



# ANNUAL REPORT | 2023

## PROVINCIAL OMBUDSMAN SINDH PAKISTAN

ہمارا عزم : انتظامی انصاف کی مفت اور فوری فراہمی

**Our Mission: To Provide Prompt  
and Free Administrative Justice**





# **OMBUDSMAN**

## **SINDH**



## **ANNUAL REPORT 2023**

Presented to Honourable Chief Minister, Sindh



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَإِذَا حَكَمْتُم بَيْنَ النَّاسِ  
أَنْ تَحْكُمُوا بِالْعَدْلِ

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

ؑ جذهن مانهن جي وچ ۾ فيصلو ڪيوهه انصاف سان فيصلو ڪيو

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



# ACKNOWLEDGEMENT

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The team gratefully acknowledges the guidance provided by  
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in developing of this report.

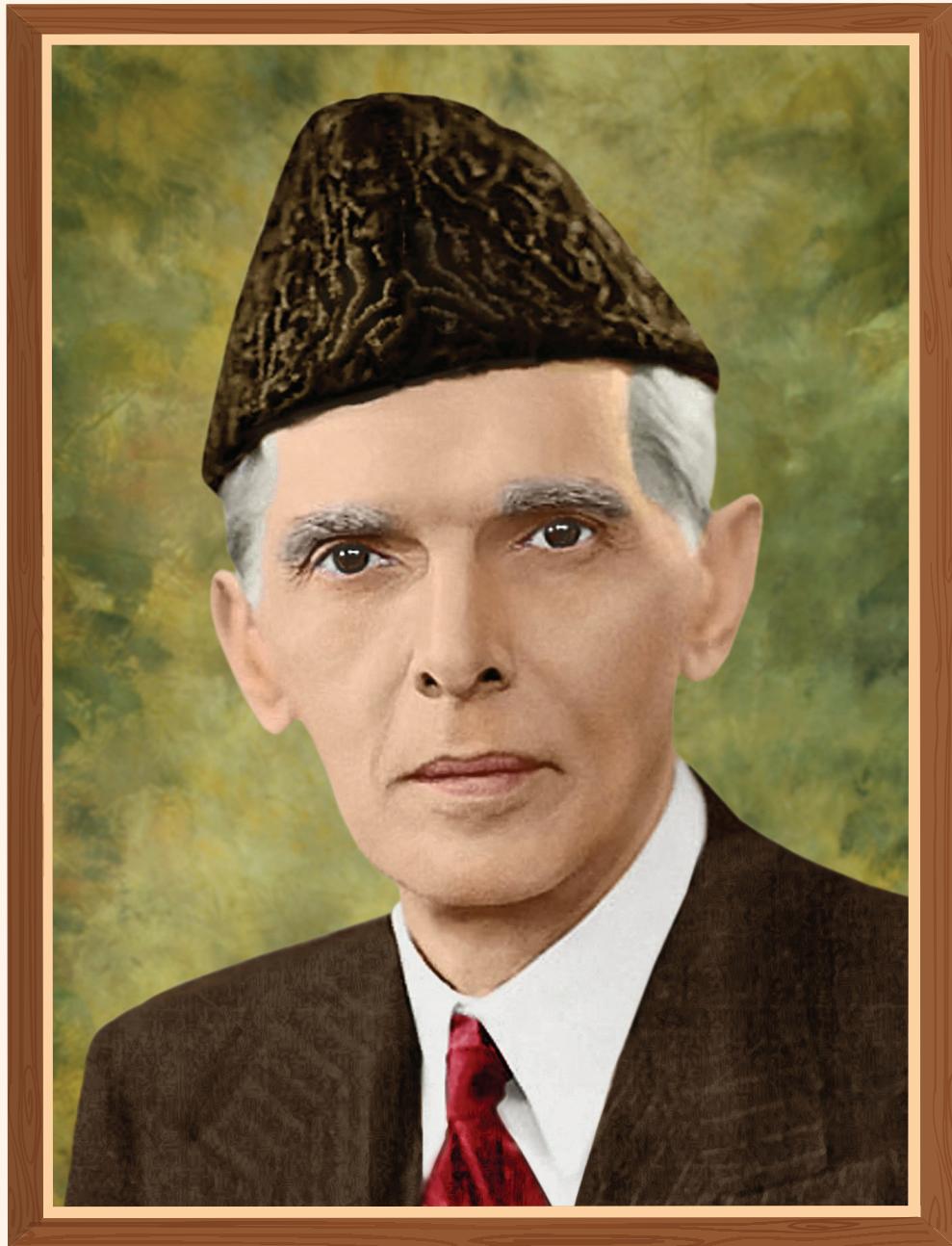
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**QUAID-E-AZAM MUHAMMAD ALI JINNAH**  
Founder of the Nation





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





**JUSTICE (R) MAQBOOL BAQAR**  
Honourable Chief Minister, Sindh





**AJAZ ALI KHAN**  
Provincial Ombudsman, Sindh





بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ

**Ajaz Ali Khan**  
**Provincial Ombudsman**  
**Sindh (Pakistan)**

Dear *Chief Minister Sheb*

السلام عليكم

I am honoured to present my fourth Annual Report since taking over of the office of Ombudsman Sindh in 2020. This will be my last Annual Report since my four years tenure will be completed in February, 2024. It has been a great privilege to serve as the Provincial Ombudsman Sindh (POS) and it has been one of the most satisfying work of my entire career as a civil servant.

2. During my tenure as POS, I endeavoured to improve the service delivery of this office and provide much needed relief to complainants who seek administrative justice through this office. I faced numerous challenges which included, but were not limited to a huge backlog of complaints, non-implementation of previously decided cases, slow and poor response of agencies in giving reports and feedbacks, poor attendance during hearings, low public confidence in POS institution, low visibility of POS office as a provider of quick and cost free relief, etc.

3. The measures adopted by the Institute during my tenure for speedy redressal of grievances included 'special measures' to clear backlog of pending complaints which resulted in disposal of over ten thousand complaints during the initial years in office and I feel satisfied that I am now leaving a much more manageable board of less than eight thousand complaints. Regarding the implementation of previously decided cases, regular meetings have been held with concerned government agencies and some relief has been secured, but it is a long and tedious process which my successor will have to continue. Keeping in view the problems that arise in respect of disposal of complaints, the investigation strategy was realigned and the focus of investigation has since been to continue until final redressal is achieved. This strategy, coupled with other measures, had borne fruit as the complaint redressal rate has seen a marked improvement. Poor response rate from government agencies has also improved after strict action was taken to secure their attendance through due legal process. These relentless efforts have resulted in significant improvement in the complaint redressal system and led to a better response from the agencies which is evident from the fact that in many cases now, following the first notice from POS Investigating Officers, agencies take prompt action to redress the grievance and report accordingly. This remarkable improvement has restored the confidence of the general people in the POS institution as is evident from the fact that number of complaints made to the Institution has been rising since last two years.

4. Besides attending to the grievances of individuals, my Institution has also been identifying and investigating problem areas which are/have been a cause of great discomfort for



people. Hence in accordance with the powers conferred upon me under the law, I have been organizing special studies to identify such problems and find viable solutions. Two such studies have been conducted with the financial collaboration of International Ombudsman Institution (IOI) on "Issues of Girls Education in Sindh", and "Assessment of Malnutrition (Stunting) in District Tharparkar". Both study reports were launched by the Hon'ble Chief Minister, Sindh who endorsed recommendations, suggested therein which are now being pursued with all stakeholders for implementation.

5. During my term in office, my efforts were also focused on capacity building of the Institution for the expeditious dispensation of administrative justice together with expansion of institutional outreach for providing relief to the under privileged at their doorsteps. These efforts include the use of social media platforms, awareness campaigns through FM radio, seminars, publication of posters, open katcheries, improved & user friendly website etc. Currently, the launching of a Mobile App is also in final stages, which will further enhance public accessibility to the Institution. An efficient utilization of resources will enable the Ombudsman Secretariat to maintain continuous liaison with the complainants for providing necessary guidance to them on the complaint filing procedure and thereafter apprising them of the status of their complaints. Simultaneously, the system will also maintain effective communication with various government agencies complained against to ensure timely response in order to achieve speedy redressal of grievances of the general public.

6. The aim of initiatives taken during my term in respect of regional offices was to enhance outreach as well as to facilitate the provision of administrative justice to the marginalized segment of the society because the office of Ombudsman is commonly referred to as poor man's court. In order to bring relief within the reach of the marginalized population, my predecessors established regional offices in the Province, however, more offices were required to provide coverage to the areas left out, therefore, three more regional offices were established, which included two in mega city of Karachi i.e. Karachi West/Keamari and Korangi and one at District Sanghar. Nonetheless, there is still a need for more regional offices at least at district level in the province.

7. Today Ombudsman is a worldwide phenomena as issues of public/human rights have attained great importance. The International Ombudsman Institute (IOI) is the global body wherein almost all the countries are represented. Currently there are over 200 Ombudsmen from over 100 countries as its members. All regions of the world are represented on this body which has a global Board of Directors. I had had the honour to be elected as Director IOI Asia Region, which provided me with a unique opportunity to interact with Ombudsmen of various countries and also share the work being done by our Office. This proactive engagement resulted in worldwide recognition and also led to the first ever visit of President IOI Hon'ble Mr. Chris Field, Ombudsman Western Australia along with Ms. Rebecca Poole, Principal Assistant Ombudsman, to Pakistan; besides the visits of Hon'ble Marino Fardelli Ombudsman of Lazio and President of National Coordination of Italian Civic Ombudsmen and Hon'ble Somsak Suwansujarit, President IOI Asia Region/Chief Ombudsman Thailand who was accompanied by his wife Mrs. Nipa Suwansujarit.

8. I would also like to proudly add a few words about my team of dedicated colleagues, staff and every functionary of this office who have assisted me with their full support and hard work. I must concede that without this support it would not have been possible to bring about such improvements in a short period of time and I am truly appreciative and thankful to them.



9. Last but not least, I am also grateful to the Provincial Government which has provided complete support and strength to run this Institution smoothly. The Hon'ble Governor, who is also the appellate authority of Provincial Ombudsman Sindh, has remained very supportive and provided his valuable advice from time to time. Similarly the Honourable Chief Minister Sindh has always been ready and available to address my issues. I am also thankful to Chief Secretary & Secretaries who responded positively and promptly whenever required.

With Kind Regards,

Yours sincerely



AJAZ ALI KHAN

Honourable Justice (Rtd) Maqbool Baqar,  
Chief Minister Sindh,  
Karachi.



## Provincial Ombudsman Sindh Offices



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

### ● Existing Regional Offices

- Karachi - Central
- Karachi - East
- Karachi - South
- Karachi - West/Kemari
- Karachi - Korangi
- 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**

Mr. Fasihuddin Khan (Advisor), Dr. Muhammad Nawaz Shaikh (Advisor),  
Ms. Rehana G. Ali Memon (Advisor), Mr. Akhtar Hussain Bugti (DG-I),  
Mr. Manzoor Ali Awan (Consultant), Mr. Ajaz Ali Khan (Ombudsman Sindh),  
Mr. Ghulam Abid Shaikh (Advisor), Mr. Muhammad Naseer Jamali (Advisor),  
Mr. Rafiuzzaman Siddiqui (Advisor) and Mr. Muhammad Zakir (Advisor).

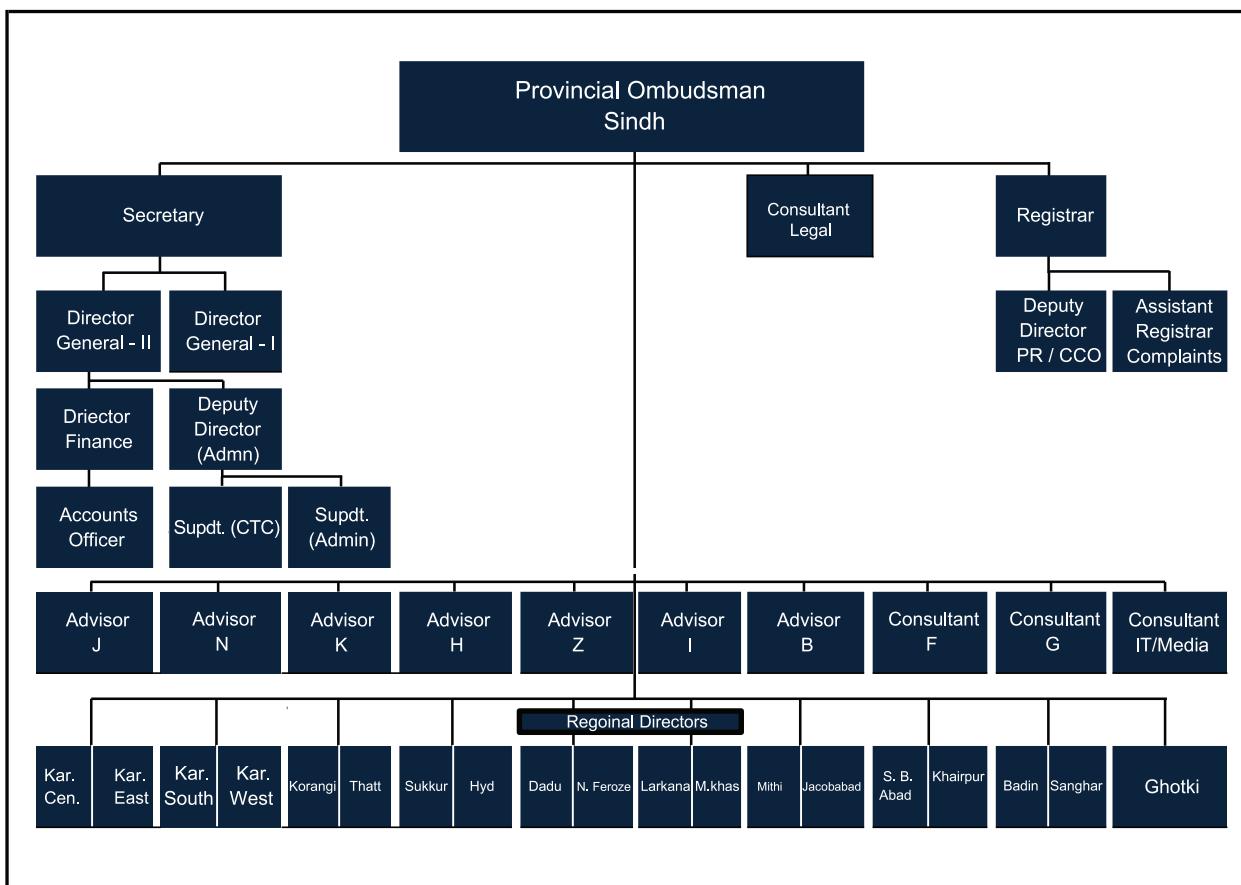
### **Left to Right - Standing**

Syed Mansoor Abbas Rizvi (Secretary), Mr. Muhammad Akmal Nasim (Consultant),  
Mr. Shahid Ahmed Hashmi (Consultant Legal),  
Mr. Ozair Ahmed Siddiqui (Deputy Director)  
and Mr. Masood Ishrat (Registrar)



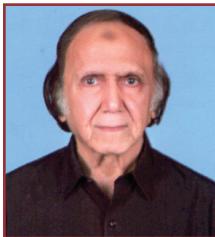


## ORGANOGRAM





## Regional Directors



Mr. Nazir Ahmed Qidwai  
Consultant / Regional Director  
Karachi (Central)



Syed Farrukh Habib  
Consultant / Regional Director  
Karachi (East)



Mr. Iqbal Nafees Khan  
Consultant / Regional Director  
Karachi (Korangi)



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



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



Mr. Zulfiqar Ali Junejo  
Consultant / Regional Director  
Mirpurkhas



Mr. Jam Farhad Baig S. Dahir  
Consultant / Regional Director  
Mithi



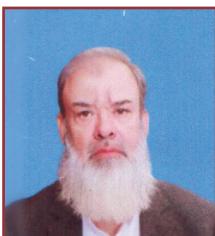
Mr. Nazir Ahmed Dhon  
Consultant / Regional Director  
Sukkur



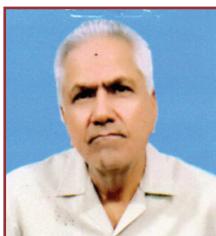
Mr. Khan Mohammad Zardari  
Consultant / Regional Director  
Shaheed Benazirabad



Mr. Abdul Wahab Memon  
Consultant / Regional Director  
Hyderabad



Dr. Riaz Ahmed Siddiqui  
Consultant / Regional Director  
Thatta



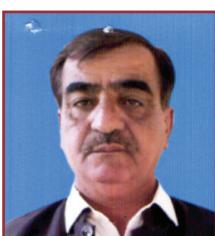
Mr. Ahmed Bakhsh Ghumro  
Consultant / Regional Director  
Khairpur



Mr. Ali Akbar Jagirani  
Consultant / Regional Director  
Larkana



Mr. Manzoor Ali Soomro  
Consultant / Regional Director  
Badin



Mr. Nadir Ali Jamali  
Consultant / Regional Director  
Dadu



Mr. Zahid Hussain Burro  
Consultant / Regional Director  
Jacobabad



Mr. Fazal Muhammad Shaikh  
Consultant / Regional Director  
Sanghar



Mr. Gul Hassan Shaikh  
Consultant / Regional Director  
Ghotki



Mr. Khalid Shaikh  
Consultant / Regional Director  
Naushahro Feroze



## **PERFORMANCE REVIEW OF LAST FOUR YEARS**

The present Provincial Ombudsman Sindh (POS) is going to complete his four year term in February, 2024. Hence, it is appropriate to review the performance of the last four years of the POS institution. At the time of joining office, there were more than eighteen thousand complaints pending disposal for last many years. Besides, implementation of a large number of previous decisions was pending with various agencies of the Government of Sindh. Due to the non-implementation of decisions of the POS, the confidence of the people in the institution of Ombudsman, as a provider of cost free and quick administrative justice, had waned to a large extent. Similarly, poor response from the agencies with regard to submission of reports and attendance during hearings also added to the problems. It may be noted that the first two years i.e. 2020 and 2021 were under Covid Pandemic, hence working was under restricted conditions.



### **2. Clearance of backlog**

(i) This period of restricted working was utilized to clear the huge back-log of complaints for which 'special measures' were adopted which resulted in disposal of over ten thousand cases during the years 2020 and 2021, and now a much manageable board of less than eight thousand complaints is being maintained. In addition, the complaint handling system was also revamped. To encourage administrative justice and speedy disposal, centralized admission of complaint management system was introduced with a monthly disposal review. The Investigating Officers were directed to ensure constant follow up with the government agencies through emails, whatsapp and telephone. One of the major causes of delayed disposal of complaints was non-response by the government functionaries, which has been overcome by appointing Focal Persons to deal with the matters of Ombudsman Institution, besides taking coercive action in view of the powers vested u/s 14 of the Act by authorizing Registrar of POS to issue summons / warrants, if the Agency(s) failed to respond after three notices. To bring uniformity in the system, the Investigating officers were provided formats / proformas for their guidance to draft the notices and decisions.

(ii) The Ombudsman office has been receiving large number of complaints about non-payment of pensionary benefits due to inaction, negligence and incompetence leading to mal-administration. With a view to simplify the procedure of payment of pension and services dues to the retired employees and to legal heirs of deceased government employees, the then Accountant General Sindh was called for a meeting wherein it was unanimously decided that Regional Directors, Secretariat Provincial Ombudsman Sindh will hold "monthly open katchehry" in the offices of District



Accounts Officers of their respective jurisdictions to facilitate and expedite the redressal of grievances of pensioners. This practice has been highly appreciated by the general public and has become a regular feature, whereby it has significantly mitigated the miseries of government officials and their families.



### **3. Awareness and Outreach**

- i. Quarterly newsletter also commenced in his tenure, the first being published in April 2021, creating awareness amongst the public about the activities being carried out in that particular quarter.
- ii. To increase the outreach and awareness among the masses about the Institution, more than one million messages were sent on mobile networks with the support of PTA, besides displaying of Public Service Messages at all public places and government offices. Furthermore, senior officers answered questions and explained the procedure of filing of complaints and working of the Institution on their interviews on Radio FM-88.6 and FM-106.

