنے کے لئے عدیہ کا دروازہ کھٹکھٹانے کی ضرورت ہوتی ہے لیکن اس طریقہ کار میں زیادہ اخراجات اور وقت کی طوالت آڑے آتی ہے جس کی وجہ سے لوگ عدیہ کی جانب رُخ نہیں کرتے۔

عمومی طور پر یہ دیکھا گیا ہے کہ ملکہ کے ذریعے پیش آنے والی نا انصافی کے لئے ملکہ جاتی تفتیش کا سہارا لیا جاتا ہے یعنی متعلقہ افسر کی شکایت افسر بالا کو کی جاتی ہے جو کہ اپنے طور پر تفتیش کرتا ہے اور پھر شکایت کا ازالہ یا تو داخلِ دفتر کر کے ہو جاتا ہے یا حقیقی طور پر اس کی شکایت کو نہاد دیا جاتا ہے۔ اسی طریقہ کار میں یا مکان موجود رہتا ہے کہ ملکہ جاتی تفتیش میں بالعلوم ملکہ کی جانبداری کا جذبہ پیدا ہو سکتا ہے تاکہ ملکہ کی بدنامی نہ ہو اس لئے عام عوام کھلے دل سے اس طریقہ کار کا سہارا نہیں لیتے۔

متاثرہ لوگ جو کہ حکومت کے ملکمین اور ان کی کارروائیوں سے تنگ آ جاتے ہیں ان کے لئے ایک درمیانی راستہ نکالا گیا ہے جس کا تعلق نہ تو عدیہ سے ہے اور نہ ہی ملکہ جاتی تفتیش سے بلکہ ان کے درمیان میں ایک نگران ملکہ قائم کیا گیا ہے جو عوام کی کسی بھی ملکہ سے متعلق شکایت کی ازادانہ طور پر تفتیش کرتا ہے اور اپنا فیصلہ سنائی کا ازالہ بھی کر دیتا ہے۔

یوں تو اسلامی تاریخ میں خلیفہ دوئم نے انتظامیہ کے اندر ریشم عدالتی طرز اختیار کی شروعات کی تھیں جہاں خلیفہ کا نامزد قاضی حکومتی اداروں سے متعلق شکایتوں کی سماعت کر کے ان پر فیصلہ سنایا کرتا تھا۔ وقت گزرنے کے ساتھ ساتھ اسلامی حکومتوں میں محتسب کے ادارے کو تقویت ملتی رہی اور آخر کار ترقی پر گامزن ہوتے ہوئے سوئیڈن کے ایک



زیرِ تعمیر در جنوں منازل پر مشتمل (High Rise Buildings) بلڈنگ کی تعمیر کے خلاف آتا ہے جب تک کہ تفتیش کا عمل مکمل ہوا اور مختصہ کسی نتیجہ پر پہنچ تعمیر مکمل ہو چکی ہوتی ہے اور تیسرے فرد کا مفاد (Third Party Interest) پیدا ہو چکا ہوتا ہے۔ اس طرح کی صورتِ حال میں فراہمی انصاف کی مکانہ صورت میں ہو سکتی ہے کہ عبوری حکم اتنا عی کی بابت شق (Provision) شامل کی جائے۔ اسی طرح بعض ایسے مشاہدات بھی سامنے آئے ہیں کہ فیصلے کے فوراً بعد شکایت کنندہ یا حکمہ (جس کے برخلاف شکایت موجود تھی) کو ایسی دستاویزات یا حقائق تک رسائی حاصل ہو جاتی ہے کہ اگر دورانِ ساعت ان حقائق کو سامنے لا یا جاتا تو اس بات کا غالب امکان ہو سکتا تھا کہ فیصلہ مختلف ہوتا۔ لہذا ان حالات میں ضروری ہے کہ اس طرح کی صورتِ حال سے نہیں کے لیے "نظر ثانی" (Review) کا اختیار مختصہ کو حاصل ہوتا کہ فیصلے میں تکمیکی اسباب کے سبب پیدا ہونے والے سقم (Inconsistency) کو دوڑ کرتے ہوئے اس کی شفافية (Transparancy) کو یقینی بنایا جاسکے۔

☆☆☆



دفتر کو مزید متحرک و فعال کیا جاسکے۔ اس ضمن میں خشت اول کے طور پر جناب مختسب کی زیر ہدایت و نگرانی ”شکایات کی تفییش اور نمٹائے جانے کا ریگولیشن 2024“ نہ صرف ترتیب دیا گیا بلکہ اسے نوٹیفیکی بھی کر دیا گیا ہے۔ اس ریگولیشن کے متعارف کرانے کا مقصد شکایت کے اندرج سے لے کر تفییش (Investigation) اور پھر فیصلے سے لے کر اس کے نفاذ (Implementation) تک کے لیے طریقہ ہائے کار (Mechanism) فراہم کرنا ہے کہ جب ایک تفییشی افسر (Investigation Officer) کے علاقائی دفتر کو کوئی شکایت موصول ہو یا پھر ہیڈ کوارٹرز سے کوئی شکایت بغرض تفییش تفویض کی جائے تو کم سے کم وقت میں تفییش کا سارا عمل کس طرح مکمل و موثر بنایا جاسکتا ہے۔ یا ایک ایسی دستاویز ہے جو افسر تفییش کو تحقیقات کے ہر ایک پہلو پر جامع رہنمائی فراہم کرتی ہے۔ موجودہ مختسب نے ”نوٹسز“ (Notices) کے فارمیٹ کو بھی زیادہ جامع بنایا ہے تاکہ جوابدار ادارے (Respondent Agencies) کی جانب سے مقررہ وقت میں جواب / رپورٹ کے حصول کو یقینی بنایا جا سکے۔

مختسب سندھ کی ہدایت پر جملہ مشیران وریجنل ڈائریکٹرز صاحبان سے آراء (Views) طلب کی گئی ہیں کہ دورانِ تفییش انہیں کب، کہاں اور کس طرح کی رکاوٹوں کا سامنا کرنا پڑتا ہے، جو شکایت کنندہ کے حصولِ انصاف میں رکاوٹ ٹھہرتا ہے۔ ان رکاوٹوں پر قانون مختسب میں ضروری تبدیلی کے ذریعے ہی قابو پایا جا سکتا ہے۔ ہم جانتے ہیں کہ کوئی بھی قانون مجرد، خیال (Abstract) نہیں ہوا کرتا۔ قوانین معاشرہ کی ضروریات کے حوالے سے بنائے جاتے ہیں۔ یہ بھی سانس لیتے ہیں یا پھر بے جان ہوتے ہیں۔ اگر کوئی قانون اپنی ضروریات کو پوری کر رہا ہو تو ایک زندہ قانون (Living law) ہے لیکن اس کی افادیت کم ہو جائے یا پھر وہ بدلتے حالات کے تقاضے میں موثر نہ رہے تو پھر ساکت قانون (Static Law) بن جاتا ہے۔ یہی وجہ ہے کہ زندہ معاشرہ میں قوانین کو بھی ایک ذی روح دستاویز (Living Instrument) سمجھا جاتا ہے جس میں بدلتے حالات اور اُبھرتے تقاضوں کے سبب ایسی تبدیلیاں اور ترمیم لائی جاتی رہتی ہیں جو اسے موثر اور جدید تقاضوں سے ہم آہنگ رکھ سکے۔

ان ہی اسباب کے تحت مختسب سندھ ڈاکٹر سہیل راجہوت کی سنجیدہ رائے میں دفتر مختسب کو اپنے 33-34 سالہ نیم عدالتی (Quasi Judicial) تجربے کی روشنی میں اپنے قانون میں بھی تبدیلی لانے کی ضرورت ہے۔ لازم ہے کہ پیش اور ریٹریٹمنٹ کی ادائیگی میں تاخیر کو خالصتاً ملازمتی قضیہ (Service Matter) نہ سمجھا جائے بلکہ محکمہ جاتی لائقی، عدم دلچسپی کے سبب پیدا ہونے والی غیر معمولی تاخیر کو جو ایک ریٹریڈ ملازم کی زندگی کو ابتلاءً اذیت کر دینے کا سبب ہے اسے بے انتظامی (Maladministration) قرار دیا جائے۔ اسی طرح موجودہ قانون میں مختسب کو عبوری حکم انتماعی (Interim Order) جاری کرنے کا اختیار نہیں ہے۔ جو بعض حالات و واقعات میں انصاف کے قتل پر منج ہوتا ہے۔ بسا اوقات ایک شکایت کنندہ اپنے پڑوں یا محلے میں غیر قانونی طور پر