- ii. Keeping in view increased incidents of online exploitation of children, a working group for awareness raising regarding "Online Child Abuse" has been constituted under the chairmanship of Ombudsman Sindh with a mandate to disseminate the information and raise awareness with the support of Task Force on



Prevention and Control of Cybercrime against Children, constituted by Honourable Federal Ombudsman. The Provincial Ombudsman advised the concerned Provincial Government Agencies to display the messages regarding Online Child Abuse in public places and educational institutions to raise awareness among the stakeholders.



iii. The Ombudsman Sindh, since taking over charge of the office, was of the view that now since we are living in an era of technology, therefore we have to encourage the use of modern technologies to facilitate access to the general public, especially those living in far flung areas and overseas as well as to disseminate information about the institution and redressal of grievances. The revamped/ upgraded official website ([www.mohtasibsindh.gov.pk](http://www.mohtasibsindh.gov.pk)) has been launched in November, 2023, and a MOBILEAPP to provide easy access to our services, especially the submission of complaints and follow up, is in the final stages of development and will be launched soon. Furthermore, the Provincial Ombudsman Secretariat now also has a social media presence on Facebook and Instagram and within a very short period, has reached to good number of followers which it self indicates the confidence of the public in the Ombudsman Institution. Another major initiative taken by the Ombudsman was the introduction of meetings and hearings on ZOOM, which made it very convenient for overseas residents / complainants to join the proceedings for disposal of their complaints.

iv. Keeping in mind the Ombudsman's moto "**Justice at doorstep**", three more Regional Offices were established in the Province in 2023, i.e. two at Karachi in District West/Keamari, District Korangi and the third one at District Sanghar. On one hand this would help the general public to pursue their complaints at minimum financial costs and on the other, decrease the time required to redress the grievances of litigants by quick access to local government functionaries.





#### **4. Research Studies**

During his tenure of four years, despite the restrictions due to the COVID pandemic, the Ombudsman Sindh initiated two research studies viz “**Issues of Girls’ Education in Sindh**” in 2020 and “**Assessment of Malnutrition (Stunting) in Tharparkar**” in 2022, with the collaboration of the International Ombudsman Institute (IOI). Both studies were launched by the then Chief Minister Sindh.



Since recommendations in both the studies have been endorsed by him for implementation, the Ombudsman Secretariat has been vigorously pursuing with the concerned departments for the same through a dedicated Senior Advisor and the Regional Directors by coordinating through seminars / meetings and awareness campaigns to get the same implemented by the concerned departments at grass-root levels.



#### **5. Capacity Building**

The Ombudsman Sindh has a very clear vision that without capacity building of the officials and officers, the targets and future goals cannot be achieved, therefore, he emphasized their participation in trainings and sessions offered from time to time, locally and internationally. This is first time in history of the Provincial



Ombudsman Sindh that officers and officials attended more than 75 trainings physically or through webinars. Most of the trainings were on guidelines for investigation, drafting of recommendations and orders, role of Registrar in Ombudsman Office, methods to dispose of complaints expeditiously, function of the Ombudsman in arbitration and alternate dispute resolution etc. In addition, trainings on the role of Ombudsman in protecting the rights of persons with disabilities and role of ombudsman and mediator institution in the promotion and protection of human rights, good governance and rule of law through Organization of Islamic Countries Ombudsman Association (OICOA) and Association of Ombudsmen and Mediators of French Speaking Countries (AOMF) were conducted. The officers were also given training on Public Finance Management (PFM) for preparation of Budget Strategy Paper and Procurement Management SPPRA Rules.



## **6. Record Management**

- i. The office of Ombudsman in Sindh, in pursuance of its mandate, is performing its work since decades. One of its roles is to also provide remedies, for complaints against functioning of public offices.
- ii. Government records are important, as these are part of and evidence of communication, process of decisions making, actions taken as well as part of social history. The rights to information pave way for transparency by documenting and



providing evidence of undertakings, in management of public affairs.

iii. Records are a strategic organization asset that must be maintained. Records Management ensures that institutional records of vital historical, fiscal and legal value are identified and preserved. Non-essential records can be transformed into a medium that may economies the maintenance costs and storage space, according to the established guidelines and relevant regulation.

iv. Provincial Ombudsman Sindh's vision is to promote high standards of governance, accountability and efficiency through administrative justice services and its mission is to redress public grievances in a fair, prompt and transparent manner.

v. Central Record Office is the office of Sindh Government, which provides, assistance in collecting, curating, managing, public / government records and provides for maintaining these in public offices, local bodies, field offices etc.

vi. In this connection, the Central Record Office, with the collaboration of Provincial Ombudsman Sindh has managed the non-current records of the Provincial Ombudsman Sindh.

vii. It has segregated, sorted, listed the records, providing inventories for easy access; packed these property, providing these with tags, for easy transfer and storage at appropriate accommodation.





viii. The details are given as follows:

S.NO.	DEPARMENT / SECTION	YEAR	FILES	PAGES
1.	Complaint / Applications	1991	771	68,092
2.	Complaint / Applications	1992	2,592	224,249
3.	Complaint / Applications	1993	2,719	234,425
4.	Complaint / Applications	1994	2,418	168,323
5.	Complaint / Applications	1995	1,675	123,167
6.	Complaint / Applications	1996	443	40,002
7.	Complaint / Applications	1997	415	29,818
8.	Complaint / Applications	1998	523	39,382
9.	Complaint / Applications	1999	984	79,729
10.	Complaint / Applications	2000	2,010	108,306
11.	Complaint / Applications	2001	1,593	94,931
12.	Complaint / Applications	2002	1,140	69,819
13.	Complaint / Applications	2003	576	32,775
14.	Complaint / Applications	2004	516	37,581
15.	Complaint / Applications	2005	678	40,692
16.	Complaint / Applications	2006	628	32,646
17.	Complaint / Applications	2007	560	26,270
18.	Complaint / Applications	2008	284	17,498
19.	Complaint / Applications	2009	164	8,524
20.	Complaint / Applications	2010	188	10,581
21.	Complaint / Applications	2011	103	5,958
22.	Complaint / Applications	2012	102	76,751
23.	Complaint / Applications	2013	81	3,330
24.	Complaint / Applications	2014	35	3,395
25.	Complaint / Applications	2015	45	2,602
Total			21,243	1,578,846

S.NO.	DEPARTMENT / SECTION	FILES	PAGES
1.	Complaint / Applications	21,243	1,578,846
2.	Director General I & II	243	27,868
3.	Advisor-B	61	9,250
4.	Advisor-C	409	26,296
5.	Registrar	242	26,165
6.	Mix Year	1,076	61,620
Total			23,274
			1,730,045



## 7. Improving the working environment of Ombudsman Office

i. It is an established fact that a good office environment would lead to better quality of work, therefore, to provide the best environment, despite limited resources, refurbishment / restoration of the Ombudsman's office was carried out, along with construction of an additional floor and addition of a lift for the convenience of complainants. The water and drainage system of the building was also remarkably improved, which has enhanced the life of the building for another at-least three decades.





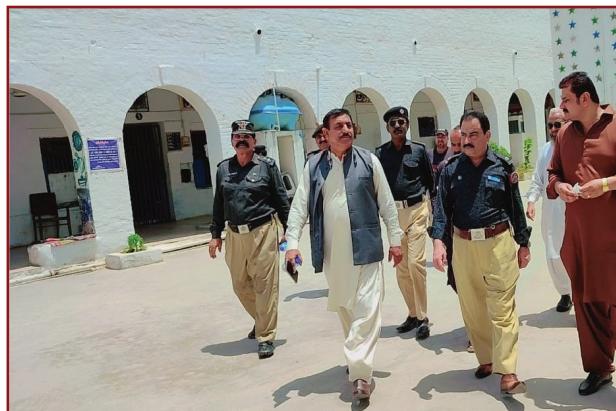
ii. With the view to provide a good and healthy environment to the female staff of the Secretariat, a dedicated Ladies Room was also established with facilities such as rest room, prayer room and day care, which are usually uncommon for women in government departments.



## **8. Improving service delivery in Prisons**

i. Further, in compliance with the orders of the Honourable Supreme Court of Pakistan, through the Federal Ombudsman, Committees headed by the respective Regional Directors have been constituted to inspect, visit and evaluate the framework for inspecting the service delivery in all the prisons and jails. The Regional Directors ensured compliance by regularly visiting the Prisons.

ii. Besides the above, during the Covid Pandemic, the Inspector General of Prisons, Sindh, was directed to immediately take all safety measures to protect the inmates from the threat of Covid-19 and also to evolve emergency plan to segregate the old aged and the sick prisoners to ensure the safety of the rest, besides also to ensure medical facilities towards all inmates and the staff posted therein on 24/7 basis.



## **9. 'Own Motion' Initiatives**

During his tenure of four years, the Ombudsman Sindh, by invoking his jurisdiction provided under sub section (1) of Section 9 of the Act, took action on his own motion (Suo-Moto jurisdiction) in 16 cases of public importance relating to opening and operationalization and non-availability of basic facilities in public schools, sanitation conditions, non-issuance of vehicle number plates, postings of doctors and paramedical staff and provision of facilities in government dispensaries as well as non-maintenance of parks, etc. The majority of the references / action have been disposed of after rectifications made by the concerned functionaries.



School is functional after suo-moto action by Provincial Ombudsman Sindh



## **10. Appointments against Deceased Quota**

During last four years, this institution has provided relief to 96 individuals for their appointments against deceased quota which was held up due to male administration prevalent in respective departments of Provincial Government.

## **11. Monetary Relief**

This institution has also been successful in providing monetary relief to the tune of Rs. 478.18 million to the respective complaints under various heads.

## **12. Visit of Federal Ombudsman**

Honourable Federal Ombudsman / President AOA, Mr. Ejaz Ahmed Qureshi, visited the office of the Ombudsman Sindh in July, 2023, to discuss the issues of mutual interest and way forward to improve the working of their respective offices in providing more relief and assistance to the masses in redressal of their grievances.



## **13. International Interaction**

i. Ombudsmanship today is an international phenomena duly recognized by the United Nations. The International Ombudsman Institute is the global body of ombudsmen with its permanent headquarter at Vienna, Austria, and has membership of over 200 ombudsmen from over 100 countries and all regions of the world are represented in this body which has a global Board of Directors. The Directors on this board are elected through ballot. The Provincial Ombudsman, Sindh, had the honour to be elected to this prestigious board in the year 2021 which provided him with a unique opportunity to interact with Ombudsmen of various countries and also present the work being done by the Provincial Ombudsman Sindh Office. This proactive engagement resulted in a worldwide recognition of this office, which is evident from the visits of Ombudsmen from different countries to Provincial Ombudsman Sindh Office.





## ii. Visit of President IOI

It is an honour for the Sindh Province that Global President IOI Hon'ble Mr. Chris Field Ombudsman, Western Australia, paid his first ever visit to Sindh (Pakistan) in March, 2023, on invitation of Sindh Ombudsman. The Honourable guest attended the Launching Ceremony of the research study "Assessment of Malnutrition (Stunting) in District Tharparkar" as Special Guest of Honour, held in Chief Minister House. He also visited the Secretariat Provincial Ombudsman Sindh, Karachi, and planted a palm tree, jointly in-augurated the newly established Library at the ground floor besides holding discussion of mutual interest and attending the presentation about complaints handling procedure. He also paid courtesy calls on the Chief Minister Sindh and Governor of Sindh. Ms. Rebecca Poole, Principal Assistant Ombudsman also accompanied the Honorable President IOI and inaugurated the Ladies Room at the POS Office.





### **iii. Meeting of Board of Directors of IOI**

The Ombudsman Sindh attended seminars and conferences including the meeting of IOI Board of Directors after the Covid-19 pandemic at New York, USA, (11th to 12th May, 2022). The meeting approved membership of seven institutions from Africa, the Caribbean, Europe and North America and discussed the IOI's efforts to obtain an observer status with the UN General Assembly. He also attended the IOI Board of Directors annual meeting held in Vienna from 7th to 11 May, 2023. The Board endorsed new training initiatives for IOI members and agreed to continue the successful regional subsidies program to facilitate the implementation of Ombudsman related projects in the six IOI regions. The Board also agreed to launch an official statement on the situation in Haiti and the ongoing climate of violence and human rights violations.



### **iv. Attended OIC Ombudsman Association General Assembly meeting at Azerbaijan**

The Ombudsman Sindh attended the Organization of Islamic Countries (OIC) Ombudsman Association General Assembly in Baku, Azerbaijan in Oct, 2022, where Ombudspersons shared their positive experiences and exchanged ideas on the development of joint cooperation within the Association.





v. **Visit of Ombudsman of Lazio, Italy**

Mr. Marino Fardelli, Honourable Ombudsman of Lazio, Italy, and President of National Coordination of Italian Civic Ombudsman also visited Sindh Ombudsman Office from 11th - 12th June, 2023 on invitation of Ombudsman Sindh. He visited office of Ombudsman Sindh, planted a tree and attended a presentation about working of the Sindh Ombudsman and further, during his visit, he delivered a lecture organized by the Pakistan Institute of International Affairs and spoke about Advancing of Global Justice and Human Rights.



vi. **International Seminar held by AOA at Thailand**

In July, 2023 the Hon'ble Provincial Ombudsman Sindh participated in the International Seminar on "Asian Ombudsman as a Mechanism for Promoting Fair Administration, Good Governance" held in Bangkok, Thailand and exchanged best practices, experiences and technical expertise through panel discussions. He was one of the panelists in the event and gave a presentation on the "Role and Achievement of Provincial Ombudsman, Sindh". He also addressed the media during a joint press conference with the President IOI and Chief Ombudsman, Thailand, and read out a press statement.





### vii. International Conference of Ombudsmen in Rome

On the invitation of Honourable Marino Fardelli, President of the National Coordination of the Italian Ombudsman Institution and Ombudsman of the Lazio Region, the Provincial Ombudsman Sindh attended the International Conference of Ombudsmen in Rome on 21st and 22nd September, 2023. The main objective of the conference was to promote International collaboration and the exchange of best practices between Ombudsman institution from all over the world. The Ombudsman Sindh deliberated on the topic “The Ombudsman a bridge between citizen and local authorities”. He stated that Ombudsman is a pleader on part of aggrieved persons and helps the administration rectify any injustice done to a person through different forms of maladministration in order to protect human rights and provide justice at the doorstep of the marginalized segment of the society.



### viii. Visit of Chief Ombudsman Thailand

On the invitation of Provincial Ombudsman Sindh, the Honourable Somsak Su-wansujarit, Asian Regional President of IOI and Chief Ombudsman Thailand also paid his first ever visit to Pakistan on 28th November, 2023 for three days visit with his spouse Mrs. Nipa Suwansujarit. During the visit matters of mutual interest were discussed, he was also given presentation on working of Provincial Ombudsman Sindh including complaint investigation process by Registrar, Provincial Ombudsman Sindh. The call on meetings with Chief Minister and Governor Sindh were also held. The MOU was signed between both the Ombudsmen in Chief Minister Secretariat with understanding that how they will foster international cooperation in the field of complaint handling, capacity building, good governance and Ombudsmanship.





### **Way Forward**

The institution of Ombudsman plays a very crucial role in not only providing relief to complainants but it also helps the government in improving service delivery at grass-root levels. It is a fact that the clientele of Provincial Ombudsman Sindh is mostly people who come from the lowest strata of society; people who have suffered at the hands of state functionaries and have little recourse to senior management and for them the only course of action is either formal courts or this Institution. The Ombudsman institute provides them with a unique opportunity of seeking cost free remedy against administrative injustice.

The administrative injustice or maladministration, if left unchecked, results in poor governance. For example, during the period of last four years, it has been observed that issues of maladministration in local bodies including KMC have been on the rise. Especially in KMC, the chronic issue of non-payment of pensionary benefits to the retirees and their families has assumed serious proportion, and currently the outstanding amount on this account stands at over seven billion rupees. The employees, who mostly are the lowest paid, have been struggling to get their legitimate dues and unfortunately, many of them have passed away without getting their hard earned benefits. With regard to timely payment of pensionary benefits, the Hon'ble Supreme Court of Pakistan has already passed a landmark decision, which needs to be implemented in true letter and spirit. In the case of KMC, there is a dire need to hold an enquiry as to how such a huge amount has become outstanding and how pension funds were diverted to other uses.

Similarly, in the case of other offices that deal with the general public, it has been observed with concern that lower level functionaries of government departments do not attend to the problems of the common man and the frustration so caused ultimately reflects poorly upon the overall performance of the provincial government.

It is also observed that issues of common people are usually of simple nature which can be easily solved at the local level, but due to the indifferent attitude, lethargy and incompetence, the people are made to run from pillar to post. This poor performance of the lower staff of government departments actually brings a bad name to the government and tarnishes its image and even the good work done gets eclipsed. It may be added that elaborate field mechanisms are already in place in all the public dealing departments of Government of Sindh, however, due to lack of or poor supervision, monitoring and accountability, the service delivery of these departments is much below par, resulting in suffering of the people at large.



This situation can be rectified by bringing in strict monitoring and accountability of the lowest functioning staff and their supervisors. Training and capacity building is required for improving public dealing skills and subsequent monitoring which is now easily possible through social media platforms. Detailed recommendations for major departments of Government of Sindh are made part of this annual report which are based on the nature of complaints received by this institution.

It is clear that with these simple but practical measures the service delivery at grass-root levels can be improved to a great extent, which in turn would lift the image of Government of Sindh in the eyes of the general public.

★  
**GROUP PHOTOGRAPHS OF OFFICIALS OF SECRETARIAT PROVINCIAL OMBUDSMAN  
SINDH WITH HONOURABLE OMBUDSMAN MR. AJAZ ALI KHAN**





### GLIMPSES OF COMMENTS BY THE DIGNITARIES IN VISITORS BOOK ON VISIT TO SECRETARIAT PROVINCIAL OMBUDSMAN SINDH

DATE	NAME	ADDRESS	REMARKS
14 March 2023	Chris Frews, President, IDI	Level 2, 469 Wellington Street, Australia	Thank you Ombudsman Khan for your most thoughtful & hospitable
19 March 2023	Rebecca Poole Chief of Staff	Level 2 469 Wellington St Australia	Thank you Ombudsman Khan for the many blessings of the visit.
1st of June, 2023	MOHAMMAD SOHAIL RAJAH Chief Secretary, Sindh	CS House KARACHI	The Ombudsman office has been lot of improvement in its building and outlook under the leadership of present Ombudsman. The perfect work done here contributes a lot in providing speedy and cost effective justice to the citizens of this province.
21.06.2020	DANICO GIURDANELLA ITALIAN - S.G. - KARACHI		THANK YOU SO MUCH FOR YOUR OUTSTANDING WORK IN DEFENDING THE PUBLIC & FORWARD TO YOUR VISIT IN ITALY R
12.06.2023	Maurizio Tamburini ambasciatore d'Italia		CHE QUESTA COOPERAZIONE FORZA LAVORARE NEL SENSO DELLA MIGRAZIONE DIETROCCIA TRA ITALIA E PAKISTAN SUL PIANO DELLA DIFESA CIVICA E DELL'ORARIO E TRASMETTERE A BENEFICIO DEI CITIZANI NELL'
26.7.2023	Eugenio A. Carotti, Federal Parliament of Pakistan		It is such a delightful experience to come to this office and see remarkable improvements under the leadership of our Provincial Ombudsman. May Allah bless him and his institution for great service of its people.
29.11.2022	JOMSAK SUWANSUJART	Chief Ombudsman of Thailand	I have the honour to extend my pleasure for the gracious invitation to visit Sindh. I anticipate that this visit will pave the way for strengthen ties between us in the future.
29 Nov 2022	Mrs. Nipa Suwansujiat		S. Suwansujiart (Chief Ombudsman of Thailand)
29 Nov 2022	NARUT SOONTARODOM	Consul General of Thailand in Karachi	Very pleased to visit Hon. Ambassador to Karachi. Shdkh Idris Shahzad Khan with Ajmal Khan for his hospitality & sensitivity to Pakistani People.