## دفتر مختصب سندھ کے قانون میں تبدیلی وقت کی اہم ضرورت

شامد احمد ہاشمی

مختصب اعلیٰ سندھ کا ادارہ ”دفتر مختصب برائے صوبہ سندھ“، ایک 1991ء کے تحت مورخ 23 جنوری 1992ء کو قائم ہوا۔ صوبائی قانون مختصب، وفاقی ادارہ مختصب کے قانون 1983ء کی ترمیم شدہ شکل ہے۔ جس کے ذریعہ اسے صوبائی ضروریات سے ہم آہنگ کیا گیا ہے۔

اقوامِ عالم میں جہاں بھی دفتر مختصب موجود ہے، اسے پارلیمنٹ کی توثیق حاصل ہے، یہی وجہ ہے کہ بعض ممالک میں مختصب کو پارلیمانی مختصب بھی کہا جاتا ہے۔ چونکہ عمومی طور پر دفتر مختصب عدالتوں سے ہٹ کر انتظامی امور سے متعلق شکایات (Administrative Complaints) کو دیکھتا ہے لہذا کم و بیش اس کے فرائض و اختیارات جزوی تبدیلیوں کے ساتھ ہر جگہ یکساں ہوتے ہیں۔ کچھ ایسی ہی صورت حال پاکستان میں بھی ہے۔ فی الوقت طین عزیز میں دو درجن سے زائد مختصب وفاقی اور صوبائی سطح پر (محنتف شعبوں / سیکٹرز) میں آزادانہ کام کر رہے ہیں۔ جن کے قوانین جزوی طور پر اپنے اپنے دائرہ کار (Jurisdiction) کے حوالے سے قدراً مختلف ہیں۔

پاکستان میں مختصب کا دفتر زیادہ پرانا نہیں ہے۔ لہذا اس کے قوانین میں تبدیلی کا عمل بھی مسلسل نہیں۔ 11 سال قبل 2013ء میں پہلی بار وفاقی مختصب نے اپنے بنیادی قانون میں پارلیمانی منظوری کے ساتھ تبدیلیاں کیں۔ یہ تبدیلی اصلاحات کے زمرے میں تھیں لہذا سے ”وفاقی مختصب ادارتی اصلاحات“ (The Federal Ombudsman Institutional Reforms) کا نام دیا گیا۔

موجودہ مختصب اعلیٰ جناب ڈاکٹر سہیل راجپوت صاحب نے امسال فروری میں اپنے عہدہ کی ذمہ داری سنبھالتے ہی ان عملی اقدامات کی طرف توجہ کی جو اس ادارے کو یک وقت شہری اور دیہی سطح پر ”زبان زدنام“ (Household name) بنادے۔ وہیں مختصب کے 32 سالہ قانون کو بدلتے حالات اور اُبھرتے تقاضوں سے ہم آہنگ کرنے کی ضرورت کو بھی بطور خاص محسوس کیا تاکہ اس



Sindh Ombudsman Mobile App کے ذریعہ شہریوں، ادارہ اور حکومت کے درمیان رابطہ، شکایات کا اندرانج، ان پر کارروائی، مرحلہ وار پیشہ فرft، شفاف تحقیق اور منصفانہ نتائج تک رسائی کو آسان بنانے کے لئے کارکردگی میں اضافہ اور عوام کو ریلیف مہیا کرنے کی ثابت کوشش کی جا رہی ہے۔

(6) معاشرہ کے پسمندہ، محروم اور معذور افراد کے مسائل پر خصوصی توجہ دیتے ہوئے ان کی جامع تعلیم اور خصوصی افراد Inclusive Education کے لیے ملازمتوں میں مختص کوٹھ 5% Differently Abled Persons کے حوالہ سے دو قائمہ کمیٹیاں Standing Committee کے تشكیل دی گئی ہیں۔ یہ کمیٹیاں سینئر سرکاری افسران اور پرائیویٹ سیکٹر کے نمائندوں کی نگرانی میں مستقل طور پر کام کرتے ہوئے تمام سرکاری اور غیر سرکاری اداروں کے اندر خصوصی افراد کے قانونی حقوق اور مراجعات کے تحفظ کو یقینی بناتی اور اپنی سہ ماہی رپورٹ کے ذریعہ مختص سندھ کو باقاعدگی سے مطلع کرتی ہیں۔

ان اقدامات کے نتیجہ میں شہریوں کا مختص سندھ پر اعتماد بڑھا ہے۔ بقول بقراءٰ ”انصار سے کام لو گے تو دوست زیادہ اور دشمن کم بنیں گے۔“

اس سال یعنی 2024ء میں کل 9151 شکایات کا اندرانج ہوا جب کہ کل 4602 شکایات پر کارروائی کے بعد ان کو حل کیا گیا۔ مختص سندھ کے تحت عوام کی خیرخواہی، شکایات پر بروقت دادرسی اور خدمت کا یہ سفراس جذبہ صادق کے ساتھ جاری و ساری ہے کہ:

جذبہ سوز طلب کو بے کراں کرتے چلو  
کو بے کروشن چراغ کارواں کرتے چلو

☆☆☆



محتسب سندھ کے ادارے کو قائم ہوئے 33 سال کا طویل عرصہ گزر چکا ہے اور الحمد للہ اب یہ قافلہ ساتوں مختص جناب محمد سعید راجپوت کی قیادت میں روایتی دوال ہے جو بلاشبہ اس ادارہ کو جدید تقاضوں اور چینجوں کو ملحوظاً خاطر رکھتے ہوئے اسے مزید فعال، کارآمد اور موثر بنانے کا قوی عزم رکھتے ہیں۔

اپنی تعیناتی کے پہلے ہی سال ادارے کی کارکردگی کو بہتر بنانے کے لیے موجودہ محتسب نے درج ذیل اصلاحات کی ہیں۔

(1) دورِ حاضر کے تقاضوں کے عین مطابق شہریوں کے لیے ادارہ کے دفاتر میں صارف دوست یا Customer Friendly ماحول اور باخلاق رُویوں کا اہتمام تاکہ وہ با آسانی اور بلا خوف و خطر کسی بھی سرکاری اہم کاری یا محکمہ کے خلاف شکایت پیش کر سکیں۔

(2) شکایات کے حل کرنے کے لیے فوری کارروائی کا آغاز اور فریقین کی جلد از جلد سماحت کے بعد فیصلہ کا اجراء، جس کی مدد تاکہ کم کر کے 60 دن کر دی گئی ہے۔ اس سلسلہ میں متعلقہ محکموں میں تیزی سے کارروائی کو یقینی بنانے اور رابطہ میں بہتری کے لیے فونکل پرسن مقرر کرائے گئے ہیں۔

(3) شکایات کی سماحت اور کارروائی کرنے والے محتسب سندھ کے ماتحت افسران اور عملہ کی صلاحیت اور استعداد کا رہنمائی میں اضافہ کے لیے سالِ روایت میں سندھ ہائی کورٹ کے تعاون سے جوڈیشل اکیڈمی کراچی میں تربیتی کورسز کا اہتمام کیا گیا۔

(4) عوام کے لیے محتسب سندھ کی افادیت اور اہمیت کو نمایاں کرنے کے لیے پرنٹ اور الیکٹر انک میڈیا پر تشویش پر کاٹ جوں اور یونیورسٹیوں میں طلباء اور طالبات کے اندر رعایتی مسائل اور ان کے حل کے لیے شعور و آگاہی کی مہم کے سلسلہ میں انہی میں سے چون کرسیفر ان محتسب سندھ (Brand Ambassadors) مقرر کیے گئے ان طلباء اور طالبات کو محتسب کے دفتر میں خصوصی تربیت دی گئی تاکہ وہ تعلیمی اداروں، عام شہریوں اور اپنے حلقہ احباب میں اس ادارہ کی افادیت اج�گر کریں اور سرکاری اداروں سے متعلق ان کی شکایات کے ازالہ کے لیے اچھے شہری کے طور پر ان کی رہنمائی اور مدد کریں۔

(5) شکایت کنندگان کی خاطر کشمیر سروں میں بہتری لانے کے لیے انٹرنیٹ ٹیکنالوجی کا استعمال جیسے آن لائن شکایت پورٹنر اور الیکٹر انک کیس میجمنٹ کو زیادہ موثر کیا گیا ہے۔ خصوصاً محتسب سندھ موبائل ایپ