## *Performance Review*



## **Performance Review**



### **RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2023**

Provincial Government Agencies .....	9,635
Federal Government Agencies .....	422
<b>Total .....</b>	<b><u>10,057</u></b>

### **ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES**

Admitted for investigation u/s 10.....	4,850	<div style="border-left: 1px solid black; padding-left: 10px; margin-right: 10px;">←</div> <div style="border-right: 1px solid black; padding-right: 10px;">→</div> <b>4,937</b>
Admitted for investigation (complaint of children issues) .....	62	
Suo-Moto .....	04	
Admitted and disposed of u/s. 33 .....	21	
Forwarded to the Agencies u/s. 33 for necessary action (including 01 children complaint) .....	1,400	
Not entertained (Deferred/Anonymous/Pseudonymous).....	1,464	
Advised to approach the concerned higher authorities or await action by authorities .....	1,834	
<b>Total .....</b>	<b><u>9,635</u></b>	

### **NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY**

Private matters.....	06
Service matters.....	294
No case of mal-administration .....	485
Subjudice .....	19
Anonymous/Pseudonymous .....	241
No personal grievance .....	04
Time barred .....	103
Advice Tendered .....	312
<b>Total .....</b>	<b><u>1,464</u></b>



## Performance Review

### AGENCY WISE COMPLAINTS DURING THE YEAR 2023

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1582
2	Revenue Department	1021
3	School Education & Literacy Department	1253
4	Karachi Water & Sewerage Board	692
5	Karachi Metropolitan Corporation/DMCs	567
6	Local Government and Housing Town Planning Department	579
7	Sindh Building Control Authority	356
8	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	520
9	Health Department	418
10	Accountant General Sindh	574
11	Federal Government Agencies	422
12	Irrigation Department	228
13	Public Health Engineering and Rural Development Department	243
14	Karachi Development Authority	106
15	Universities & Boards Department (including all the Universities & Boards)	284
16	Hyderabad Development Authority	70
17	Works & Services Department	126
18	Agriculture, Supply & Prices Department	201
19	Excise, Taxation and Narcotics Department	64
20	Auqaf, Religious Affairs, Zakat & Ushr Department	67
21	College Education Department	63
22	Labour and Human Resources Department	50
23	Malir Development Authority	110
24	Cooperation Department	55
25	Sindh Public Service Commission	49
26	Industries & Commerce Department	38
27	Services, General Administration & Coordination Department	20
28	Prisons Department	21
29	Forest & Wildlife Department	16
30	Finance Department	27
31	Transport & Mass Transit Department	23
32	Home Department	30
33	Food Department	20
34	Live Stock & Fisheries Department	31
35	Enquiries & Anti-Corruption Establishment	21
36	Lyari Development Authority	16
37	Social Welfare Department	13
38	Environmental Climate Change and Coastal Development Department	15
39	Sindh Employees Social Security Institution	18
40	Population & Welfare Department	11
41	Law and Parliamentary Affairs Department	6
42	Culture, Tourism and Antiquities Department	15
43	Mines & Mineral Department	5
44	Sports & Youth Affairs Department	6
45	Information & Archives Department	3
46	Information, Science & Technology Department	2
	<b>TOTAL</b>	<b>10,057</b>

## ***Performance Review***



### **AGENCY WISE ADMITTED CASES DURING THE YEAR-2023**

S.NO	NAME OF AGENCY	NO.OF CASES
1	Karachi Water & Sewerage Board	564
2	Karachi Metropolitan Corporation/DMCs	342
3	Revenue Department	651
4	Local Government and Housing Town Planning Department	326
5	School Education & Literacy Department	792
6	Accountant General Sindh	475
7	Police Department	513
8	Sindh Building Control Authority	167
9	Public Health Engineering and Rural Development Department	175
10	Health Department	143
11	Irrigation Department	136
12	Hyderabad Development Authority	45
13	Universities & Boards Department (including all the Universities & Boards)	107
14	Works & Services Department	101
15	Karachi Development Authority	44
16	Agriculture, Supply & Prices Department	57
17	Excise, Taxation and Narcotics Department	32
18	Labour and Human Resources Department	33
19	Cooperation Department	20
20	College Education Department	36
21	Malir Development Authority	20
22	Industries & Commerce Department	14
23	Home Department	12
24	Auqaf, Religious Affairs, Zakat & Ushr Department	23
25	Sindh Employees Social Security Institution	13
26	Food Department	10
27	Live Stock & Fisheries Department	10
28	Lyari Development Authority	8
29	Social Welfare Department	5
30	Population & Welfare Department	5
31	Environmental Climate Change and Costal Development Department	7
32	Finance Department	7
33	Transport & Mass Transit Department	8
34	Enquiries & Anti-Corruption Establishment	4
35	Prisons Department	4
36	Services, General Administration & Coordination Department	9
37	Forest & Wildlife Department	5
38	Culture, Tourism and Antiquities Department	3
39	Sports & Youth Affairs Department	1
40	Sindh Public Service Commission	6
41	Information, Science & Technology Department	1
42	Mines & Mineral Department	3
<b>TOTAL</b>		<b>4,937</b>



## Performance Review

### AGENCY WISE DECISION DURING THE YEAR 2023

S.NO	NAME OF AGENCY	TOTAL
1	Police Department	731
2	School Education & Literacy Department	829
3	Revenue Department	224
4	Karachi Water and Sewerage Board	306
5	Local Government and Housing Town Planning Department	197
6	Karachi Metropolitan Corporation / DMCs	193
7	Sindh Building Control Authority	74
8	Malir Development Authority	8
9	Accountant General Sindh	121
10	Irrigation Department	85
11	Health Department	84
12	Karachi Development Authority	71
13	Works & Services Department	36
14	Public Health Engineering and Rural Development Department	39
15	Hyderabad Development Authority	25
16	Finance Department	40
17	Agriculture, Supply & Prices Department	8
18	Excise, Taxation and Narcotics Department	20
19	Cooperation Department	3
20	Universities & Boards Department (including all the Universities & Boards)	43
21	Auqaf, Religious Affairs, Zakat & Ushr Department	7
22	Industries & Commerce Department	7
23	Food Department	6
24	Sindh Employees Social Security Institution	5
25	Information & Archives Department	1
26	Transport & Mass Transit Department	1
27	Population & Welfare Department	1
28	Labour and Human Resources Department	8
29	Social Welfare Department	1
30	Services, General Administration & Coordination Department	6
31	Forest & Wildlife Department	1
32	Home Department	6
33	College Education Department	7
34	Live Stock & Fisheries Department	8
35	Lyari Development Authority	6
36	Culture, Tourism and Antiquities Department	1
37	Environmental Climate Change and Costal Development Department	3
38	Information, Science & Technology Department	1
39	Prisons Department	2
40	Sindh Public Service Commission	1
41	Sports & Youth Affairs Department	4
42	Mines & Mineral Department	1
<b>TOTAL</b>		<b>3,521*</b>

\* Relief , Rejected,/Non Prosecution, Forwarded for necessary action u/s.33 of the act.

## ***Performance Review***



### **DETAILS OF REPRESENTATION TO GOVERNOR**

	<b>Jan to Dec. 2023</b>	<b>Oct. 1991 to Dec. 2023</b>
Representations received	29	744
Representations decided (including carry forward from previous years)	22	734
Accepted	3	83
Upheld the Decision	19	651
Pending with Governor Sectt.	7	10



## Performance Review

### AGENCY WISE CHILDREN COMPLAINTS (SEPTEMBER-2009 TO DECEMBER-2023)

S. No.	NAME OF AGENCY	TOTAL
1	School Education & Literacy Department	809
2	Police Department	116
3	Health Department	25
4	Revenue Department	7
5	Works & Services Department	11
6	Karachi Metropolitan Corporation	15
7	Irrigation Department	2
8	Local Government Department	8
9	Labour Department	1
10	Public Health Engineering Department	1
11	Karachi Water & Sewerage Corporation	6
12	Excise & Taxation Department	3
13	Auqaf, Religious Affairs, Zakat & Ushr Department	7
14	Karachi Development Authority	2
15	Malir Development Authority	1
16	Hyderabad Development Authority	1
17	Sindh Building Control Authority	1
18	Federal Government Agency	1
TOTAL		★ 1017

★ Admitted - 869  
Decided - 790

## ***Performance Review***



### **CHILDREN COMPLAINTS REGION-WISE 2009 TO 2023**

S.No	NAME OF REGION	NUMBER OF COMPLAINTS
1	Headquarter	319
2	Shaheed Benazirabad (Nawabshah)	100
3	Hyderabad	95
4	Mirpurkhas	82
5	Larkana	58
6	Karachi East	41
7	Karachi Central	36
8	Khairpur Mirs	37
9	Jacobabad	45
10	Naushahro Feroze	35
11	Thatta	24
12	Badin	23
13	Dadu	38
14	Sukkur	25
15	Ghotki @ Mirpur Mathelo	30
16	Tharpurkar @ Mithi	14
17	Karachi South	11
18	Sanghar	4
<b>TOTAL</b>		<b>1017</b>



## Performance Review

### AGENCY WISE COMPLAINTS UP TO THE YEAR 2023

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	37,096
2	School Education & Literacy Department	28,887
3	Local Government and Housing Town Planning Department	21,585
4	Federal Government Agencies	20,293
5	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	20,197
6	Revenue Department	17,949
7	Karachi Metropolitan Corporation/DMCs	12,191
8	Irrigation Department	11,744
9	Health Department	6,887
10	Karachi Development Authority	6,438
11	Works & Services Department	5,224
12	Sindh Building Control Authority	4,752
13	Karachi Water & Sewerage Corporation	412
14	Accountant General Sindh	3,924
15	Auqaf, Religious Affairs, Zakat & Ushr Department	2,675
16	Agriculture, Supply & Prices Department	2,620
17	Labour and Human Resources Department	2,159
18	Services, General Administration & Coordination Department	2,040
19	Excise, Taxation and Narcotics Department	1,760
20	Food Department	1,350
21	Industries & Commerce Department	1,320
22	Forest & Wildlife Department	1,266
23	Malir Development Authority	1,347
24	Finance Department	1,092
25	Social Welfare Department	861
26	Public Health Engineering and Rural Development Department	986
27	Population & Welfare Department	703
28	Home Department	583
29	Cooperation Department	601
30	Hyderabad Development Authority	413
31	Lyari Development Authority	347
32	Sindh Employees Social Security Institution	332
33	Transport & Mass Transit Department	334
34	Live Stock & Fisheries Department	340
35	Culture, Tourism and Antiquities Department	312
36	Sindh Public Service Commission	274
37	Environmental Climate Change and Costal Development Department	217
38	Enquiries & Anti-Corruption Establishment	225
39	Information & Archives Department	145
40	Law and Parliamentary Affairs Department	148
41	Universities and Boards Department (including all the Universities and Boards)	453
42	Sports & Youth Affairs Department	65
43	College Education Department	116
44	Information, Science & Technology Department	42
45	Mines & Mineral Department	29
46	Prisons Department	43
<b>TOTAL</b>		<b>226,777</b>

## ***Performance Review***



### **AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2023**

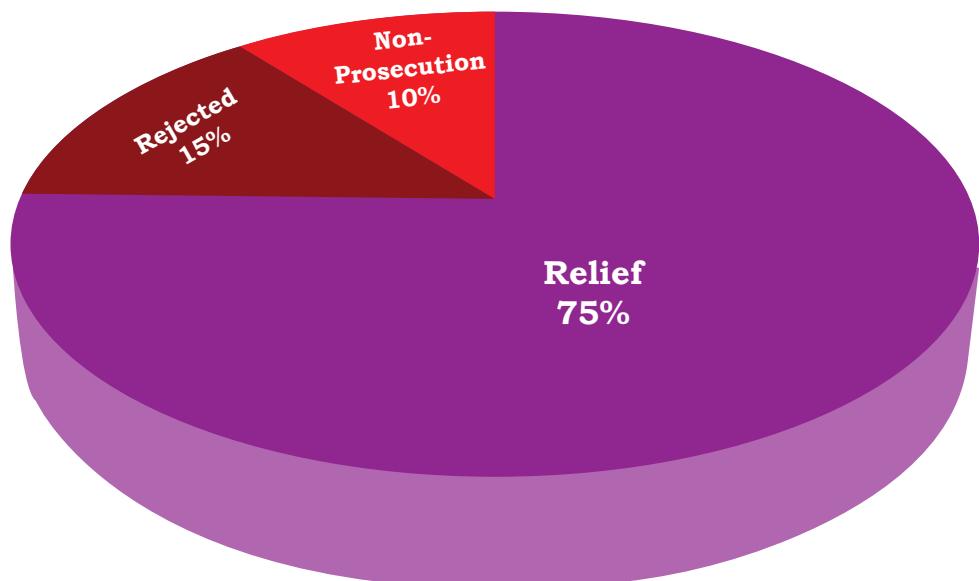
S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	10,740
2	School Education & Literacy Department	11,017
3	Local Government and Housing Town Planning Department	9,931
4	Revenue Department	8,020
5	Karachi Metropolitan Corporation /DMCs	7,046
6	Irrigation Department	4,364
7	Karachi Development Authority	3,491
8	Karachi Water and Sewerage Corporation	3,983
9	Works & Services Department	2,182
10	Health Department	2,057
11	Auqaf, Religious Affairs, Zakat & Ushr Department	1,648
12	Sindh Building Control Authority	1,741
13	Accountant General Sindh	2,033
14	Labour and Human Resources Department	1,125
15	Agriculture, Supply & Prices Department	912
16	Malir Development Authority	694
17	Industries & Commerce Department	570
18	Excise, Taxation and Narcotics Department	588
19	Public Health Engineering and Rural Development Department	670
20	Services, General Administration & Coordination Department	499
21	Food Department	483
22	Finance Department	449
23	Hyderabad Development Authority	369
24	Cooperation Department	315
25	Home Department	237
26	Forest & Wildlife Department	220
27	Sindh Employees Social Security Institution	204
28	Social Welfare Department	191
29	Lyari Development Authority	174
30	Transport & Mass Transit Department	158
31	Population & Welfare Department	95
32	Culture, Tourism and Antiquities Department	89
33	Universities and Boards Department (including all the Universities and Boards)	217
34	Enquiries & Anti Corruption Establishment Sindh	80
35	Environmental Climate Change and Costal Development Department	79
36	Live Stock & Fisheries Department	76
37	Sindh Public Service Commission	61
38	Information & Archives Department	34
39	Law and Parliamentary Affairs Department	27
40	Sports & Youth Affairs Department	22
41	Information, Science& Technology Department	22
42	College Education Department	55
43	Mines & Mineral Department	13
44	Prisons Department	7
<b>TOTAL</b>		<b>76,988</b>



## Performance Review

### DECISIONS TAKEN DURING THE PERIOD FROM JANUARY TO DECEMBER 2023

Relief	Rejected	Non Prosecution	Total
2,624	526	371	3,521



## Frequently Asked Questions



### THE OMBUDSMAN SINDH OFFICE

**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 function according to the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto 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 Ombudsmen such as the Tax Ombudsman, Insurance Ombudsman, Banking Ombudsman and Provincial Ombudsman for Protection against Harrassment 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. Please do not affix any stamp. Anonymous and pseudonymous complaints are not entertained.

**Q.** Will my complaint be admitted by this office?

**A.** Yes, if accompanied with  
(i) a copy of your (the complainant's) Computerized National Identity Card (CNIC), and  
(ii) an Affidavit in a printed proforma (available free of cost in our Head Office/Regional Offices and Website).

**Q.** Can I file my complaint in Sindhi?

**A.** Yes, of course - in either Sindhi, Urdu or English.

**Q.** What is the cost 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 intervention, 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  
(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 adjudicate before a court.  
(iii) fall under the jurisdiction of other Ombudsmen.  
(iv) 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 exception 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 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 days of the said Decision, make representation to the Hon'ble Governor Sindh, who may direct a review, if he deems fit.

**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 complain in one of our Regional Offices.



## Frequently Asked Questions

### CHILDREN'S COMPLAINTS OFFICE

**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 Childs 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 a 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, cast 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 cases 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 or 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 complaint from this office.

**Q. Can I lodge my complaint in the Head Office, Secretariat Provincial Ombudsman Sindh in Karachi?**

**A.** Not necessarily. You may also complain in any of our Regional Offices.



Republic of the Philippines  
**OFFICE OF THE OMBUDSMAN**  
Agham Road, Diliman, 1104 Quezon City

9 August 2023

(ALI H. MALIK)  
PAS

Secretary  
Secretariat, Provincial Ombudsman (Mohtasib)  
Sindh, Pakistan  
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat,  
Karachi

Dear Secretary Malik:

This is to acknowledge receipt of your letter\* dated July 8, 2023 enclosed with the Annual Report of Provincial Ombudsman, Sindh, for the year 2022.

Thank you to the Honorable Ombudsman for endeavoring to present the objectives and performance of the institution in providing inexpensive and quick administrative justice to the people of Sindh through this Annual Report.

For the Ombudsman:

Very truly yours,

**ATTY. NAPOLEON REGAN D. MALIMAS\***  
Draft Investigation and Prosecution Officer III  
Ombudsman-PROPER

PCN 6321 / nrdm

\* Received by Ombudsman-PROPER on 3 August 2023 and the undersigned on 4 August 2023.

\* Tasked under Office Order No. 240, series of 2023, to respond on behalf of the Ombudsman to letters and other documents addressed or referred to Ombudsman-PROPER.



المملكة الأردنية الهاشمية

هيئة الزراوة ومكافحة الفساد

الرقم 2169 / ٢ / ٤  
التاريخ 2023/08/10  
الموافق .....

Date: Aug 8<sup>th</sup>, 2023

**Secretariat Provincial Ombudsman (MOHTASIB) Sindh, Pakistan**

**Secretary Mr. Ali H. Malik,**

**Dear Sir,**

I would like to congratulate you on the issuance of your Annual report of Provincial Ombudsman of Sindh, Pakistan for the year 2023.

Allow me in this occasion to express my appreciation for the efforts made in providing administrative justice and relief to the people of Sindh to address their complaints against the various governmental departments in the provincial government.

Your objectives as well as performance have reflected a strong determination to promote greater comprehension of the dedicated efforts you pursue in the resolution of people's problems.

I look forward towards further cooperation between our institutions and I wish you continuous success at your prestigious institution.

Sincerely,

Muhannad Hijazi

Chairman

Jordanian Integrity and Anti-corruption Commission

هاتف : ٠٩٦٣١٥٠ - فاكس : ٥٥٤٠٣٩١ - ص.ب ٥٠٠٠ - عمان ١١٩٥٣ الأردن

E-mail: dewan@jiacc.gov.jo



Re: Annual Report of the Provincial Ombudsman, Sindh, Pakistan 2022

From: Ombudsman Sri Lanka (ombudssl@gmail.com)

To: mohtasibhd@yahoo.com

Date: Friday, August 11, 2023 at 09:56 AM GMT+5

Dear Mr Malik,

I trust this email finds you well. I am writing to formally acknowledge the receipt of the "Annual Report of the Provincial Ombudsman, Sindh, Pakistan 2022". On behalf of the Office of the Parliamentary Commissioner for Administration (Ombudsman) of Sri Lanka, I would like to express our sincerest appreciation for your diligent effort in preparing and submitting this comprehensive document.

Your report has provided me with valuable insights on the functions and processes of your esteemed institution. Furthermore, your tremendous achievements to establishing justice for the people of Sindh are absolutely extraordinary. Please continue to uphold this excellent standard of work, since it significantly helps to our shared objectives.

Should you have any further insights or updates to share, please do not hesitate to reach out. Your expertise and dedication are highly valued.

Thank you once again for your exceptional contribution.

Yours sincerely,

Retired High Court Judge K.B.K. Hirimburegama

Parliamentary Commissioner for Administration (Ombudsman)

Sri Lanka

Telephone : 011-2501115

Fax : 011-2501126

Email : [ombudssl@gmail.com](mailto:ombudssl@gmail.com)



No. 1(10)/HWM/2023

28<sup>th</sup> August, 2023

EJAZ AHMAD QURESHI

Wafaqi Mohtasib of Pakistan  
President Asian Ombudsman Association

My dear Ajaz,

Many thanks for your letter of 15<sup>th</sup> August, 2023 and a nice album of photographs of my visit. I am grateful for your hospitality & briefing.

I am deeply impressed by the major improvements, all round, under your guidance. Please accept my sincere wishes for your success & well-being.

With warm regards,

Yours sincerely,

Mr. Ajaz Ali Khan,  
Ombudsman, Sindh  
Karachi.



Office of The  
**OMBUDSMAN PUNJAB**

فوري احتساب، يقيني انصاف

No. CO(Adv.HQ)2023  
Dated the 16<sup>th</sup> August, 2023

**SUBJECT: ANNUAL REPORT 2022**

I gratefully acknowledge the receipt of subject mentioned report sent tone this end.

2. The Report has been glanced minutely and it indeed reflects the sustained efforts made by the Secretariat Provincial Ombudsman Sindh in providing inexpensive and quick administrative justice to the aggrieved people. Hard work done by your institution to provide relief to the aggrieved persons is really appreciable. The quality of output in the form of Annual Report under your able leadership merits unreserved admiration.

3. Looking forward always to hear good from you, I close with best of regards. Stay blessed!

  
**MAJ. AZAM SULEMAN KHAN (Retd.)**  
(*Hilal-i-Imtiaz*)  
**OMBUDSMAN PUNJAB**

**MR. AJAZ ALI KHAN,**  
Hon'ble Ombudsman Sindh,  
Secretariat Provincial Ombudsman, Sindh,  
Opp: Sindh Secretariat, Karachi.

Head Office Address: Prof. Ashfaq Ali Khan Road, Lahore. Website: <https://www.ombudsmanpunjab.gov.pk>



**GOVERNMENT OF SINDH**  
**OFFICE OF THE COMMISSIONER LARKANO DIVISION**

Tel. 0749410243-5, 0749410294-5, Fax. 0749410293, 0749410304  
No. E.B./2023/- 1732, Dated: 26.07.2023

Mr. Ajaz Ali Khan  
Provincial Ombudsman (Mohtasib),  
Sindh Karachi

**SUBJECT: ANNUAL REPORT OF THE PROVINCIAL OMBUDSMAN, SINDH, FOR THE YEAR 2022**

In reference to your office letter No. POS/Coord/A.Report-22/2023 Dated 6<sup>th</sup> July 2023.