کرایا گیا۔ اپنے بلا معاوضہ، ہمدردانہ اور آسان طریقوں کے ذریعے سرکاری اداروں سے وابستہ عوامی شکایات اور تکالیف کے حل کے لیے وفاقی مختصہ کی متابڑ کن کارکردگی کے پیش نظر صوبائی سطح پر 1991ء میں صوبائی مختصہ سندھ کا تقرر کیا گیا۔ بعد ازاں دوسرے شعبوں ٹیکسیشن، بینکنگ، انشورنس اور خواتین و بچوں سے متعلق معاملات کی نگہبانی کے لیے اور بقیہ صوبوں میں بھی مختصہ کے خود مختار ادارے قائم کیے گئے۔ یہ ادارے بڑی کامیابی سے اپنی تحقیقات، فیصلہ جات اور سفارشات کے ذریعہ پلک سیکٹر میں گذگور نہیں، شفاقت اور جوابدہ کو فروغ دینے میں اہم کردار ادا کر رہے ہیں۔

صوبائی مختصہ سندھ کے اغراض و مقاصد اور دائرہ کارکوس کے ایکٹ 1991ء میں واضح کیا گیا ہے۔ اس کے تحت صوبائی حکومت کے کسی بھی محکمہ یا اجنسی کی طرف سے بدانظامی یا Maladministration کے نتیجہ میں وقوع پذیر ہونے والی خامیوں اور شکایات کے ازالہ کے لیے متابڑہ شہری مختصہ سندھ سے رجوع کر سکتے ہیں۔ اس مقصد کے لیے کراچی میں واقع مرکزی دفتر کے علاوہ عوام کی سہولت اور ان کی دہیز پر انصاف کی فراہمی کے لیے سندھ بھر میں 19 علاقائی دفاتر قائم کیے گئے ہیں۔

ادارے کی خاص بات یہ ہے کہ سادہ کاغذ پر تحریری شکایات اپنے قریب ترین مختصہ آفس میں جمع کرانے کے بعد مزید کارروائی کے دوران کیس کی پیروی کسی وکیل کے بغیر شکایت کندہ خود کر سکتا ہے۔ ادارہ ایکٹ 1991ء کے تحت تقویض کردہ اختیارات کو بروئے کارلاتے ہوئے صوبہ کے کسی بھی اہلکاری محکمہ سے سرزد ہونے والی نا انسانی کی جلد از جلد تحقیق اور تشخیص کے بعد ایک تحریری فیصلہ کے ذریعہ اس کے مناسب ازالے، تدارک اور اصلاح کے عمل کو یقینی بناتا ہے۔ مختصہ سندھ کے دائرہ اختیار میں مفاد عامہ سے متعلق امور بھی ہیں جن سے عوام کو مشکلات کا سامنا ہوا اور مقامی یا ضلعی انتظامیہ چشم پوشی اختیار کر رہی ہو۔ اس صورت میں ادارہ کا انکوائری افسر یا علاقائی دفتر کا سربراہ خود سائٹ پر جا کر معاشرہ اور تفہیش کرتا ہے اور اپنی تحقیقی روپوٹ پیش کرتا ہے جس پر مختصہ حصی فیصلے کے ذریعہ گذگور نہیں کو یقینی بناتا ہے۔ ان تمام شکایات کی روشنی میں مختصہ سندھ شعبہ وار جائزہ لیتے ہوئے سالانہ جامع روپوٹ بھی حکومت سندھ کو پیش کرتا ہے تاکہ مستقبل میں ان شکایات کا سد باب ہو سکے۔

بلاشبہ مختصہ سندھ کا ادارہ بلا معاوضہ، کم مدت میں اور غیر جانبدار انصاف کرنے کے سلسلہ میں انتہائی مؤثر ہے۔ خصوصاً اریگیشن، لوکل باڈیز، پولیس، ریونیو، تعلیم اور ساحت جیسے اہم محکموں کے خلاف عوامی شکایات کی دادرسی کے لیے مختصہ سندھ کی کارکردگی نہایاں رہی ہے۔ مزید یہ کہ مختصہ کی خصوصی ہدایات کی روشنی میں ناداروں، پیشفرز، خواتین اور بچوں کے مسائل کو حل کرنے میں زیادہ توجہ اور فوقيت دی جاتی ہے۔