Dear Sir,

I am writing to express my sincere gratitude for providing me with a copy of the Annual Report of the Provincial Ombudsman, Sindh, for the year 2022. It is truly an honor to receive such a comprehensive document that outlines the objectives and performance of this esteemed institution under your dynamic leadership.

I commend efforts at your office in presenting the report in a manner that promotes a wider understanding of the vital role the Provincial Ombudsman plays in delivering inexpensive and swift administrative justice to the people of Sindh. By shedding light on the institution's accomplishments, you are inspiring individuals to seek the Ombudsman's assistance in resolving their administrative issues promptly.

I appreciate the inclusion of selected decisions regarding the complaints lodged with the Ombudsman, Sindh. This addition provides valuable insights into the functioning of the institution and showcases the positive outcomes achieved for the complainants. Furthermore, incorporating the comments from the relieved complainants into the report allows for general information dissemination and highlights the institution's effectiveness in addressing grievances.

Once again, I extend my heartfelt thanks to you and your team for compiling this informative and enlightening report. Your dedication to transparency and accountability is commendable, and it reinforces the trust and confidence people have in the Provincial Ombudsman, Sindh.

With utmost gratitude.

Yours Sincerely

Gahanwer Ali Laghari  
Commissioner Larkano Division



## ISRA UNIVERSITY

Office of the Registrar

IU/REG/AHM-PAS/2023/1447

July 12, 2023

**MR. ALI H. MALIK (PAS)**  
Secretary  
Secretariat Provincial Ombudsman  
(Mohtasib) Sindh

**SUBJECT: ANNUAL REPORT 2022**

Dear Sir,

I am directed to refer your letter No. POS/Coord/A.Report-22/2023 dated 07-07-2023 and acknowledges, with thanks, the receipt of the subject report.

On behalf of the Vice Chancellor, Prof. Dr. Nazir Ashaf Laghari. I extend you and your team the heartiest felicitations for the contributions made for improving the institutional processes for speedy dispensation of administrative justice to the people of the province.

The commitment and devotion of the team, under your able and dynamic leadership, is a manifestation of efficient and effective performance of the functions to the cause of redressal of the grievances.

The management of the Isra University pays homage to the success of the institution and expresses the best wishes for the future.

With best regards,

Your sincerely,

Additional Registrar

**Cc:**

Office of the Vice Chancellor

URL: [www.isra.edu.pk](http://www.isra.edu.pk), email: [info@isra.edu.pk](mailto:info@isra.edu.pk)  
Hala Road, P.O Box 313, Hyderabad-Sindh, Pakistan  
Tel: (92 22) 2030181-4, 2030161-70 Fax: (92 22) 2030180 & 85



## International Activities



### THE OFFICE OF THE PRESIDENT

#### Launching Ceremony of Research Study on "Assessment of Malnutrition (Stunting) in District Tharparkar"

#### IOI President's Address

Banquet Hall, Chief Minister House, Karachi, March 13<sup>th</sup>, 2023

Chris Field PSM  
President, International Ombudsman Institute

#### Introduction

As-salāmu 'alaykum.

It is a great honour to join you in Karachi, Pakistan, for the Launching Ceremony of the Research Study on "Assessment of Malnutrition (Stunting) in District Tharparkar". It is a particular honour to be here in Karachi, because it is my first visit to Pakistan as President of the International Ombudsman Institute, or IOI, and indeed, I am the first President of the IOI to visit Pakistan.

I warmly acknowledge the presence here today of the Chief Minister Sindh; the Parliamentary Secretary on Health; Chief Secretary Sindh; Chairman, Planning and Development Board Sindh; and the Honorable Federal Ombudsman of Pakistan and President of the Asian Ombudsman Association.

I take this opportunity to pay particular thanks to the Honorable Provincial Ombudsman Sindh and fellow member of the Global Board of Directors of the IOI, for so graciously welcoming me to your country; your province and your city. It is a great privilege and pleasure for me to be in Pakistan, a country of extraordinary culture and achievement.

#### The Research Study

In his work for the most fundamental of human rights for people most in need, Ombudsman Khan initiated a research study on "Assessment of Malnutrition (Stunting) in District Tharparkar".

The Research Study that is being launched today makes several important recommendations to improve outcomes for the people of Tharparkar. The Research Study has been undertaken in the context that access to food and nutrition is a fundamental right for the citizens of Pakistan as enshrined in the Constitution. The Research Study is, therefore, very obviously an important example of the modern Ombudsman institution working for the most fundamental of human rights for people of the greatest need.

## **International Activities**



Ombudsman Khan, you are my valued colleague. But you are also my friend. Thank you for the deeply important work you have undertaken in the Research Study. The United Nations Resolution on Ombudsman and Mediator Institutions very specifically guarantees the role of Ombudsman to protect and promote human rights. I say to you that there could be no more obvious way for an Ombudsman anywhere in the world to put this role into practice, than to seek to remedy malnutrition and its harmful results. This is what the Research Study that is being launched today does – it seeks to make the lives of the people of Tharparkar better now and better for the future of their children. This surely is the Ombudsman institution at its finest.

### **The Regional Subsidy Program**

The IOI represents over two hundred Ombudsman, Mediator, Public Defender and National Human Rights Institutions from more than 100 countries worldwide across six global regions - Africa, Asia, the Australasian and Pacific, Europe, the Caribbean and Latin America and North America. The IOI undertakes a yearly Regional Subvention Program to support Ombudsman from every region of the world to undertake projects of special significance to the citizens that they serve. I could not be more pleased to observe that the Research Study that is being launched today was supported with a regional subvention payment.

### **IOI and Pakistan and Asian Region**

Upon being elected President of the IOI, I made a very specific commitment that I would promote the importance and significance of Asian Region Ombudsman, and I would do so in part by coming to the great countries of the Asian Region whenever I was honoured with an invitation to do so. In this context, I could not be more delighted to thank the President of the Asian Ombudsman Association and Federal Ombudsman, for his leadership in this enormously populous, deeply historic and culturally rich part of our world. Asian Ombudsman are especially important to me and I will serve you over the term of my Presidency.

### **Australian and Pakistan Relationship**

Before concluding, I want to recognize, as Western Australian Ombudsman, that Australia and Pakistan maintain very positive bilateral relations, including two-way trade in goods and services was worth \$1.81 billion in 2021. Australia enjoys long-standing and growing ties with Pakistan, underpinned by deepening people-to-people links. Australia has maintained a resident mission in Pakistan since 1948.

### **Conclusion**

To conclude, this report is a remarkable and landmark work, and a great testament to the work of the Provincial Ombudsman Sindh for the Province's vulnerable citizens. This report is not just relevant to Pakistan, but provides other Ombudsman around the world encouragement that their role in fundamental human rights is central to their work. For this leadership I thank Ombudsman Khan. I thank our other highly distinguished speakers for their commitment to this launching ceremony. Chief Minister, I thank you; you have invited us to your House for the launch of this report.

At the commencement of my address, I indicated to you that this is my first visit to Pakistan and the first visit of an IOI President to Pakistan. My friends, it will not be my last. I am deeply honoured that you have invited me to Karachi to join you in launching this vital report, and for your very kind invitation to join you today, I simply say this,

Bahut Shukriya.





## International Activities



### THE OFFICE OF THE PRESIDENT

28 March 2023

Mr Ajaz Ali Khan  
Provincial Ombudsman Sindh/Director IOI World Board  
Kamal Ata Turk Road  
Karachi-7750  
Pakistan

By email: [mohtasibhd@yahoo.com](mailto:mohtasibhd@yahoo.com)

Dear Ombudsman  
Dear Friend

Thank you again for your very gracious invitation to visit the Sindh Province. It was my most sincere pleasure to provide an address at the Launching Ceremony of the Research Study, "Assessment of Malnutrition (Stunting) in District Tharparkar".

The Research Study is a great testament to the work of your outstanding institution and an important example of a modern Ombudsman institution working for the most fundamental of human rights for people of the greatest need.

My friend, I am deeply grateful to you for the extraordinary level of attention you provided for my official visit to Pakistan. The hospitality and warmth of the people of Pakistan will be a life-long cherished memory for me and for Rebecca. It was a particular privilege to be the first President of the IOI to visit Pakistan and to have that visit be to the Sindh Province.

Thank you also for discussing with me your proposal to increase the frequency of meetings of the IOI Board. I am deeply grateful to you for bringing this matter to my attention, which I have placed on the Agenda of the meeting of the IOI World Board in Vienna in May 2023.

Warm regards

Chris Field PSM  
**PRESIDENT**

Office of the Western Australian Ombudsman

Albert Facey House, 469 Wellington Street Perth WA 6000 • PO Box Z5386 St Georges Terrace Perth WA 6831

Tel + 61 8 9220 7579 • Email [chris.field@ombudsman.wa.gov.au](mailto:chris.field@ombudsman.wa.gov.au) • Website [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

## International Activities



CRL. REGISTRO UFFICIALE. 0014988.U.15-06-2023.h.11:40



Dear Mr. Ajaz Ali Khan,

Dear Colleague,

I would like to express my sincere gratitude to you for the attention and support you kindly provided during our recent meeting in Karachi. It was a privilege to discuss crucial issues related to civil defense, human rights, and the well-being of citizens, which fall within our respective roles that we carry out with passion and dedication.

I am particularly grateful for the fruitful path envisioned in the name of civil defense, with the creation of a platform of intentions that can materialize through the signing of an operational protocol between our respective institutions. Our conversations and shared ideas have inspired and reaffirmed the importance of close collaboration between our institutions to ensure the protection of rights and the well-being of the people we represent, as well as to serve as a "bridge" in Italy for Pakistani citizens seeking assistance in their dealings with the Public Administration.

Furthermore, I would like to thank you in advance for your participation in the International Ombudsman Conference, which will be held in Rome on September 21-22, 2023. Your presence at this prestigious event will be an extraordinary opportunity to share the experiences and best practices of the Sindh Region of Pakistan with colleagues from around the world. I am convinced that your participation will enrich the debate and further promote the values of civil defense and institutional integrity.

Once again, I thank you for your availability and for welcoming me, thanks to the valuable support of Dr. Danilo Giurdanella, Consul General in Karachi, as a fraternal friend. I kindly ask you to



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Fax 06 65932015 - Numero Verde 800866155  
Mail: difensore.civico@regione.lazio.it - PEC: difensorecivico@cert.consreglazio.it  
Facebook: @difensorecivicolazio - Twitter: @DifensoreL  
Instagram: @difensorecivicolazio  
Sito internet: <https://difensorecivico.regione.lazio.it/>



## International Activities



extend my personal gratitude to the members of your Office who have been willing to share moments and emotions as protagonists.

Best regards,

Rome, June 14, 2023

**Dr. Marino Fardelli**  
Ombudsman of Lazio  
President of the National Coordination  
of Italian Ombudsmen

---

**Mr. Ajaz Ali Khan**  
Provincial Ombudsman Sindh  
Kamal Ataturk Road,  
Karachi-74200 Pakistan  
[mohtasibhd@yahoo.com](mailto:mohtasibhd@yahoo.com)



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Instagram: @difensorecivicolazio

Sito internet: <https://difensorecivico.regione.lazio.it/>

## **International Activities**



No. 1502/77

Office of the Ombudsman  
The Government Complex  
5<sup>th</sup> Floor, Ratthaprasasanabhakti Bldg.  
Chaengwattana Road,  
Laksi District, Bangkok 10210  
Thailand

**19 DECEMBER 2023**

Mr. Ajaz Ali Khan  
Provincial Ombudsman Sindh  
Kamal Ataturk Road,  
Karachi-74200  
Pakistan

Dear Mr. Ajaz Ali Khan,

Kind reference is made to my visit to your good Office in Karachi, Sindh, with my spouse during November 28<sup>th</sup> – December 1<sup>st</sup> 2023.

I would like to express my sincere gratitude for the warm hospitality and facilitation kindly provided by you and your staff of the Provincial Ombudsman Sindh Secretariat during our visit to the city of Karachi. I am privileged for having an opportunity to experience the rich cultural heritage of the sacred land of Pakistan and the city of Karachi that have left a lasting impression on us. I would also like to extend my appreciation for the collaborative efforts and facilitation for the successful signing ceremony of the Memorandum of Understanding as well as arrangement of several extraordinary activities. I firmly believe that our formal cooperation will lead to the positive outcomes and strengthen the existing ties between our two organizations.

I therefore, repeat my sincere thanks and assure you of our fullest cooperation.

Sincerely yours,

(Mr. Somsak Suwansujarit)

Chief Ombudsman, Thailand

International Affairs Bureau  
Office of the Ombudsman, Thailand  
Tel. 662 141 9100 Press 2 EXT. 16910  
Fax. 662 143 7748  
[www.ombudsman.go.th](http://www.ombudsman.go.th)

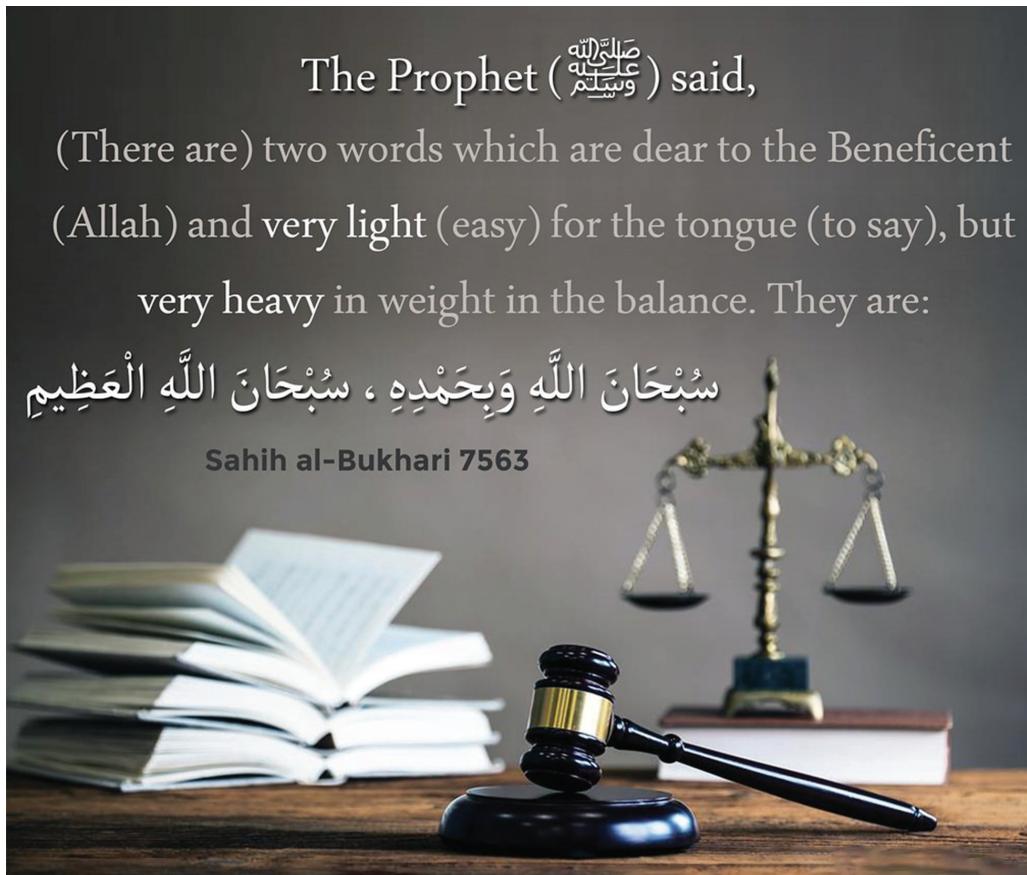


The Prophet (صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ) said,

(There are) two words which are dear to the Beneficent (Allah) and very light (easy) for the tongue (to say), but very heavy in weight in the balance. They are:

سُبْحَانَ اللَّهِ وَبِحَمْدِهِ ، سُبْحَانَ اللَّهِ الْعَظِيمِ

Sahih al-Bukhari 7563





*International Coverage of  
Activities and Decisions*





## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



INTERNATIONAL  
OMBUDSMAN  
INSTITUTE

Dated: 02.01.2023

### PAKISTAN | A widow and her son finally assert their rights upon the intervention of the Ombudsman Sindh.

The complainant, a widow of an Ex-constable of Excise & Taxation Department, persuaded the Excise & Taxation Department for almost 15 years for pensionary benefits and 12 years for the job of her son against deceased quota before approaching the Ombudsman Sindh in July 2020.

After detailed investigation and protracted correspondence by the Ombudsman institute the widow received an amount of Rs.12,13,684 on account of Financial Assistance, G.P Fund, leave encashment, Group Insurance and family pension arrears.

Also her son has been appointed against deceased quota as Constable in Excise Department on the intervention of Ombudsman Sindh.



Complainant's son showing appointment order to Consultant, POS

Dated: 18.01.2023

### PAKISTAN | Widow gets RS. 1.2 Million upon the intervention of the Provincial Ombudsman Sindh.

A widow approached the Provincial Ombudsman Sindh for a delay in payment of Group Insurance in respect of her deceased husband who was Agriculture Officer (BS-17) in Agriculture Department, Government of Sindh and died during service.

To redress the grievance of the complainant, the Ombudsman Sindh issued directives to the authorities concerned to initiate an enquiry in the matter. As a consequence of the Ombudsman's intervention, the scrutiny process was expedited by the agency. Finally with constant persuasion and concerted efforts of the Ombudsman Institution, she was able to get Group Insurance claim amounting to Rs. 1.2 Million from State Life Insurance Corporation of Pakistan (SLICP) after four years.

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



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 05.10.2023

### PAKISTAN | School building retrieved from illegal occupants after Sindh Ombudsman took suo moto action.

Sindh Ombudsman Ajaz Ali Khan got the Government school building vacated from tenants after taking Suo Moto action on a report titled “Ebrahim Ali Bhai, Boys Government Secondary School building rented out to tenants” published on 12 January 2023, in “The Express Tribune”. The school was visited by the Consultant to Provincial Ombudsman Sindh on 24 January 2023, and it was observed that the construction of the school was completed in 2016 but the Education Department has so far failed to take over the school building despite the lapse of six years.

As a result, children were being deprived of such a huge school facility with an area of 17.710 sft. because the contractor had illegally occupied the building for his private business and had even allowed his private watchmen to live with their families in the halls of the school meant for labs. He said he will vacate the school building when his liabilities will be paid.

2. During the proceedings, the Director School Education (ES&HS) and the Education Works Superintending Engineer were directed to clarify the reasons for not taking over the building. As a result the Director on 23.02.2023 submitted a report indicating that the school building has been vacated from illegal persons who were living there and now the school is functional, all the class rooms are opened, furniture has been provided and teachers engaged / busy imparting education in 06 classes while legal action has been taken against the contractor by lodging FIR at PS Gulberg Town. The school is now handed over to the Principal / Head Master.

3. The Honorable Ombudsman directed the School Education & Literacy Department Sindh (SE&LD) on 7 April 2023, to conduct an enquiry as to why the school was not taken over from the contractor in 2016 and with whose permission an additional amount of Rs.18.481 million over & above the approved revised cost was given to contractor. He also directed the (SE&LD) to fully operationalize the Secondary School as well as adjacent Primary School which also suffered due occupation of 3 rooms in the premises by Secondary School and submit report within 60 days.



—————★—————



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 26.05.2023

### PAKISTAN | Provincial Ombudsman Sindh publishes latest newsletter.

The Provincial Ombudsman Sindh recently published its latest quarterly newsletter covering the period from January to March 2023.

The newsletter features the visit of the IOI President, Mr Chris Field, who was invited to Karachi by the Provincial Ombudsman Sindh, Honourable Ajaz Ali Khan. Among others, they gave speeches at the launching ceremony of the research study on "Assessment on Malnutrition (Stunting) in District Tharparkar", which was undertaken in collaboration with the IOI under its Regional Subsidy Program.

Furthermore, the newsletter covers the 4 day-long visit of the IOI President, meeting the Honourable Chief Minister Sindh and the Honourable Governor Sindh, inaugurating a library, and visiting the Holy Trinity Cathedral.

To read the complete newsletter, kindly refer to the download section below.

————— ★ —————  
Dated: 15.06.2023

### PAKISTAN | On the intervention of Ombudsman Sindh, pensionary dues were paid to retired government teacher.

The complainant, a retired High School Teacher (HST), approached the Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan, with the complaint that the District Accounts Office, Naushahro Feroze, did not pay his pension dues, despite the completion of requisite formalities and the department was delaying the matter on flimsy pretexts.

To redress the grievance of the complainant, Ombudsman Sindh issued directives to the authorities concerned to initiate an enquiry against the officers/officials responsible for inordinate delay in resolving the matter of the retired teacher. Due to intervention of the Ombudsman, a scrutiny process was expedited and the entire outstanding pension and commutation dues amounting to Rs. 3,279,475/- were paid to the retired HST.

The complainant appreciated and thanked the Ombudsman Sindh for the prompt action in redressing his grievance.