## محتسب سندھ۔ تعارف اور خدمات

فتح الدین خان

ایک مشہور قانونی محاورہ ہے کہ "Justice Delayed is Justice Denied" یعنی "النصاف میں تاخیر انصاف سے انکار ہے۔" انصاف وہی قابل قبول ہے جو وقت پر ہو۔ اگر عدالتی فیصلے بر وقت نہ کیے جائیں تو متعلقہ افراد سے ناالنصافی کا اختلال ہے۔ دوسری طرف مہریں قانون کا یہ نکتہ بھی وزنی اور غور طلب ہے کہ "Justice Hurried is Justice Buried" یعنی "النصاف کرنے میں زیادہ جلدی کرنا بھی اس کو دفنانے کے متادف ہے۔" اس محاورے کے مطابق قانونی عمل میں جلد بازی کرنا نظامِ انصاف میں ناکامی یا نقص نتائج کا باعث بن سکتا ہے۔ کسی بھی مقدمہ میں فریقین کو اپنانو قف پیش کرنے کے لیے پورا موقع ملنا اشد ضروری ہے۔ جلد بازی میں مکمل حقائق پر غور کیے بغیر سرسری شہادتوں کی بنیاد پر کیے جانے والے فیصلے میں ناالنصافی کا قوی امکان ہوتا ہے۔ اس سے پتہ چلتا ہے کہ جہاں بر وقت ناالصافیوں کا ازالہ کرنا بہت ضروری ہے وہیں جلد بازی قانونی کارروائیوں کی سالمیت کو نقصان پہنچا سکتی ہے، جس کے نتیجہ میں مؤثر حل کے بجائے غیر حل شدہ مسائل پیدا ہوتے ہیں۔

ان دونوں قانونی محاوروں کی روشنی میں انصاف کی فراہمی میں توازن قائم رکھنا بہت ضروری ہے۔ اہل فکر و دانش کے نزدیک نظامِ عدل وہی کامیاب قرار پائے گا جو مظلوم کو بر وقت اور قانونی تقاضوں کے عین مطابق مکمل حد تک مکمل انصاف فراہم کرے۔ مولانا نارویؒ کے الفاظ میں:

عدل چہ بود، وضع اندر موقعش

ظلم چہ بود، وضع اندر ناموقعش

عدل اور اس کے مقابل ظلم کا یہ تصور ہمیں ایک منصفانہ معاشرے کی واضح بنیاد فراہم کرتا ہے جب کہ وطن عزیز میں ابھی تک دور غلامی کی یادگار برطانوی طرز کا نظامِ عدل ہی راجح ہے جو اس قدر پیچیدہ، مہنگا اور ضیاءع وقت کا شکار ہے کہ بقول شخصے "النصاف کے حصول کے لیے اس کے طالب کو حضرت نوحؐ کی عمر اور حضرت ایوبؑ کا صبر درکار ہے۔"

درج بالاعوامل اور مسائل کا ایک عمدہ حل محتسب کا ادارہ پیش کرتا ہے۔ اپنی قدیم تاریخ رکھنے والا یہ ادارہ دنیا کے سو (100) سے زائد ممالک میں کامیاب تجربہ کے بعد پاکستان میں سب سے پہلے جنوری 1983ء میں وفاق کی سطح پر متعارف



رہتا ہے۔ انتظامی شکایات زیادہ تر فراہمی و نکاسی آب، پولیس اسٹیشن میں شکایات کا درج نہ کیا جانا، انتقالِ زمین میں غیر ضروری تاخیر، تعلیمی اداروں میں سہولیات کی عدم فراہمی، ٹوٹی پھوٹی سڑکوں کی عدم مرمت سے متعلق ہوا کرتی ہیں۔ ضروری نہیں ہے کہ ان ہی شکایات کے خلاف مختص سے رجوع کیا جائے بلکہ ہر وہ شکایت جو انتظامی شکایات کے زمرے میں آتی ہوں، دفتر مختص سے رجوع کیا جاسکتا ہے۔





جگ عظیم دوئم کے خاتمے کے بعد دنیا نے اقوام متحده کے ادارے کے قیام کے ساتھ ایک نئے سفر کا آغاز کیا۔ اس نئے سفر میں سب سے نمایاں امر مختص کے دفاتر کا قیام تھا۔ سو یہیں میں جنم لینے والے ادارے نے بیسویں صدی کے وسط میں خوب فروغ پایا۔ آج اقوام عالم کے سو (100) سے زائد ممالک میں مختص کا یہ ادارہ موجود ہے۔ اس ادارہ کی افادیت کو پیش نظر رکھتے ہوئے اسے مختلف شعبوں میں بھی متعارف کروایا گیا ہے۔ آج اہم شعبوں کے لیے پر علیحدہ علیحدہ مختص کے دفاتر کام کر رہے ہیں۔ جیسا کہ مختص بینلگ، مختص ہراسانی، مختص برائے رسانی اطلاعات، مختص ٹیکس، مختص انسورنس۔ وفاقي اور صوابي مختص کے دفاتر کے پہلو بہ پہلو کام کر رہے ہیں۔