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 22.06.2023

### PAKISTAN | The Ombudsman of Lazio visited Pakistan upon invitation from Provincial Ombudsman Sindh.

On the special invitation from Provincial Ombudsman Sindh, Mr. Marino Fardelli, Honorable Ombudsman of Lazio Region and the President of the National Coordination of Italian Ombudsman visited Karachi, Pakistan from 10-12 June 2023.

He visited the office of Provincial Ombudsman Sindh on June 12th, 2023 where he planted a sapling as part of the ongoing “tree Plantation” drive. Later, a formal meeting was held with Provincial Ombudsman Sindh, where matters of mutual interest were discussed. A detailed presentation on “Complaint Handling Process” was also given to the Honourable guest. On this occasion, Mr. Danilo Giurdanella, Consul General of Italian Consulate was also present.

The visiting guest also paid courtesy calls on the Chief Minister Sindh and Governor of Sindh, where he was received cordially and matters of mutual interest were discussed.

The distinguished guests also visited the Pakistan Institute of International Affairs (PIIA), where the visiting dignitary, Mr. Marino Fardelli, spoke about advancing the global justice and human rights and where he had a brief question and answer session with the audience.

The honorable Ombudsman Sindh, Mr. Ajaz Ali Khan, also spoke about achievements of Sindh Ombudsman office on the occasion.



Call on meeting with Honourable Governor Sindh Muhammad Kamran Khan Tessori



From R to L: Ajaz Ali Khan, Syed Murad Ali Shah, Danilo Giurdanella, Marino Fardelli



Mr. Ajaz Ali Khan, Ombudsman Sindh, presenting annual report 2022 to Syed Murad Ali Shah, Chief Minister Sindh



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 19.07.2023

### PAKISTAN | Ombudsman Sindh presents Annual Report 2022 to Governor and Chief Minister Sindh.

Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan, presented the Annual Report of the Ombudsman Institution for the year 2022 to the Chief Minister Sindh on 11 June 2023 and Governor Sindh on 12 June 2023.

The report highlighted the performance, achievements and progress of the Institution during the year 2022. Honourable Ombudsman Sindh apprised that during the year, 8,251 complaints were instituted against Government Agencies, out of which 4,771 complaints were scrutinized and approved for investigation and 4,326 cases/complaints were decided by providing relief in 2,971 cases amounting to more than 68.67%. Besides, 94 complaints were received about children issues. These statistics demonstrate growth of the Institution and public trust and confidence in the Ombudsman Office.

Honourable Chief Minister Sindh, Syed Murad Ali Shah, appreciated the consistent efforts made by the Provincial Ombudsman in providing administrative justice to the people of Sindh, with emphasis to the remote areas of the province without incurring financial encumbrance. He assured his support to the institution in providing prompt and inexpensive justice to the underprivileged and vulnerable segments of the society. Chief Minister Sindh observed that due to Ombudsman's endeavors to reduce incidence of maladministration by state functionaries had been curbed considerably and substantial relief had been provided grass root level.



Call on meeting with Honourable Governor Sindh Muhammad Kamran Khan Tessori



Mr. Ajaz Ali Khan, Ombudsman Sindh, presenting annual report 2022 to Syed Murad Ali Shah, Chief Minister Sindh



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 27.07.2023

### PAKISTAN | Visit of Ombudsman Sindh to Thailand.

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

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

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

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



Ombudsman Sindh visits Thailand



IOI President Field, IOI Regional President Suwansujarit and IOI Director Khan

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## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 28.08.2023

### PAKISTAN | Provincial Ombudsman Sindh emphasizes on integrated approach for reducing stunting.

On 10 August 2023, the Provincial Ombudsman Sindh chaired a meeting on the Program to reduce stunting. Project coordinators from the Livestock & Fisheries, the Agriculture, the Population Welfare, and the Health departments of the Government of Sindh, as well as the DHO Tharparkar, Thardeep and Thar Foundation participated in the meeting, discussing the implementation strategy for recommendations of the study "Assessment of malnutrition (stunting) in district Tharparkar".

During the meeting, the coordinators deliberated on their work of the first phase of the Accelerated Action Plan for Nutrition (AAP -I) and also discussed the AAP-II being prepared with AAP Secretariat, P&D Department, accommodating recommendations of the study where possible.

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



Provincial Ombudsman Sindh chairing the meeting



Meeting on reducing malnutrition

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## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 31.08.2023

### PAKISTAN | On the intervention of the Ombudsman Sindh 1200 subject specialist interns received internship payment.

Provincial Ombudsman Sindh intervened in a complaint case filed due to delayed payment of internship for subject specialist interns.

On 15 September 2022, a subject intern in Physics at the Government Boys Girls Higher Secondary School GGHSS Khudeja filed a complaint, in which she alleged a delay in payment of internship allowance of RS 60,000/-.

The case was admitted and heard on 2 March 2023. The Section Officer of the Education Department who attended the hearing informed that the matter was forwarded to the Finance Department for release of funds. In pursuance, the Section Officer Finance Department informed that "Audit Copy" for release of Rs. 864.00 Million on account of payment of stipend to subject specialist interns has been issued vide letter dated 2 March 2023.

The complainant appeared before the Investigation Officer and confirmed the receipt of stipend amounting to Rs. 733,548 through cheque No. 4884459 dated 14 April 2023. She offered thanks to the institution in her grievance redressal, which resulted in the release of the internships of other subject interns.

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Dated: 07.09.2023

### PAKISTAN | The Provincial Ombudsman Sindh stresses the importance of investing in the education of girls.

In a follow-up meeting with Education Department, the Provincial Ombudsman Sindh opined that countries that invest well in girls' education have lower maternal and infant rate, low rate of HIV /AIDS and better childhood nutrition.

Therefore, there is a need to assess the performance of schools and quality of education through developing a system for reviewing the achievements of the schools by identifying the bench mark for assessment of their performance, followed by a mechanism for redressal of problems for improvement.

He suggested that the Education Department in consultation with the AAP Secretariat may consider this proposal in Phase-II of AAP or through alternative means of funding.



*The Provincial Ombudsman Sindh in a follow-up meeting with the Education Department*



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 14.09.2023

### PAKISTAN | Sindh Ombudsman facilitates the issuance of number plates to 300,000 registered vehicles.

After having heard a suo motu matter regarding the non-issuance of number plates to 300,000 vehicles in Sindh, the Provincial Ombudsman Sindh, Ajaz Ali Khan, directed the Excise and Taxation Secretary to streamline the process to facilitate the general public.

The Excise Secretary, Atif-ur-Rehman, briefed the Ombudsman, highlighting their reasons for the backlog and steps taken to improve the situation.

The founder of the Citizen-Police Liaison Committee (CPLC), Chief Nazim F. Haji, who joined the meeting through a video link, also shared his suggestions to improve the situation.

After detailed discussions and considering the suggestions made by the participants, the Ombudsman directed the Excise and Taxation Secretary to examine the feasibility of the delivery of the number plates to the vehicle owners through a courier to address the grievances of vehicle owners and curb the corrupt practices.

The Ombudsman also asked the Sindh Excise and Taxation Department to extend and improve the delivery services and suggested to integrate the system with the National Database and Registration Authority (NADRA) for biometric and related facilities in the public interest, as well. Furthermore, the Ombudsman directed the Sindh Excise Department to set up desks and one-window offices at different places to facilitate the people.

He also suggested bringing the registered motor dealers into the system to curb the corrupt practices. The Excise Department has been directed to submit their progress report within one month.



Provincial Ombudsman Sindh, the Excise and Taxation Department and the Citizen-Police Liaison Committee



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute  
NEWS LETTER



Dated: 19.10.2023

### PAKISTAN | Ombudsman Sindh facilitates the issuance of complainant's number plate and an apology by the responsible police officer.

A complainant through an online complaint alleged that the Excise, Taxation and Narcotics Control Department failed to issue him the number plates of his vehicle despite payment of charges due to which he faced inconvenience and harassment by road side police officers. He alleged that one day the police officer stopped him, misbehaved, issued a challan without justification and snatched his license.

On intervention of the Ombudsman Sindh, the agency issued his number plate and the traffic police officer submitted an apology through a written statement for his misconduct and assured to be careful in future.

The Ombudsman Sindh directed the Secretary and the Excise, Taxation and Narcotics Control Department to ensure issuance of number plates to the vehicle owners at the time of registration and the D.I.G. (Traffic Police) Karachi to issue instructions to the Traffic Police to behave with the citizens in respectful manner.

Dated: 05.10.2023

### PAKISTAN | Ombudsman Sindh spoke at Ombudsman Conference in Rome building a bridge between citizens and local authorities.

On 21 and 22 September 2023, Ombudsman Sindh Ajaz Ali Khan attended the International Conference of Ombudsman in Rome, on the invitation of the Honourable Marino Fardelli, President of the National Coordination of the Italian Ombudsman institutions and Ombudsman of the Lazio Region.

The main objective of the conference was to promote International collaboration and the exchange of best practices between Ombudsman institutions from all over the world. It created a unique forum where Ombudsman expressed and discussed the common challenges they face around the world.



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

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



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS



# Asian Ombudsman Association



### e-Newsletter

Jaunary 2023

#### **Provincial Ombudsman Sindh | Widow gets Rs. 1.2 million after four years of death of her husband on intervention of Provincial Ombudsman Sindh (Pakistan)**

Mst. Nasreen Akhtar widow of Muhammad Dawood Bhutto, approached the Provincial Ombudsman Sindh for delay in payment of Group Insurance in respect of her deceased husband who was Agriculture Officer (BS-17) in Agriculture Department, Government of Sindh and expired during service.

To redress the grievance of the complainant Ombudsman Sindh issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of Ombudsman's intervention the scrutiny process was expedited by the agency. Finally with constant persuasion and concerted efforts of Ombudsman Institution she was able to get Group Insurance claim amounting to Rs. 1.2 Million from State Life Insurance Corporation of Pakistan (SLICP) after four years.

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



February 2023

#### **Provincial Ombudsman Sindh | On orders of Provincial Ombudsman Sindh, reverse osmosis (R.O) Plant repaired and Water Supply restored.**

Mr. Mansoor Ahmed Lashari & other residents of village Ghari Chand, District Jacobabad complained, about non-supply of drinking water due to non-functioning of Reverse Osmosis (R.O) Plants of the area.

On directives of Hon'ble Ombudsman Sindh Mr. Ajaz Ali Khan, notices were issued to the Executive Engineer (O&M) PHED Jacobabad who reported that repair of R.O. Plants was stopped due to paucity of funds. After persuasion, it has been reported that R.O Plant started working after repairs and supply of water to residents of village Ghari Chand, District Jacobabad has been restored. The Provincial Ombudsman Sindh has directed the Agency to ensure that all water supply schemes of the area should be properly maintained to avoid difficulty to the population.





## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS



## Asian Ombudsman Association



### e-Newsletter

July 2023

#### Provincial Ombudsman Sindh | Honourable Wafaqi Mohtasib Mr. Ajaz Ahmad Qureshi visited office of Provincial Ombudsman Sindh.

The Honourable Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, visited the office of Provincial Ombudsman today, discussed issues of mutual interest and the way forward to improve the working of their respective offices in providing more relief and assistance to the masses in redressal of their grievances.

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



October 2023

#### Provincial Ombudsman Sindh | Ombudsman Sindh Mr. Ajaz Ali Khan attended an International Conference of Ombudsmen in Rome from 21st to 22nd September, 2023.

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

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

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



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS



# Asian Ombudsman Association



### e-Newsletter

December 31, 2023

#### Thai Chief Ombudsman Visit Karachi (Pakistan).

At the invitation of the Honourable Ombudsman Sindh, Mr. Ajaz Ali Khan, President IOI Asia Region and Chief Ombudsman Honorable Mr. Somsak Suwansujarit along with his wife Mrs. Nipa Suwansujarit visited Karachi (Pakistan) on 28 November 2023 to 01 December 2023.

The Thai Ombudsman along with his wife visited the Office of the Ombudsman Sindh on 29 and 30 November, 2023. During the visit he planted a palm tree in the garden of the Office of Ombudsman Sindh and jointly inaugurated the newly constructed block.

At the Office of Provincial Ombudsman Sindh the dignitary was given briefing by the Honourable Ombudsman on the working of the Ombudsman Secretariat besides Registrar POS, Mr. Masood Ishrat also made a power point presentation on the occasion. At the conclusion of the meeting souvenirs were exchanged between the dignitaries.



The Thai Chief Ombudsman had meetings with Honourable Governor Sindh Mr. Muhammad Kamran Khan Tessori and Chief Minister Sindh Mr. Justice (Retd) Maqbool Baqar. The Governor Sindh hosted a dinner in the honour of Thai Ombudsman and his wife.

The high point of Thai Ombudsman visit was the signing of MoU at the Chief Minister Secretariat.

At the dinner hosted by the Honourable Ombudsman Sindh at Sindh Govt Officers' Club (SGOC). Dr. Kaleemullah Lashari made a presentation on "Cultural Heritage of Sindh"

The Thai Ombudsman also visited the Quaid's Mausoleum, Mohatta Palace Museum, National Museum of Pakistan and Trinity Church. The dignitaries were also entertained with camel ride at the Sea View Beach. The couple thoroughly enjoyed the experience.

Mr. Somsak Suwansujarit profusely thanked the Honourable Ombudsman Sindh for the gracious hospitality extended to him and his wife.



## INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

**Organization of Islamic Cooperation Ombudsman Association (OICOA)**

**NEWSLETTER**

OCTOBER-2023, Volume-I, Issue-1



**OICOA**  
Ombudsmen Association



24<sup>th</sup> Annual Meeting of the AOA Board of Directors, 17<sup>th</sup> Meeting of the General Assembly and the International Scientific and Practical Conference held on 11-13 September 2023 at Kazan (Republic of Tatarstan) Mr. Masood Ishrat, Registrar, Provincial Ombudsman Sindh (2<sup>nd</sup> at left) also participated in the conference.



## **Analysis**



### **HEALTH DEPARTMENT**

*By: Fasihuddin Khan*

#### **1. Introduction**

i. Health is the foremost need of every human being and there are various factors influencing it. Social determinants of health are the emerging topic in the present scenario where they have to be considered to ensure good health of everyone. Therefore, the health sector is a critical component of any society, responsible for ensuring the well-being of its citizens.

ii. In the Sindh Province, Health Department is responsible for maintaining and improving the health facilities, enhancing equity, efficiency and effectiveness in the health sector for people living in the province. Considering the number of employees, after the Education & Literacy Department, it is the biggest department of Government of Sindh. As per data available on the internet, currently there are more than 14,000 Doctors, 2000 Nurses and over 12,000 paramedics serving all over the province. The Province has five (5) medical universities i.e. Dow University of Health Sciences (Karachi), Jinnah Sindh Medical University (Karachi), Liaquat University of Medical & Health Sciences (Jamshoro), People University of Medical & Health Sciences for Women (Shaheed Benazirabad) and Shaheed Mohtarma Benazir Bhutto Medical University (Larkana), and Nine (09) medical colleges i.e. Dow Medical College Karachi, Shaheed Mohtarma Benazir Bhutto Medical College, Lyari, Karachi, Dow International Medical College, Karachi, Karachi Medical & Dental College, Bilawal Medical College, Jamshoro, Chandka Medical College, Larkana, Khairpur Medical College, Khairpur, Gambat Medical College, Gambat-Khairpur and Ghulam Muhammad Maher Medical College, Sukkur, 12 Nursing Schools, 10 Midwifery Schools and 5 Public Health Schools for lady health visitors.

iii. As regards Hospitals and Primary Healthcare facilities, there are 16 DHQ Hospitals, 50 Taluka Hospitals, 128 Rural Health Centers, 793 Basic Health units, 1378 Dispensaries, 121 Mother & Child Health Centres, 262 T.B. clinics, 19 Leprosy Clinics, 36 Maternity Homes, 32 Trauma Centres, 5 Urban Health Centres, 11 Urban Health Units, 42 Unani Shifa-Khanas, and 1 Homeo Dispensary in the Province.

iv. According to Health Profile issued by the Bureau of Statistics, Planning & Development Department, Government of Sindh the overall position of population wise health services in Sindh Province is as under :-

#### **Population Served by**

Per Doctor	7,208
Per Nurse	42,725
Per Bed	2,064

v. The above statistics are not sufficient keeping in view the large and growing population and in consideration of number of complaints received from



## Analysis

various corners, it appears that the department is not responding well in accordance with the population needs.

### **2. Issues**

- i. 1485 complaints were received during the last four years against Health Department, out of which 732 were admitted for investigation.
- ii. An in-depth analysis of complaints seeking justice received from different quarters during the preceding period reveals the following:-
  1. Lack of adequate health care facilities. Many individuals complained about the shortage of Hospitals, Health Units and clinics, especially in rural areas leading to long distances and travel expenses for medical care.
  2. Insufficient medical staff. There was a recurring issue of shortage of doctors, and other medical personnel.
  3. Inadequate medical equipment. Complaints about outdated or mal-functioning medical equipment, as well as shortage of essential medicine and supplies.
  4. Corruption and mismanagement. Allegation of corruption within the health department and irregularities in procurement.
  5. Poor quality of services. Complainant often expressed dissatisfaction with the quality of health services, including long waiting times, inadequate patient care & unsanitary conditions.
  6. Inadequate response to health emergencies. Criticisms about the health crises, such as diseases outbreaks or natural disasters.
  7. Delay and irregularity in payment of salaries, pensions and other retirement dues, etc.
  8. Issues being faced by the Nursing Staff.
  9. Mismanagement of Medical/Nursing Institutions.

### **3. Steps taken to resolve the issues**

- i. The office of Provincial Ombudsman Sindh stands committed to provide expeditious and in-expensive relief to the citizens by addressing their grievances against all the Provincial Government Departments and Agencies.
- ii. After due process of admission under the rules as envisaged in the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date)*, the complaints are taken up with the Agencies complained against and depending on their responses, rejoinders are obtained from the respective complainants. Then, if required personal hearings are held to dispose of the matters as resolved in most of the cases.



## **Analysis**

iii. Also, suitable directions are issued in a number of cases to the officers concerned, for implementation and to avoid re-occurrence of such grievances within their respective jurisdictions.

iv. With the exception of few well known facilities like SIUT, NICVD, Gambat Institute of Medical Sciences, etc. government run hospitals are not providing quality services to people in Sindh. Most of these hospitals fail to address the healthcare needs of people properly because of being overburdened and unable to attend the patients properly due to shortage of doctors, para-medical staff and medicines.

v. In order to curtail the growing number of general complaints, it is emphasized that the Health Department adopt a proactive approach to redress their grievances and implement a strategy for promoting public health, upgrading curative health facilities, efficiency and effectiveness in health sector.

### **4. Challenges and Recommendations**

i. Managing complaints lodged against the Health Department requires a well-structured and transparent mechanism to address concerns early and effectively. Contrary to that, it is observed that complaints referred by this Institution are not given proper attention by the Health Department. In most of the cases, preliminary reports are delayed and incomplete. After further process of analysis and investigation, through written reminders and telephone calls, hearings fixed to resolve the issues raised by the respective complainant also meet the same fate due to absence of the concerned officers. Resultantly, coercive measures under the rules have to be taken to ensure their attendance in the public interest. Such laid back attitude and neglect towards the grievances of the people by the officers of the Health Department is not acceptable and calls for immediate rectification. Let it be over emphasized that feedback on the complaints, follow up, accountability and legal actions are the continuous systematic features maintained throughout the complaint resolution process by this Forum which need to be equally responded by the Agency for a positive outcome.

ii. The Sindh Health Department's inability to provide desired relief to the province's people can be attributed to several factors viz limited resources, aging infrastructure, shortage of healthcare professionals, corruption, bureaucratic hurdles, political interference and insufficient accountability. Inadequate training, public awareness and preparedness for emergencies also play a role. Socio economic disparities, healthcare misinformation and data-driven decision-making gaps further compound the issue.

iii. However, by addressing these shortcomings and implementing the following recommendations, the department can provide better healthcare services to the people of Sindh to achieve its objective and vision of "Health for All" as expressed on their website.



## Analysis

**RESOURCE MOBILIZATION** Advocate for increased healthcare funding from the government and explore public-private partnerships to secure additional resources.

**INFRASTRUCTURE UPGRADES** Prioritize the renovation and expansion of healthcare facilities, with a focus on areas facing the greatest need.

**WORK FORCE DEVELOPMENT** Establish training programs & incentives to attract and retain healthcare professionals, including scholarship and career advancement opportunities.

**ANTI-CORRUPTION MEASURES** Implement anti-corruption measures, such as transparent procurement processes, audits, and whistleblower protection.

**STREAMLINED PROCESSES** Simplify bureaucratic procedures to expedite decision-making and resource allocation.

**ACCOUNTABILITY FRAMEWORKS** Establish clear accountability mechanism, including regular performance evaluations and public reporting of key healthcare indicators.