دفتر مختص شکایات کے بروقت، یا کم سے کم مدت میں، ازالے کے لیے کام کرتا ہے ہر ایک شہری جو کسی بھی صوبائی محکمہ، کارپوریشن یا شہری سہولیات کی فراہمی کے ادارے سے اگر شکایت رکھتا ہو تو مختص کے دفتر یا اس کے کسی بھی علاقائی دفاتر سے رجوع کر سکتا ہے۔ کاغذ کے ایک ٹکڑے پر اسے صاف اور واضح لفظوں میں متعلقہ ادارے کے خلاف اپنی شکایت لکھنی ہے۔ چونکہ مختص کا ادارہ عدالتی قواعد کے تحت فراہمی انصاف سے ہٹ کر ازالہ شکایات کے لیے بنایا گیا ہے، لہذا کسی بھی متاثرہ فرد یا شکایت کنندہ (Complainant) کو وکیل کی خدمات درکار نہیں ہوا کرتیں۔ محض شکایات کے درست ہونے کے حوالے سے اسے سادہ کاغذ پر ایک حلف نامہ (جسے دفتر موقع پر ہی فراہم کرتا ہے) دینا پڑتا ہے کہ داخل کی جانے والی شکایت کسی دوسرے متعلقہ یا عدالتی فورم پر زیر سماعت نہیں اور یہ کہ زیر نظر شکایت پہلے سے داخل کر دہ / فیصلہ شدہ شکایت کی تکرار نہیں ہے۔

فوری فراہمی انصاف کا طریقہ کارا نہائی سادہ اور سہل ہے۔ شکایات کے وصول ہونے کے بعد دفتر مختص متعلقہ ادارے سے روپورٹ طلب کرتا ہے اور اس روپورٹ کی نقل شکایت کنندہ کو فراہم کرتا ہے تاکہ روپورٹ کی صحت سے متعلق تبصرہ حاصل کیا جاسکے۔ روپورٹ سے عدم اتفاق کی صورت میں متعلقہ محکمہ اور شکایت کنندہ کو سماعت (Hearing) کے لیے طلب کیا جاتا ہے۔ شکایت کے مطالعہ، محکمہ جاتی روپورٹ کے تجزیہ اور دستیاب ریکارڈ کے ملاحظہ کے بعد مختص اپنا تحریری فیصلہ جاری کر دیتا ہے۔

ضابطہ عدالت کے برخلاف دفتر مختص شکایات کی تفییش کا سارا عمل تینیکی رکاوٹوں (Technicalities) اور قوانین کی موشفا گیوں (Interpretation) کے بغیر مکمل کرتا ہے۔ ادارہ تفییش میں کسی کو گناہ گاریا بے گناہ ثابت نہیں کرتا بلکہ اپنے فیصلہ کے ذریعہ روزمرہ کے عام معاملات میں لوگوں کو ادارے کی بدانظامی (Maladministration) پر انصاف فراہم کرنے میں کوشش



## دفتر مختصہ اعلیٰ سندھ انتظامی شکایات کے بروقت ازا لے کا موثر ادارہ

شہزادہ احمد ہاشمی

آج کے پیچیدہ معاشرہ میں قدم پر سرکاری و انتظامی اہلکاروں سے ہر ایک شہری کو نہ صرف واسطہ رہتا ہے بلکہ انتظامی اہلکاروں کا روایتی انداز عمومی طور پر شکایات کے ازا لے میں رخنہ انداز ہوتا ہوا بھی محسوس ہوتا ہے۔ اس صورتِ حال میں اس امر کی ضرورت پہلے سے بڑھ کر تھی اور رہے گی، کہ انتظامی امور سے متعلق عوامی شکایات کے ازا لے کے لیے ایک ایسا نظام قائم کیا جائے جو لوگوں کو ان کی دہلیز پر، بناء کسی دقت و پریشانی اور پھوٹی گوڑی خرچ کیے بغیر انصاف فراہم کر سکے۔