**TELEMEDICINE AND TECHNOLOGY** Invest in telemedicine & digital health solutions to improve healthcare accessibility, particularly in remote areas.

5. These recommendations aim to address the specific challenges faced by the Sindh Health Department and improve healthcare services in the province. However, it's crucial to consider the evolving context and engage with relevant stakeholders for the most effective and up-to-date solutions.

6. Keeping in view the concepts of good governance in the Health Sector, the Sindh Healthcare Commission has also been established to strengthen the Government's regulatory function through licensing, improving the quality of healthcare service and monitoring quality standards in unregulated health system in the province of Sindh. Though so far no mentionable impact of its activities is in sight.





## **Analysis**

### **EDUCATION WORKS DIVISION, SCHOOLS EDUCATION & LITERACY DEPARTMENT**

*By: Zulfiqar Ali Junejo T.I.*

#### **1. Introduction**

The Education Works Division is an integral part of School Education & Literacy Department, Government of Sindh, which has been functioning since the year 1974. Earlier, the Education Works Division was under the control of Works & Services Department, Government of Sindh. Subsequently, it was merged into School Education & Literacy Department, keeping in view its nature of job and for smooth administrative control. The salient functions of Education Works Department are as under:

- i. Preparation of annual development program of new school buildings with due consultation of administrative departments.
  - ii. Construction work of Primary/Middle/Secondary & High Schools buildings in all respects including lavatory blocks, sanitary and water supply and electrification;
  - iii. Repair & Maintenance of existing school buildings;
- b. The Education Works Division is run by three (03) Chief Engineers (Karachi, Hyderabad and Sukkur) with Superintending Engineers, Executive Engineers, Assistant Executive Engineer and Sub Engineers.

#### **2. Issues**

The analysis shows that the complaints of general public against the said department are of various natures like delay in construction of buildings due to lengthy codal formalities, thin funding, a lot of Units in one scheme under different Chief Engineers, handing over of schemes without PC-IV and without furniture. All these factors contribute to substandard work, delay in completion of schemes and ultimately cost escalation. In rural areas, the condition of schools buildings is very shabby with blemished walls, dysfunctional / broken lavatories, unavailability of furniture, electricity, drinking water and non-existence of boundary walls are the main / common issues. Many complaints regarding use of sub-standard material by the contractor in collusion with the Engineering Staff, non-completion of works and less work done against the payment to the contractor have also been made.

#### **3. Steps taken towards resolving issues**

In order to resolve these complaints, after admitting the complaints and assigning investigations to the respective Investigation Officers (I.Os), the matter is usually taken up with the higher ups including Secretary, School Education & Literacy Department and the Chief Engineer concerned to submit comprehensive reports in respect of the allegations made in the complaints. It has been observed



## **Analysis**

that after issuance of notice from Ombudsman's Institution, the issue soon goes towards resolution, while in some cases, the matter is resolved after 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.

### **4. Challenges and recommendations**

a. The analysis revealed that there is no check on the construction work carried by the Education Works Division, due to lack of a monitoring system. Collusion of some staff with the contractors also causes significant loss to the government exchequers due to recording of fake figures in the Measurement Books, etc. The Engineers at lower formation lack the capacity and also shortage of staff. The quarterly releases, specially to new schemes which takes about 6 to 8 months in fulfilling the codal formalities, is a big hurdle and disturbs the phasing of the scheme resulting in delaying of the scheme which ultimately leads to cost escalation.

b. To improve the working of the department, it is imperative for the unnecessary delay in approval of schemes to be curbed. Adequate funds need to be released to complete the projects and the procedure to award tenders needs to be made transparent. Besides, proper check should be observed by the higher authorities in every project. If and when any complaint is received by Ombudsman office, the I.O. must take immediate steps to resolve the issue and if necessary, site inspection be made to check the veracity of complaint and to expedite the disposal.





## Analysis

### **PUBLIC HEALTH ENGINEERING DEPARTMENT**

*By: Dr. Riaz Ahmed Siddiqui*

#### **1. Introduction**

The Public Health Engineering Department (PHED) has a mandate to provide the access to safe drinking water and sanitation services in all Rural & Urban areas of Sindh (excluding Karachi and Hyderabad cities) with close coordination/consultation of Local Administration/Local Government. Major functions of Public Health Engineering Department are as under:

- To implement Government Policies and Design, Plan & execute the same to provide the water supply, drainage & RO/UF Plants services.
- To operate & maintain water supply and sanitation facilities.
- To dispose the domestic wastewater into final disposal point/water bodies after proper treatment as per guideline of Environment Protection Agency (EPA).
- Pavement of streets adjacent to open drains.
- To work and coordinate with International Agencies, NGOs working in the field of water supply and drainage sector.

#### **2. Major issues & challenges**

Access to safe drinking water, sanitation and disposal of treated water into water bodies is the key issue and most problematic in Sindh and especially in Rural areas of the Sindh. Sindh Water Policy(SWP) approved by Sindh Cabinet on 22nd July 2023 has highlighted the challenges for Urban & Rural Water Supply & Sanitation Services. In the SWP, it is highlighted that 58% of rural water supply schemes in the province are non-functional and 98% functional schemes providing poor quality of water. Similarly, 76% of rural household did not have any form of sanitation system, 19% has open drain and only 5% have sewerage system or covered drains in rural areas of Sindh. Based on the mandate of Public Health Engineering Department some major issues are as under:

- The responsibility of execution & O&M of water supply & sanitation schemes in rural areas lies with the PHED, however, after completion of construction work of water supply & sanitation schemes in urban areas, the schemes handed over to local municipal administration for O&M, but they do not have structural capacity to do the same, resultantly the scheme fails to deliver.
- Availability of manpower for operation & maintenance of mechanized schemes, which are completed by PHED is an issue. The engagement / hiring of staff shall be on systematic basis for all schemes, which are subsequently completed. Due to non-hiring of staff the facility remains unguarded and machinery, equipments, etc. are either



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stolen or damaged resulted improper operation of the system. The present requirement of O & M staff is 5508 out of which only 1661 employees are available. The remaining staff is essentially required to ensure continued operation of completed Rural Water Supply & Sanitation Schemes in the Province.

- The responsibility of operation & maintenance of rural schemes lies with PHE (O&M) Wing and to have tangible results exclusive staff right from XEN to the level of Sub-Engineer and ministerial staff are required.
- Insufficient funds for O&M work of schemes.
- The issue of land acquisition for construction of oxidation ponds mostly persists due to lengthy land acquisition process and slow response from revenue authorities.
- Assigning similar functions to multiple agencies such as Works & Services, Irrigation, Coastal Development Authority and Special Initiative Department, etc.
- Failure on part of utility companies to provide electricity connection despite full payment.
- In Urban Schemes improper cleaning of drains/sewers outlets by concerned Local Councils hinders disposal of sewage water.

### **3. Policy direction, planning and action**

i. Sindh Water policy (SWP) has provided the policy direction for sustainable water supply and sanitation service that include provision and protection of water resources, reform and strengthening institutional capacity, improving operational performance, involvement of local private sector in service provision, etc.

ii. On the directives of Judicial Commission of Inquiry High Court of Sindh Karachi in C.P. No. 38 of 2016, a Feasibility Study / Master Plan was prepared under the Chairman Task Force / Secretary, Irrigation Department. In the Feasibility Report, Irrigation Department pointed out 729 (nos.) final disposal points falling directly into the Irrigation Channels without its treatment, while in addition 29 (nos.) points were pointed out by PHED. Furthermore, the project Consultant M/S. RCC Consultants during detailed survey pointed out 70 (nos.) more points. Thus, the total number of points became 828 (nos.), out of which 359 pertaining to PHED, which has been taken up through two Mega schemes namely "*Elimination of Sewerage Discharging in Irrigation Canals and Lakes in Sindh Phase-I costing Rs. 3,764.648 million*" and namely "*Elimination of Sewerage Discharging in Irrigation Canals and Lakes in Sindh Phase-II, costing Rs. 3,751.768 million*". These schemes have been approved by PDWP and also included in Annual Development Programmes (ADP). However, the department is facing land acquisition problems for oxidation ponds as a result of which pace of progress is hampered.

iii. Similarly, comprehensive survey was also conducted in the Province on



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the orders of the Honourable Supreme Court of Pakistan and 494 non-functional water supply & drainage schemes have already been taken up in the on-going ADP scheme namely “*Rehabilitation of Non-Functional Water Supply and Drainage Schemes Phase-I costing Rs.5269.00 million*”. Later on, more 548 non-functional water supply and sewerage schemes were identified, Out of which, 259 schemes have been taken up district-wise as “*Rehabilitation of Non-Functional Water Supply and Drainage Schemes Phase-II*” in ADP 2023-24. These schemes were approved during financial year 2022-23 with total cost of Rs. 4375.068 million. Remaining 289 non-functional water supply and drainage schemes will be taken up under Sindh Flood Emergency Program (SFERP).

iv. The Sindh Government has rapidly increased the development budget of PHED in last eight years (i.e. total allocation Rs. 7,267 million in 2016-17 and total allocation Rs. 22,293 million in 2023-24) to achieve the SDG Goal # 06 and to improve the water and sanitation services. The PHED is also installing, operating and maintaining the RO/UF plants in rural areas of entire Sindh, especially areas where the ground water is highly saline.

### **4. Way forward/recommendation**

Access to safe drinking water, sanitation services is a key challenge based on the social, environmental and geographical aspect. Some way forward/recommendation are as under to improve the service delivery:

- The operation & maintenance mechanism should be properly designed, implemented and controlled through Digitalized/Automatic/Management Information System for improving service delivery.
- There is still financial gap; therefore, O&M funds should be increased to achieve the SDG Goal# 06. Further, Funds for regular operation & maintenance of service delivery should be provided timely on the basis of quantum of schemes.
- Exclusive staff from XEN to Sub-Engineer & Ministerial Staff may be detailed for duty in PHE (O&M) Wing.
- The special attention should be given for land acquisition required for water supply and sanitation services. Land acquisition process should be streamlined in consultation with District Administration / Land Acquisition Officers (LAO) and specific time should be determined for acquisition process so that schemes may be got completed within given timeframe.





## **ROLE OF OMBUDSMAN IN WELFARE OF PRISONERS**

*By: Muhammad Naseer Jamali*

The office of Ombudsman Sindh has been established through the Act, 1991 for the Province of Sindh with the prime objective to provide relief under law and to rectify any injustice done to an aggrieved person due to maladministration of any Agency. The mandate of Ombudsman office is to address individual complaints and make studies, research and suggestions in respect of systematic failures that are the root causes of maladministration and formulate standards of good administration.

2. The Government of Sindh has enacted the Sindh Prisons and Correction Act, 2012 and Rules wherein major changes introduced for the welfare of prisoners and improvements to provide better food, health and sanitary conditions, education facilities to male/female prisoners, women prisoners living with their children and juvenile prisoners. The Hon'ble Supreme Court of Pakistan in *Suo Moto* case No.1 of 2006 and CMA No.1313/2015, issued directions vide order dated 28.05.2015 with regard to "living conditions" of male and female prisoners. The Human Rights Commission of Pakistan had described prison conditions as over-crowded, lack of proper health care system, inferior food quality, rampant corruption and torture in prisons. The female prisoners were facing harassment, insanitary conditions, sleep disorders, mental illness, non-availability of education facility for children living with mother prisoners and gynecologist services. The Hon'ble Supreme Court of Pakistan issued directions to Provincial Home Departments, Human Rights, Health Departments, Inspector General Prisons, District Administration, District Criminal Justice Coordination Committees, NGOs and Philanthropists for improvement of living conditions and welfare of prisoners. The Federal and Provincial Ombudsmen were directed to form Standing Committees/Inspection Teams to examine the system failures in the administration of prisons and make recommendations to rectify such failures and set good administration standards and its breach would be deemed to be maladministration. The Regional Directors of Sindh Ombudsman have been designated as Public Grievance Redress Officers for prisons within their jurisdiction vide Notifications dated 10.07.2015 in compliance to Hon'ble Supreme Court of Pakistan orders dated 28.05.2015 in CMA No.1313/2015 and SMC No. 1 of 2006.

3. In July, 2018, the Hon'ble Supreme Court of Pakistan during the hearing of the case had directed that "an exercise be undertaken by the Ombudsman on behalf of this Court to determine whether the recommendations approved by the court have been implemented in letter and spirit."

4. The Federal Ombudsman has coordinated with Federal Ministries and Provinces to make Action Plan to implement the directions of Hon'ble Supreme Court of Pakistan. The office of Ombudsman Sindh has notified the relevant Committees u/s 18 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended upto date) to develop and implementing monitoring and evaluation framework for service delivery of prisoners as under:



1.	Regional Director Ombudsman Office,	Convener
2.	District Health Officer concerned	Member
3.	Superintendent Jail concerned	Member
4.	District Social Welfare Officer concerned	Member

## 5. Terms of Reference

- i. The health condition of juvenile prisoners, women prisoners and children living with their mothers.
- ii. Availability of Medical Officer, Para medics, medicines provision of necessary/emergency treatment and inoculation with Covid-19 and Hepatitis vaccines;
- iii. Visits of Psychiatrist/Psychologist to assess any disorder in the prisoner(s) and to provide necessary treatment;
- iv. Food's quality and hygienic condition of cooking area.
- v. Supply of potable water;
- vi. Imparting education alongwith Technical and Vocational Education to prisoners particularly to juvenile and the kids residing/incarcerated with mothers.
- vii. Proper availability/conditions of washrooms. Availability of electric fans in the barracks with proper arrangement of cross ventilation;.
- viii. Strict implementation of Rules and Procedure of meetings, facilitating the prisoners for meetings (Mulaqat) with family members. In-placement of complaint resolution with proper record keeping;
- ix. Access of Legal Aid Society and registered NGOs with the Home Department for providing legal assistance and other supports admissible under the law; and
- x. Production of under-trial prisoners before the Court on date of hearings.

6. The above committees are conducting periodic inspections and monitor the services provided under prisons laws and directions of the Hon'ble Supreme Court of Pakistan. The Regional Directors have pointed some problems like over-crowding, lack of health facilities/medicines and non-functioning of R.O. Plants at some places and submitted photographs of the committee visits. The common problems of the prisoners have been resolved by the committee members during their visits. However, it has been observed that the individual prisoners avoid to make personal complaints against prison staff, if any.



## INSTITUTION OF OMBUDSMAN – ITS HISTORICAL PERSPECTIVE & MISSION

*By: Ghulam Abid Shaikh*

Ombudsman is a Swedish word, used for Government Officials who investigate citizens' complaints against the government or its functionaries and assist in achieving fair settlements. The word assumed its specific meaning, as we understand it today, in 1809, when an institution of the Ombudsman was first set up in Sweden, followed by Denmark. In Britain, the same official is called Parliamentary Commissioner for Administration. At present, more than 170 Ombudsman Institutions are operating in 51 countries around the world, including Pakistan. In Pakistan, it was first set up at Federal level in 1983, and later, it was established in the Province of Sindh in 1991, followed by Punjab and other Provinces as well as in Azad Jammu & Kashmir (AJK).

2. There is strong evidence to believe that Sweden borrowed the concept of this institution from the Turks. After his defeat by the Russians in 1709, the Swedish King Charles XII took refuge in Turkey, where he was impressed by the working of the institution of "Qadi-ul-Qudat". While still in Turkey, he issued an order for the creation of such an office in Sweden, which later came to be known as the Office of "King's Chancellor of Justice". After more than 50 years marked by a struggle between the King and the Parliament regarding whom the Chancellor should be answerable the new institution of Ombudsman was set up under the Constitution and its linkage with the Parliament was effectively ensured in 1809, but the Ombudsman remained independent of the executive and the Parliament with regard to his functions and decisions.

3. The word Mohtasib, an Islamic equivalent of modern Ombudsman, derives its origin from the Quranic word 'Hisab'. In Quran the word 'Yomul Hisab' means the Day of Accountability or Day of Judgment, when everyone would be rewarded or punished on the basis of his / her performance in this world. When applied to this world, "Hisab" means accountability where by every wielder of public authority is to give account of his exercise of authority which is given to him in trust to be exercised for the public good.

4. The Ombudsman Institution is not a substitute for formal courts, but it is certainly reducing the load on the courts by addressing issues which otherwise would have been added to the existing burden of cases, accumulated for hearings at such courts. The role of the Ombudsman in providing relief to people, especially those with limited / average means, is recognized by the society in general. The objective before any government is to work for the betterment and convenience of the people, therefore, it will be in the interest of all concerned to strengthen the Institution of Ombudsman in all possible manners to enable it to provide relief to number of people. A discontented and agitated public can never be a source of strength and stability for a country and government, therefore, we should extend all possible cooperation to the Institution of Ombudsman in the discharge of its responsibilities. The Institution is poised to play an increasingly important role in Sindh in the times ahead. Its mission is to redress public grievances arising out of mal-administration in a fair, prompt and transparent manner.





## TACKLING ONLINE CHILD ABUSE AND CREATING A CULTURE OF SAFETY

*By: Rehana G. Ali Memon*

Online child sexual exploitation is done through the use of technology i.e. internet by sharing child sexual abuse material. Children using internet without any supervision have a greater risk of online child sexual exploitation. Due to the covid-19 the use of internet by children as per survey has increased extensively, hence they are more likely to become victims of online child abuse than before. As per survey of Office of the Safety Commission (2022) in respect of children 8 to 17 years and their parents, 6 to 10 children have communicated with someone they first met online and 1 in 8 children shared photos and videos and also met someone face to face after getting to know them online.

2. Online child abuse/child molestation is carried out through the following:-

- a. Online cyber bullying:
- b. Live streaming (real time contact through video)
- c. Bullying on social network
- d. Child grooming (an adult befriends' a child with the intention of sexually abusing and blackmailing her/him)
- e. Sexually explicit images and video of child
- f. Online cyber games

3. In all of the above, children are sexually exploited online by engaging them in chats about sexual acts, showing them nude and pornographic images, asking them to perform sexual act, and a predator may also force them to share his content with their friends.

4. Sexual exploitation not only has a significant impact on the child socially and psychologically but can even lead to physical harm. The child may get involved in sexual activities, begin to hide things from parents, become isolated, increasingly use the internet without supervision which may also have a negative impact on his education, may lead to depression or crimes, etc.

5. There is a dire need to supervise children (especially Pre-school children) on the internet and social media especially those children who have just learnt to use these phones and computers as they are more susceptible to cyber-stalkers. Children need to be instructed not to share any personal information and photos with unknown persons. Parents should check and inspect online gaming platforms before being used by children and children should be told not to talk to anyone or meet any unfamiliar people and should stay away from websites not meant for them.

6. Unfortunately, online child exploitation is increasing day by day in Pakistan and it stands 3rd after India and Philippine in the sharing, transmission and manufacturing of child exploitation content.



7. Since online child abuse can only be curbed through a collaboration between law makers, enforcement agencies and cutting-edge technologies, therefore, a Task Force on Prevention and Control of Cyber Crime against Children was created by the Federal Ombudsman to address the systemic issues by strategizing ways and means by (1) crackdown on the ring working on cyber pornography in Pakistan, and (2) to prevent dissemination of the videos of children sexual abuse/ torture. The Task force also constituted 02 Sub Committees, one on 'Legal Reforms' and the other on Awareness-Raising. The Legal Reforms Committee drafted a bill, the Criminal Laws (Amendment) Act, 2021 which has been tabled in the National Assembly and the Awareness Raising sub-Committee developed a National Plan of Action which includes public awareness, legal reforms, strengthening law enforcement through training, educational reforms and the strengthening of media.

8. A Working Group for raising awareness on Online Child Abuse was constituted on 16.06.2022 under the chairmanship of the Provincial Ombudsman Sindh, with members of all the concerned Departments i.e. Education, Sindh Child Protection Authority, Home, Law, Social welfare, Federal Investigation Authority (FIA), Labour, Auqaf, and Information, Devcon, an NGO, for discussions on online child protection issues with departments, media, academic practitioners and civil society organizations. The term of reference includes a strong legal framework, to include a subject of cybercrime against children and safe use of internet in school curriculums, to develop interpersonal parenting packages on online child abuse, to develop effective material against online child abuse for placing at schools and worship places and distributing to households, to develop well-coordinated online child protection case management and referral system, to develop the capacity of the staff of all stakeholders and also develop the capacity of Faith Actors like Madarsa, heads of Masajid (Mosques) and Dargahs by the Auqaf Department in order to harness the impact of religion to prevent online child abuse and provide a safe environment for children. The Sindh Child Protection Authority has also created a help line (1121) on child abuse and in order to make it more efficient and effective, it will be linked with other stakeholder such as the Police and FIA.





## PROVINCIAL OMBUDSMAN SINDH: A STEP FORWARD TOWARDS JUSTICE

*By Brig. (R) Muhammad Jamil*

The institution of Ombudsman Sindh was established in the year 1991 to effectively check the mal-administration on part of government functionaries in the Province. The jurisdiction of Provincial Ombudsman extends to all Provincial Government Departments and other subjects as per provincial list under the Constitution. Provincial Ombudsman exercises his jurisdiction independently with its regional offices in the Province. The most prominent features of this Institution are, (i) Independence from Executive Authority (ii) Easy accessibility to the complainant (iii) Informality of procedure; and (iv) Inexpensive justice to the citizens. The independence of the Ombudsman is defined in Section 3(3) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991.

2. The role of Provincial Government with the passage of time has been enlarged considerably. Government functionaries are likely to infringe upon the rights and liberties of individual citizens, and temptation for indulging in corruption, misuse and abuse of powers cannot be ruled out. The institution of Ombudsman takes care of these problems and saves the citizens from official high-handedness and excesses, however, the Office of Ombudsman is not a forum parallel to judiciary as its duty is to diagnose as to where the mistake lies and recommend corrective measures to avoid its recurrence in future.

3. Besides providing relief, the other objective of the Ombudsman's Institution is to introduce a system of essential accountability which, beyond doubt, is the corner-stone of justice. Thus, in furtherance of these objectives, looking into the complaints arising out of the mal-administration committed by Provincial Government Departments or Agencies and providing relief to the aggrieved have become the primary function of the Institution.

4. For investigation purposes, the Ombudsman enjoys powers of the Court such as summoning of any person or examination in a case, compelling the production of documents, receiving evidence on affidavits and issuing commission for the examination of witnesses. Under Section 9 (1) of the Ombudsman Act, 1991, Suo-Moto Power of Ombudsman is a unique feature where the Ombudsman can even take notice of any hardship caused or likely to cause to the general public and can make recommendations for appropriate steps to get the citizen rid of such problems.

5. The establishment of the Children Complaints Office at the Secretariat Office, Provincial Ombudsman, Sindh in July, 2009 initially in collaboration with UNICEF had added another important dimension to the existing responsibilities of the Institution even when this assistance was withdrawn the Ombudsman office continued this activity. All the Regional Offices of Provincial Ombudsman Sindh also have children complaints desk. Children issues specially in schools regarding corporal punishment are resolved expeditiously.



6. The present Ombudsman has taken proactive steps to address barriers to speedy redressal in the Ombudsman office in the entire province. Coordination with all Agencies has been enhanced, Agencies' Heads are taken on board and a Focal Person from each department has been nominated for clarity and speedy actions. To deliver justice at the doorstep of people, the number of Regional Offices have been increased from 16 to 19, which has been appreciated by all segments of society. The main office remains accessible to all and the Ombudsman himself hears the petitioners to ameliorate their sufferings and has been coming to their rescue even by issuing immediate and strict orders against serious excesses. Mass Media campaign has been envisaged to create awareness about the Ombudsman Office to the general public using various media tools. The campaign includes, exploiting media tools for awareness, revitalizing Website, creating Mobile app and Web API, organizing ambassadors programmes, highlighting success stories for public confidence and issuing quarterly reviews. A help Desk has also been established in POS Secretariat and Regional Offices for differently abled persons and the Ombudsman has constituted committees for inspection of prisons throughout the Province.

7. Wholesome studies on "Issues of Girls Education in Sindh" and "Assessment of Malnutrition (Stunting) in District Tharparkar" were carried out and both studies were presented to the then Honorable Chief Minister, Sindh and implementation on these is in process. Recently, in the best interest of public interest, the Ombudsman Sindh has taken suo-moto notice of delay in issuance of car registration number plates to the general public by Excise & Taxation Department, Government of Sindh.

8. The Agencies, which are accused of non-responsive attitude, have become conscious about facing proceedings in cases of non implementation of Decisions. Making availability of the government functionaries along with relevant record before the Ombudsman has made all the difference to the complainants.

9. It is a matter of satisfaction for the Office of Ombudsman that over a period of nearly 32 years, it has proved its worth and has successfully emancipated the people of Sindh from alleged harsh, unsympathetic, callous attitude of bureaucracy and provided to them expeditious, cheap and safe administrative justice against all acts of mal-administration.

10. Notwithstanding the limitations of the Ombudsman's Institution, POS is stepping forward with each passing day and providing relief to a substantial percentage of complainants. The determination of Ombudsman Sindh to expand the outreach of this office, to provide quick and inexpensive administrative justice and his efforts to create a society, based on justice and respect of law, is being appreciated at all forums. It is hoped that the Institution shall further step forward and strengthen its position with the passage of time.





## **RECOMMENDATIONS FOR MAJOR DEPARTMENTS TO IMPROVE SERVICE DELIVERY**

In order to improve service delivery of departments of Government of Sindh recommendations have been formulated based on the experience of the Investigating Officers in processing the complaints.

2. There are large number of complaints received to the Ombudsman are relating to delay in payment of service emoluments to the retired employees, widows / legal heirs of deceased government servants, besides discrimination and delay in appointments against deceased quota, due to non-completion of formalities and required documentation.

3. Under the law and according to standing instructions, completion of documentation of a retiring employee are required to be ensured six (06) months prior to his date of superannuation, therefore, to overcome the issue of delay, it is recommended that the Drawing & Disbursing Officers (DDOs) of the Government Departments must ensure compliance of the said directives/law and make all possible efforts to proactively complete the pension documents well in time and also to streamline the procedures of payment of service dues and monthly pension to the retired employees, widows / families of deceased employees to avoid unusual delay. The application(s) of eligible family member(s) for appointment against deceased quota should also be processed vigorously.

4. The major department wise specific recommendations are as under:

### **A. School Education & Literacy Department**

i. To ensure posting of adequate staff/teachers in the schools keeping in view of the ratio of students (as per commitment of the then Secretary School Education with the Honourable Ombudsman Sindh during a meeting held on 19.01.2023) to redress the complaints about non-availability of teachers in the interest of general public.

ii. To ensure implementation of the recommendation of the study “Issues of Girls’ Education in Sindh” carried out by Provincial Ombudsman Institute with regional subsidy of IOI in order to bring out of school girls’ back to school.

iii. To ensure immediate repair of dangerous / dilapidated school buildings to save the lives of pupils who have been compelled to get education either under open sky or in dangerous classrooms.

iv. To ensure availability of facilities such as wash rooms, water supply and boundary walls in the schools especially the girl schools, to gain confidence of the parents for sending their wards to public schools.

v. To make efforts to redress the grievances about non-supply of books in time to the deserving students.



- vi. To expedite the process of appointments of ministerial staff such as Naib Qasids, Chowkidars, Lab-attendants, Malhi and Sweepers, for smooth running of the Schools.
- vii. To take steps to make functional the School Management Committee (SMC) in each School. Besides, also ensure compliance of the directives issued vide letter No.SMC-RSU/DSE&DEOS (ALL) dated 15.11.2021 for nominating a Female (mother of a student) as Chairperson of SMCs in girl schools and provision of funds on priority basis along with proper guidance to the Chairperson by concerned DEOs.
- viii. To strengthen SEMIS and Monitoring systems to check the attendance of teachers.
- ix. To implement the “Rules of Business Sindh Prohibition of Corporal Punishment Act 2016.”
- x. To issue special instructions to the teachers and staff for treating gently and well manner to the students as well as their parents and to ensure resolution of problems / complaints in the interest of children and to the satisfaction of the parents to gain their confidence upon the public schools.
- xi. To take steps for timely disbursement of the remuneration to the staff delegated special duties during the days of examinations.
- xii. To take action against absent / absconding teachers.
- xiii. To develop a system for admissions in colleges, keeping in view of residential addresses to enable the deserving students to get admissions easily as per their choice.

#### **B. HEALTH DEPARTMENT**

The following measures and suggestions are made to improve health services for the masses and gain public confidence on public hospitals / facilities:

- i. To establish a well-structured and transparent mechanism to address the grievances of the people effectively to curtail the growing number of complaints. Immediate attention be paid to matters referred by Ombudsman office for redressal.
- ii. To designate Focal Persons in each districts to conduct an initial assessment of complaint to determine its nature and severity. Accordingly, the same be assigned to concerned officers for appropriate action to address the root cause of the complaint and find suitable solution.
- iii. To consider increase healthcare funding, from the government based on an output / performance-based budgeting, instead of input-based process and also explore public - private partnerships to secure additional resources. There is a need to make investments in “Preventive Programs” which is only 19%.



- iv. To ensure implementation of the recommendations of the study on "Assessment of Malnutrition (Stunting) in District Tharparkar" carried out by Provincial Ombudsman Institute with Regional Subsidy of IOI in order to amplify the impact of nutrition-related interventions of the Government of Sindh and substantially improve the nutrition outcomes, especially stunting prevalence.
- v. To develop strategy to address the issue of thin funding causing delay in completion of schemes besides cost escalation and inconvenience to the general public.
- vi. Non-operationalization of completed units / schemes due to non-provision of SNE and non-submission of PC-IV. Health Department should make efforts for timely submission of PC-IV to get the SNE on time in order to operationalize the units / scheme in the best public interest.
- vii. To establish training programs and incentives to attract and retain healthcare professionals, including scholarship and career advancement opportunities.
- viii. To implement anti-corruption measures, such as transparent procurement processes, audits, and whistleblower protection.
- ix. To establish clear accountability mechanism, including regular performance evaluations and public reporting of key healthcare indicators through robust monitoring mechanism and review systems in order to improve the service delivery.
- x. To invest in telemedicine and digital health solutions to improve healthcare accessibility, particularly in remote areas.
- xi. To evolve a mechanism for functionality of equipment.
- xii. To establish/introduce "Helpline" for registering complaints and provide the required information to a customer service representative.
- xiii. To ensure provision of equipments / medicines and sufficient funds to all hospitals and health care facilities including BHUs / RHCs for timely treatment and maximum relief to the poor patients.
- xiv. To ensure filling of vacant posts and posting of adequate number of staff, doctors, paramedic and provision of essential medicines and supplies in BHUs and RHCs. The complaints about outdated or malfunctioning of medical equipments and accessories must be addressed on priority basis.
- xv. To properly organize the infrastructure of Drug Control Administration. Presently the Provincial Quality Control Board constituted under the Drugs Act 1976 is almost nonfunctional as the post of Secretary is lying vacant since long which needs to be filled in along-with other vacant posts of Drug Inspectors. Shortage of life saving drugs, sale of unregistered or substandard medicines, over pricing of medicines and worst of the worst is the sale of counterfeit medicines in the market



which calls for constant monitoring and legal actions against the culprits by the Health Department. Quality Control Board's role is vital in this regard for safeguarding public health by ensuring safe, effective, genuine and high-quality pharmaceutical products in the province.

xvi. Sindh Health Care Commission established under the Act No.VII of 2014 may be tasked to vigorously perform its regulating function for improving the health delivery system in Sindh. It should focus more on the inspection of hospitals and other health care units to ensure required standards. Anti-quackery drive needs to be launched zealously particularly in rural areas. Furthermore, strict vigilance and check upon private hospitals be maintained to avoid exorbitant medical charges in arbitrary manner.

#### **C. Karachi Metropolitan Corporation**

i. KMC is an autonomous body having thousands of employees. Most of the complaints received against KMC relate to non-payment of pension benefits to the retired employees of the KMC, DMC(s) and DCK. With passage of time liabilities have been reached up to Rs. 8 billion of more than 8000 retired pensioners. The Ombudsman Office has been pursuing the matter with the high-ups but no positive action is being taken with the result that the pensioners are suffering. Some of pensioners have even expired without getting their dues. There is also a need to enquire about the matter as to how such huge liabilities have accumulated, although every employee is making pension contribution from his salary regularly. This alarming situation has been brought to the notice of Chief Secretary, Sindh, through demi-official letter, expecting that some positive steps will be taken in this regard. Mayor KMC should sit with the Government of Sindh to devise a strategy to alleviate the suffering of poor pensioners before it exacerbates further.

ii Illegally Charged Parkings in the city on many roads / streets and parking fees is being charged beside KMC designated parking areas by unknown agency / persons which is illegal and unauthorized. KMC should check these illegal charged parking areas in the city and take appropriate action against these parking mafia charging exorbitant amount and should be taken to task to stop such charged parking for better management of traffic.

#### **D. Local Government Department**

Local Government Systems are the basic level of governance, functioning as nurseries for Provincial and Federal administrations. A well-designed and emplaced local government system, improves governance and delivery of services to the general public. To improve the system, following steps are suggested:

- i. Local councils should be completely authorized to carryout municipal tasks by decentralization of power to Local Councils.
- ii. The existing LG System is based on SLGD-1979 and SLGD 2013 with lot of complexities. An earnest effort is required to make it simple for best utilization in the public interest and efficient service delivery.



- iii. The LG department should take concrete efforts for early formulation of rules on lingering subjects, frequent amendments create ambiguities and result in maladministration, beside creating confusion in public minds.
- iv. Capacity building of the whole Local Government system is mandatory to improve functioning with efficiency. The public service institutions like SSWMB, KW&SC, Fire Fighting, KMC, WASA, KDA, HDA, MDA and other development authorities be placed under one umbrella.
- v. All appointment of Local Government Departments be made through Sindh Public Service Commission to ensure merit and selection of competent staff in councils and authorities.
- vi. To address the public complaints, Public Complaint Offices should be established in each Council/committee with proper scrutiny at high ends up to Administrator / Mayor / chairman, level.
- vii. Khuli Katcharies (open meetings) by Mayor in different districts will bring actual problems to his knowledge and will help public a lot.
- viii. Improper cleaning of drains and sewer by concerned local councils hinders the disposal of sewage water. Proper arrangement be ensured for cleaning of sewers and drains.

#### **E. Karachi Water & Sewerage Corporation (KW&SC)**

Karachi Water & Sewerage Corporation is one of the biggest water and waste water utility in the region, catering for the water supply and sewerage facility to the mega city of Karachi and receipt of large number of complaints against the corporation reflects its in-efficiency. Following guidelines are suggested to improve its functioning:

- i. To establish complaint system, through online, in writing, telephone and in person for daily complaints and redressed complaints data should be viewed by the Chief Executive Officer or any other senior level officer.
- ii. KW&SC must increase its capacity building especially of manpower. Shortage of skilled manpower in the Organization may be reviewed by a special board and recruitment be done to fulfill the gaps.
- iii. An immediate survey is suggested to take all areas not registered with KW&SC in taxnet to enhance the revenue.
- iv. To ensure availability of water to tail enders of the area, water provision be increased through regulating Industrial/Residential water at respective pump stations.



- v. Area complaints like sewerage blockage / non-availability and shortage of water / contamination should be immediately addressed.
- vi. Gap between supply / demand needs to be reviewed on equitable basis considering the bulk supply.
- vii. The Chief Executive Officer water Corporation's surprise visits in different areas will help a lot to the public with reference to supply of water.

#### **F. Excise, Taxation & Narcotics Control Department**

- i. Amendments in the Motor Vehicle Rules of 1969 should be expedite with the concerned quarters (Transport Department) to eliminate the remote chances of fraud in transfer of vehicle(s) from one person to other by way of impersonation or putting fake signature(s) or affixing false thumb impression on such papers, required during the course of transfer of ownership of vehicle(s).
- ii. To ensure functioning of property tax online portal to enable the taxpayers to receive challan through online portal and pay the taxes in time.
- iii. To ensure timely delivery of Property Tax challan to the property holders through post so that the taxpayers may be secured from undue burden of late payment charges / penalties.
- iv. To streamline issuance of new number plates and consider delivery of number plates through courier on receipt of nominal charges and take appropriate steps to curtail the quantum of backlog. The department should also take steps for delivery of old yellow number plates to the owners by using the data of NADRA or CPLC.
- v. To consider opening of one window operation in Motor Vehicle Registration Office(s) for payment of Tax and Transfer of Vehicle to facilitate the general public.
- vi. To look into the feasibility to establish desks in the offices of registered car dealers to facilitate the general public.
- vii. To increase the number of NBP branches in Karachi for payment of tax to reduce the complaints about heavy rush in NBP branches for tax payment.

#### **G. Police Department**

- i. There are general complaints regarding non-registration of FIRs of the cognizable offences, therefore, Incharge Duty Officer(s) should be directed to honourably treat the applicants / victims visiting the Police Stations for purpose, lodge FIRs of the cognizable offence, and take steps for proper investigation and timely submission of challan before the court of law so that the culprits should be taken to task as per law.



- ii. The street crime has increased in big cities due to unemployment and inflation, therefore, police patrolling should be increased in the high risk areas especially outside Bank branches and Bank ATMs during off hours.
- iii. Supervisory officers should take special measures to expedite the payment of service dues to retiring employees and their cases should be initiated six months prior to their retirement, besides, DDOs should ensure timely submission of the cases for grant of pension and dues towards leave encashment/commutation in the concerned Treasury Offices.
- iv. The families / legal heirs of employees, died during service, should be guided properly for completion of documentation and also facilitated in payment of admissible service dues viz family pension, leave encashment, commutation, financial assistance and group insurance, etc.
- v. The Ombudsman Office is in receipt of good number of complaints about discrimination, delay and unjustified rejection of the applications for appointment against deceased / shaheed quota hence the issue required special attention of the authorities concerned. Through a recent enactment quota for appointment against Shaheed / deceased, invalidated or incapacitated Recruitment Rules 2021 is fixed and posts of Junior Clerks, Wireless Operators, and Police Constables are required to be filled through competitive process after fulfillment of eligibility criteria by Sindh Police Recruitment Committee (SPRC) under Additional Inspector General of Police Establishment Sindh Karachi. In many cases applicants were regretted being not meeting the eligibility criteria, prescribed under Recruitment Rules 2021. Therefore, they may be considered for appointment against Class 4 posts (BPS 1 to 4) to enable them to get benefit of such quota and support their families.
- vi. After the introduction of token system and computerized driving licences, the complaints from general public are considerably reduced, however, further improvement in the areas of old / previous record and medical examination, will definitely eliminate the reasons of the complaints.

#### **H. Accountant General Sindh**

- i. Cumbersome procedure for transfer / grant of family pension, as circulated vide circular dated 18.05.2021, is required to be simplified so that the bereaved family / legal heirs would be able to get the family pension and legitimate dues within shortest possible time.
- ii. To minimize the turnaround time of the redressal mechanism in A.G. Office.
- iii. To consider restoration of commuted portion of the pension of the retirees automatically instead of they approaching to A.G Sindh after completion of stipulated period.
- iv. To curb the complaints about wrong / incomplete calculation of G. P. Fund



despite regular deductions from the salaries, the Office of A. G. Sindh and Treasury / District Accounts Offices, should maintain proper record of deductions of GP Fund and intimated to the employees at the end of each financial year. This will enable them to make adjustment where required while in service in order to avoid hardship faced after retirement in payment of GP Fund.

### **I. Revenue Department**

- i. The system of annual inspection of offices of Mukhtiarkar, Assistant Commissioners, and Deputy Commissioners should be revived as per standing orders of the Revenue Department.
- ii. There should be strict supervision and monitoring on the working of sub-ordinate offices.
- iii. The Mukhtiarkar(s) / Sub-Registrar(s) should be asked to furnish monthly reports regarding number of cases received, disposed of and pending (with reasons) to the respective Deputy Commissioners.
- iv. The Deputy Commissioners should take immediate cognizance of complaints relating to delay in mutation and payment of compensation.
- v. Time-limit should be given to finalize the cases of mutation and registration.
- vi. Periodic holding of open Katcherries by Deputy Commissioners.
- vii. Capacity building of Mukhtiarkars and Assistant Commissioners should be done by holding refresher courses.

### **J. Public Health Engineering Department**

- i. The R.O. Water filtration plants installed by Public Health Engineering Department or any other agency either non-functional or not functioning at optimal level due to improper maintenance needs to be functionalize at the earliest. It is suggested that the same agency should execute and maintain the system and the government should provide sufficient funds for maintaining these plants, as the poor community cannot afford such high cost of maintenance.
- ii. The Government has created a separate PHE (O&M Wing) but lacks proper human resources such as Executive Engineer, Sub-Engineer and ministerial staff. The same may be provided for better maintenance of the schemes. Further the O.M. Funds for the schemes should be enhanced for better service delivery.
- iii. Land acquisition process for Oxidation Ponds for sanitation and storage tanks for water supply should be streamlined for timely completion of the schemes to provide benefit to the masses.



iv. Many schemes of Public Health Engineering are non-functional due to non-provision of electricity connection although full payment made. Efforts be made with Energy Department to provide the power supply to the schemes on time for service delivery to the masses.

v. On the recommendation of Water Commission, 753 non-functional water supply and drainage schemes in two phases have been initiated from ADP-2023/24. PHED should complete these schemes on fast-track basis.