محتسب کا دفتر دراصل اسی ضرورت کو پورا کرتا ہے۔ اس کے قیام کی ابتدائی تاریخ کو زیر بحث لائے بغیر کہ کس طرح پہلی بار اسلامی عہدِ خلافت میں خلیفہ دوم نے اس ادارہ کی ضرورت محسوس کی اور پھیلتی ہوئی اسلامی ریاست کے کم و بیش تمام بڑے شہروں میں کسی نہ کسی فرد بے مثال کو جزو بدو تقوی اور دیانت و فقہت میں ممتاز و نمایاں ہوا کرتا تھا، اسے بطور مختصہ انتظامی امور سے متعلق ذمہ داریاں دی جاتی تھیں۔

محتسب کا ادارہ اسلامی عہد سے سفر شروع کرتا ہوا انیسویں صدی کے آغاز میں یورپ پہنچتا ہے اور 1809ء میں پاریمانی محتسب کے طور پر سوئیڈن میں متعارف ہوتا ہے۔ اٹھارہویں صدی میں انگلستان میں برپا ہونے والی صنعتی انقلاب (Industrial Revolution) اور انقلاب فرانس اور امریکہ میں دستور کی منظوری، دنیا کے نقشے میں ایک عظیم سائنسی، صنعتی اور انتظامی انقلاب کا پیش نہیں تھی۔ ان سب چیزوں نے یا کہ ایک نظر ارض کے معاشرے کی ساخت کو بدل کر رکھ دیا اور معاشرہ میں تعلیم و صحت، روزگار و رہائش کے لیے نئے اصول و ضوابط کے وجود میں آنے کا سبب بنا۔ نتیجتاً جلد ہی اس امر کی ضرورت محسوس کی گئی کہ جہاں عدالتی نظام کو مزید موثر اور منضبط (Structured) کیا جائے وہی سرکاری اہلکاروں کی غیر ذمہ دارانہ روش کی گرفت (Accountability) کے لیے ایک ایسا ادارہ قائم کیا جائے جو شہریوں کو ان کی شکایات پر عدالتی پیچیدگیوں سے ہٹ کر انتظامی انصاف (Administrative Justice) فراہم کر سکے۔

## **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.mohtasibsindh.gov.pk](http://www.mohtasibsindh.gov.pk), **E-mail :** [mohtasibhd@yahoo.com](mailto:mohtasibhd@yahoo.com)

- 01. Regional Office**  
*Provincial Ombudsman Sindh, **Karachi East**  
S-03, 2nd Floor E.O.B.J 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,  
Near Siemens Chowrangi,  
Site Area, Karachi.  
Contact: 021-99334178-79*
- 05. Regional Office,**  
*Provincial Ombudsman Sindh, **Korangi**  
Meez 9 Floor Plot No 2/10 S-T,23 Korangi  
Industrial Area, Near Shan Chowrangi  
EPA Office Karachi.  
Contact: 021-35110503 / 021-35110600*
- 06. Regional Office,**  
*Provincial Ombudsman Sindh, **Thatta**  
C/143-H,Unit No. 2,  
Makli Cooperative Housing Society, Thatta.  
Contact: 0298-920187  
Fax: 0298-920197*
- 07. Regional Office**  
*Provincial Ombudsman Sindh, **Hyderabad**  
Bungalow No:A-10 (Portion-II), G.O.R Colony  
Near Commissioner House, Hyderabad.  
Contact: 0229200467  
Fax: 022-9201312*
- 08. Regional Office**  
*Provincial Ombudsman Sindh, **Badin**  
Karachi Road, Badin.  
Contact: 0297-920101  
Fax: 0297-920102*
- 09. Regional Office,**  
*Provincial Ombudsman Sindh, **S. Benazir Abad**  
Bungalow No: A-64, Nawabshah Cooperative  
Housing Society,  
Shaheed Benazir Abad  
Contact: 0244-930440  
Fax: 0244-930474*
- 10. Regional Office**  
*Provincial Ombudsman Sindh, **Naushahro Feroze**  
Old DHO Office, Near DC Office,  
Naushahro Feroze  
Contact: 0242-920010  
Fax: 0242-920011*
- 11. Regional Office**  
*Provincial Ombudsman Sindh, **Dadu**  
Irrigation Rest House Compound,  
Opp. DC House, Dadu.  
Contact: 025-92000348  
Fax: 025-9200348*
- 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**  
Bungalow No. 4-38-39,  
Friends Cooperative Housing Society,  
Yousif Masjid 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: 0232-920164*
- 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.  
Contact: 0235-342564*

**PROVINCIAL OMBUDSMAN**  
Secretariat Provincial Ombudsman Sindh,  
Shahrah-e-Kamal Ataturk,  
Karachi, Sindh, Pakistan