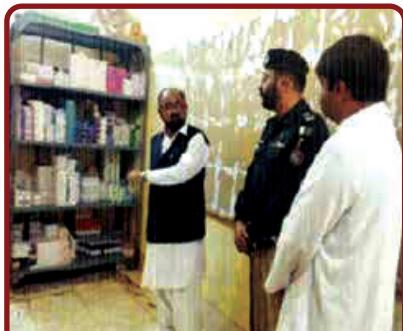


## Glimpses of Activities

### **OMBUDSMAN SINDH CONSTITUTED COMMITTEES FOR INSPECTION OF PRISONS THROUGHOUT PROVINCE**

In compliance of the orders of Hon'ble Supreme Court of Pakistan, Hon'ble Ombudsman Sindh, in exercise of powers vested with him, under Section 18 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), constituted committees headed by the respective Regional Directors and other stakeholders, to develop and evaluate the framework for inspecting the service delivery in all the prisons/jails within their respective jurisdictions.

In compliance thereof, the Regional Directors, Provincial Ombudsman Sindh, conducted visits of the Prisons of their respective districts.





## Glimpses of Activities

### SINDH BOY SCOUTS ASSOCIATION AWARD DISTRIBUTION CEREMONY ON NATIONAL FLAG DAY



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



### ESTABLISHMENT OF LADIES ROOM / DAY CARE CENTER AT SECRETARIAT PROVINCIAL OMBUDSMAN SINDH

The Ladies Room / Day Care Centre was inaugurated by Ms. Rebecca Poole, Assistant Principal Ombudsman, Western Australia.

The Center was established on initiative of Ombudsman Sindh, Mr. Ajaz Ali Khan, to provide women friendly facilities i.e restroom, prayer room and daycare to the female employees of the Secretariat, such facilities are uncommon in government depart-



### MEETING REGARDING IMPLEMENTATION OF RECOMMENDATIONS OF THE "ISSUES OF GIRLS' EDUCATION IN SINDH" STUDY

Honourable Ombudsman Sindh, chaired the meeting regarding implementation status of recommendations of the study "Issues of Girls' Education in Sindh" with Secretary SE&LD and M.D., SEF. The Regional Directors of the Ombudsman Offices also gave their feedback on the issues of Girls School. The Secretary SE&LD agreed to resolve the issues specially of shortage of teachers, attendance of teachers through strict monitoring and activation of SMCs to be headed by female parents.

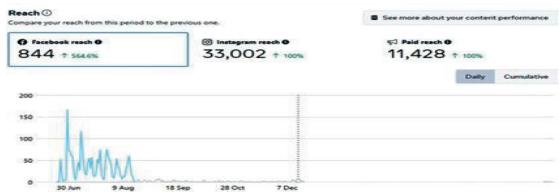


## Glimpses of Activities

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

### FACEBOOK & INSTAGRAM

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



### Complaint Management App



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

### Launch of Updated Website



WE ARE THRILLED TO ANNOUNCE THE LAUNCH OF UPDATED WEBSITE! DISCOVER A SLEEK AND USER-FRIENDLY INTERFACE DESIGNED FOR GENERAL PUBLIC. EXPLORE OUR LATEST SERVICES AND RESOURCES EFFORTLESSLY.

**WHAT'S NEW:**  
STREAMLINED NAVIGATION  
ENHANCED SEARCH FUNCTIONALITY  
FRESH CONTENT AND UPDATES  
EASY CONTACT AND SUPPORT OPTIONS  
MOBILE-FRIENDLY EXPERIENCE

### PROVINCIAL OMBUDSMAN, SINDH EMPHASIZES INTEGRATED APPROACH FOR REDUCING STUNTING

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

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

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



## Glimpses of Activities



Ajaz Ali Khan  
PAS  
Ombudsman, Sindh  
(Pakistan)



07<sup>th</sup> December, 2023

Dear Ali,

I am writing to express my sincere appreciation for your hard work and dedication to Ombudsman office. Your contribution have been invaluable especially for the remarkable improvements made to the working environment at the Office of the Ombudsman. The recent renovation efforts despite limited resource have significantly enhanced the functionality and ambiance of our workplace, positively impacting our team's productivity and morale by creating conducive workspace. The water and drainage system of the building was also rehabilitated and improved, which has enhanced the life of the building for another at-least three decades.

2. Your contributions have not only improved our physical workspace but have also uplifted the spirits of everyone working within it especially female employees who have been provided with dedicated ladies staff room with facilities such as restroom, prayer and day care which are usually uncommon in Government offices.

3. Once again, thank you for your commitment to enhancing our workplace. Your efforts are genuinely appreciated and have made a meaningful difference in our day-to-day operations. Please keep up the good work to bring about such meaningful and far reaching improvements in government offices.

4. With regards and wishing you well for the coming years

(AJAZ ALI KHAN)  
Provincial Ombudsman  
Sindh

Mr. Ali Hussain Malik  
Ex-Secretary,  
Provincial Ombudsman  
Sindh

Provincial Ombudsman Sindh, Kamal Ataturk Road, Karachi-74200 Pakistan.  
Phone Dir : 99211026 Fax : 99211051 Email : mohtasibhd@yahoo.com



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



## Glimpses of Activities

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





## Glimpses of Activities

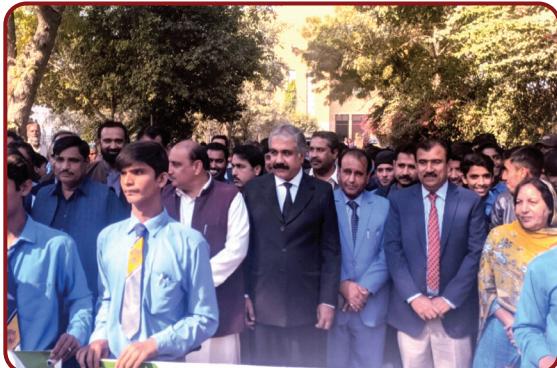
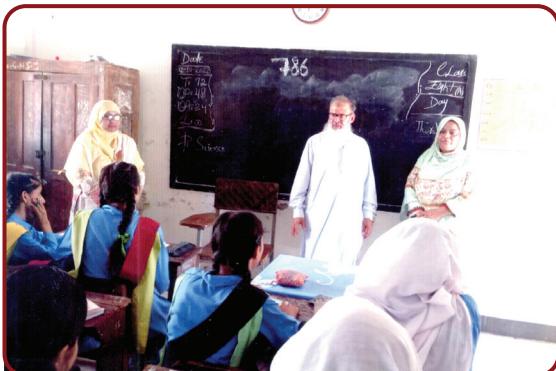
**GLIMPSES OF KHULI KATCHERIES (PUBLIC MEETINGS), SEMINARS & SITE VISITS CONDUCTED BY REGIONAL DIRECTORS IN THEIR RESPECTIVE DISTRICTS**





## Glimpses of Activities

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





## *Selected Decisions*



## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/478/2023/H
<i>Name and address of the complainant:</i>	Suo-Moto
<i>Name of the Agency complained against:</i>	Sindh Education & Literacy Department, Government of Sindh.
<i>Name &amp; Designation of Investigating Officer:</i>	Ms. Rehana Ghulam Ali Memon, Consultant (H)
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali, Advisor-N
<i>Subject:</i>	<b>SUO-MOTO ACTION REGARDING SCHOOL BUILDING RENTED OUT TO TENANTS.</b>

#### **THE COMPLAINT**

The Hon'able Ombudsman Sindh was pleased to take Sou-Moto under Section 9(1) of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date) on the Press Clipping regarding School Building rent out to tenants in daily "Express Tribune" of 12.01.2023. The Suo-Moto case 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) and assigned to Consultant-H on 19.01.2023 for investigation.

#### **HEARING / PROCEEDINGS**

2. In compliance, a surprise site visit of the School was carried out by the Consultant-H alongwith Regional Director Karachi Central and Addl. Private Secretary on 24.01.2023 and met Mr. Khursheed Iqbal, Head Master of Ibrahim Ali Bhai Boys Secondary School whereas Ms. Faiza Baig, Head Mistress, Dastagir-10 Primary School was absent. This was followed by hearing on 26.01.2023 and report by Directorate of School Education, Elementary Secondary & Higher Secondary Education, Karachi Region.

#### **FINDINGS OF THE VISIT / HEARING**

- a) There are two Schools in Federal B. Area No.10 within the same boundary, one is Ebrahim Ali Bhai, Boys Secondary School (SEMIS Code 408140116) under construction and the other is Dastagir No.10 Primary School (SEMIS Code 408140046) and not in Azizabad as mentioned in the Press Clipping. The Boys Secondary school was newly constructed after dismantling the old one.
- b) The Boys Secondary School is being run in the 03 rooms of Dastagir No.10 Primary School without doors and in two rooms in newly constructed Boys Secondary School with 91 children (class-vi=8, class-vii=9, class-viii=15, class-ix=34 and



class- v =25) and 20 teachers including seven newly appointed teachers. The Principal had not bothered to take over the school.

c) The Primary School for boys and girls was renovated by the same contractor but still 04 rooms, including 3 rooms for Boys Secondary School, were without doors.

d) The Primary School had 03 rooms including one very small room of 8'x6' size and one room without door.

e) The Primary School has 40 students in Nursery, KG-I, Class-I, Class-II and Class-III and no student enrolled in class-IV and V. The reason is that parents are reluctant to send their girls' in mixed school and also boys were not enrolled due to shortage of rooms and teachers prior to appointment of new teachers recently.

f) As informed by the Principal, the enrolment of almost 3000 has gone down due to shifting of Katchi abadies because of construction of Lyari Express Way as most of the children were shifted from katchi abadies.

g) The attendance of Boys Secondary School was low against the total enrolled children in the class. Teachers informed that this is because most of the children work and they leave the school early.

h) The Contractor was present at the site and living in one Room of the School and his chowkidars, one for night and other for day were also living in big halls with their families. He also informed that he has kept chowkidars with families in order to avoid any untoward incident. One more chowkidar (s/o one of the chowkidar) was living in a Guard Room on ground floor.

i) As per Contractor he had asked the Education Department to take over the School Building in 2016 after paying his liabilities. He also informed that the scheme has become a non ADP. He said that he will complete the remaining work after receiving his liabilities and hand over the school in 3 months.

j) The Contractor informed that there are two teachers, one Ms. Bushra and other Ms. Rahila, who want to occupy this School and came with Police and Deputy Commissioner of the area and got his staff beaten and took the Building material.

k) In some rooms, the contractor had kept some material other than building material for his other business. On a query regarding the material, he confessed that he was doing some other business from school. Many doors were also locked and he refused to open them.

l) In Primary School, 02 classes were being held in one room causing disturbance for each other. There was no washroom for primary school and no chowkidar, sweeper and peon in the school. They were using Secondary School's washroom and their sweeper too. The teachers demanded more class rooms, chowkidar, peon and sweeper.



The furniture in Primary School was not in good condition. Broken desks were being used by the children.

- m) No Executive Engineer of Education works was posted.
- n) A report was obtained from Superintendent Engineer, Education Works Circle-I and Director School Education (ES&HS), Karachi after the visit in a hearing fixed on 26.01.2023. The representative of Director School Education (ES&HS), Karachi, Mr. Nawaz Ali Shah Jillani, A.D. Legal was unable to submit a proper report and could not indicate why the Boys School was not taken over by concerned D.E.O. and handed over to the Principal. The scheme is under construction since 2010 but the Director School Education informed that they came to know about the scheme through the news in press and now intend to take action against the Contractor. The S.E. Education Works informed that the scheme is one of the unit of umbrella PC-I "Conversion of selected existing schools into Model Schools" (No.186 of ADP-18-19 with 40 units-Phase-I), initiated in 2007 and 01 unit dropped, 01 unit with only Revenue Component and 37 units completed in 2019 except for the unit of Ebrahim Ali Bhai Boys Secondary School.
- o) The revised umbrella scheme was approved at a cost of Rs.1513.440 million including Rs.218.853 million as Revenue component in May-2012 and was completed in the FY 2018-19 at a capital cost of Rs.1282.870 million with saving of Rs.11.717 million against the revised cost of capital work of Rs.1294.587 million. The Education Works Department provided the copy of letter No.CE(E.W)Estt:/2019-20-Kyc-1414 dated 12.12.2019 of the then Chief Engineer addressed to the Deputy Director (Directives), SE&LD enclosing the PC-IV of Scheme including the umbrella PC-I (ADP No.186). Checked from Chief Education, P&D about the receipt of PC-IV on WhatsApp who informed that umbrella scheme was completed in the year 2018-19 but SE&LD had not submitted PC-IV to P&D Department.
- p) In the revised PC-I, the cost of Ebrahim Ali Bhai Boys Secondary School was Rs.38.912 million against which 04 tenders were awarded in 2010, 2012, 2013 & 2016 for total cost of Rs.59.847 million, against which work on 03 tenders costing Rs.48.049 million completed in 2012 & 2015 and Security Deposit was released to the contractor after his acceptance over the bills as per his satisfaction in 2013, 2015 & 2017. Rs.9.304 million was paid to contractor against the 4th tender of Rs.10.070 million hence only Rs.0.766 million was required to be paid to the contractor. Contractor has been paid Rs.57.403 million against the approved revised cost of 38.912 million. An additional Rs.18.491 million (47% over and above the revised cost) has been paid without approval from the competent forum. One needs to ascertain who was responsible for allowing such irregular approval and expenditure.
- q) The Secondary School is almost completed but not taken over by the Education Department as PC-IV has not been submitted by the Education Works Department. The contractor is demanding Rs.42.328 million as against 0.766 million and is not vacating the school premises and doing some other business and has also



kept 03 chowkidars with families illegally without justifying the need for 03 chowkidars when there was no furniture and building material in the premises.

r) The area of the plot of Boys Secondary School is almost one acre and school building is constructed over an area of 17710 sft (Ground floor = 8829 sft, First floor=8881 sft). It has 11 class rooms, 4 labs, 2 lavatory blocks of 4 units, Head Master room, staff room, etc. It is almost completed but due to non-taking over of school since last 06 years it needs cleaning and a little bit external development which can be done by Education Works Department.

### **CONCLUSION**

3. The School was visited on 24.01.2023 and the issue of operationalization of the school was taken up with Director School Education (SE&HS) and S.E. Education Works, Circle-I. As a result the Director on 23.02.2023 submitted a report indicating that the school building has been vacated from illegal persons who were living there and now the school is functional, all the class rooms are opened, furniture provided and teachers engaged / busy imparting the education in 06 classes and legal action has been taken against the contractor by lodging FIR at PS Gulberg Town. The school is now handed over to Head Master. The R.D. Central was asked to check the position narrated by the Director. He informed that 06 classes are being conducted in the school but still the school has to be made fully functional i.e. removing some of material of contractor and carry out some external works.

4. There is a need to know who was responsible for such a delay of six years and the school was occupied by the contractor illegally and children of the area were deprived of the facility. It is apprehended that the school was not taken over either due to negligence of concerned D.E.O. or with connivance of Principal and concerned DEO. As per report of S.E. Education Works, no liabilities are to be paid to the contractor as additional amount of Rs.18.491 million (47% over and above the revised cost) has been paid.

### **RECOMMENDATIONS**

A. In light of the above, an inquiry be conducted by SE&LD and the person responsible be taken to task on:

- i. Why the school was not taken over from the contractor in 2016 by fulfilling all codal formalities and was allowed to be illegally occupied for six years;
- ii. Who gave approval for four tenders for Boys School at cost of Rs.59.847 million against the approved revised cost of Rs.38.912 million;
- iii. Why an additional amount of Rs.18.491 million (47% over and above the approved revised cost) was given to the contractor;

B. The Boys School may be made fully operational after carrying out external development and any important work to be identified by the School administration and removing the contractor's material by Education Works Department and appointing the Executive Engineer.



C. Primary School also be made functional by inserting doors in four classes and replacing the old broken furniture with new.

D. The campaign for increasing the enrollment in Boys Secondary and Primary School should start immediately to utilize the huge school building.

### **ORDER**

5. 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 Secretary to Government of Sindh, School Education & Literacy Department, Karachi to take action on the above Recommendations under intimation to the undersigned inside 60 days.

6. The case is disposed of accordingly.

Given under my hand and seal of office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 7<sup>th</sup> April, 2023



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/3034/2021/F
<i>Name and address of the complainant:</i>	Mst. Naheed Akhter wd/o Imtiaz Ahmed Khan, Qtr. No. B/5, Fire Brigade, Saddar, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Metropolitan Corporation (KMC)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Manzoor Ali Awan, Consultant-F
<i>Subject:</i>	<b>ALLEGED DELAY IN PAYMENT OF SERVICE DUES IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT WHO EXPIRED ON 22-09-2018. NON-APPOINTMENT AGAINST DECEASED QUOTA.</b>

#### **THE COMPLAINT**

Mst. Naheed Akhter in her complaint received on 16.06.2021 stated that her husband namely Mr. Imtiaz Ahmed Khan was working in the Fire Brigade Department, KMC. He expired on 22.09.2018 during his service. She submitted Death Registration Certificate issued by NADRA. She added that she being widow is running from pillar to post for clearance of family pension but so far she has failed to get any response. She further added that as per Government of Sindh order if a Government servant dies during the service, his son, daughter or wife is entitled for appointment against deceased quota according to their qualification. She has applied for the post of Junior Clerk but she has not received any response. She also alleged that she is being pressurized to vacate the official quarter. She, therefore, solicited intervention of this Institution for relief.

2. At the outset the complaint was examined and found that the complainant had finally approached this Institution after the act complained against constituted maladministration on the part of agency in performance of its duties in respect of settlement of the service dues of the husband of complainant. Therefore, remaining mindful about the domain of the Office, 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), to examine that on which ground the ill fated complainant whose husband served the organization and died while serving could be deprived of her legitimate rights.

#### **PROCEEDINGS**

3. The matter was taken up with the Metropolitan Commissioner, KMC, Director (Welfare), Finance & Accounts, KMC and the Chief Officer, Fire Brigade, KMC. The Agency was pursued for grant of relief to the complainant.

4. It was reported by the Director (Welfare), Finance & Accounts, KMC vide his letter dated 03.03.2022 that the following payments have been made to the complainant. Besides, the complainant is also drawing monthly pension at Rs.6,822/-



regularly. The remaining amount of Rs.247,018/- is outstanding due to paucity of funds.

i)	Provident Fund	Rs. 183,980/-
ii)	Group Insurance	Rs. 350,000/-
iii)	Pension Arrears	Rs. 65,819/-

5. The complainant acknowledged having received the above payments but requested for her appointment as per Government policy.

6. The matter was thus pursued with the Senior Director, Human Resources Management (HRM), KMC. It was finally reported by the Director Legal Affairs, HRM, KMC vide his letter dated 11.05.2023 that the complainant has been appointed as Clerk (BPS-11) against deceased quota vide order dated 19.04.2023. The complainant was contacted who confirmed that she has been appointed as Clerk and she has joined the service.

### **FINDINGS**

7. The grievance of the complainant regarding grant of pension and other dues, except payment of gratuity, has been resolved. The complainant has also been appointed as Clerk against deceased quota as per Government policy. The main grievance of complainant thus stood redressed.

### **DECISION**

8. In view of the above, I 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) hereby direct the Director (Welfare), Finance & Accounts, KMC to arrange to make payment of remaining dues to the complainant as early as possible, under intimation to me.

Given under my hand and seal of office



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 04<sup>th</sup> July, 2023



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/4556/2022/N
<i>Name and address of the complainant:</i>	Mr. Shakir Khan S/o. Dilawar Khan, Village Joonia, P.O. Chamhati, District Abbottabad.
<i>Name of the Agency complained against:</i>	1. Inspector General of Prisons & Correction Services, Karachi. 2. Accountant General Sindh, Karachi.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Muhammad Naseer Jamali Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED NON-RESTORATION OF FAMILY PENSION IN RESPECT OF HIS DECEASED FATHER DILAWAR KHAN BEING DISABLED SON.</b>

#### THE COMPLAINT

Mr. Shakir Khan filed a complaint dated 22.08.2022 that his father, Dilawar Khan was retired employee of Sindh Prison Department who died in 2015. The family pension was restored in his mother's name, Anwar Khanum w/o. Dilawar Khan who expired on 31.07.2022. He is disabled person and approached the agency for transfer of family pension in his name being disabled person alongwith all relevant documents but yet not decided. Aggrieved by that, he solicited intervention of this Institution.

#### 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 upto date), subject to submission of mandatory Affidavit on Form "A" and other relevant documents.
3. This office issued notice to the Inspector General Prisons for report vide letter dated 29.08.2022. In response, Superintendent Central Prison Karachi informed vide letter dated 07.09.2022 that the case is being forwarded to A.G. Sindh for further action.
4. The matter was taken up with A.G. Sindh vide letter dated 15.09.2022 for report. In response, Accounts Officer (Pension), A. G. Sindh vide letter dated 26.09.2022 advised to provide following record.
  - i. Application (To be forwarded by concerned department).
  - ii. CNIC (photocopy)
  - iii. Three photographs.
  - iv. Copy of complete Pension Book.
  - v. Online performa with Account No. verified by the Bank Manager.
  - vi. Original pension book alongwith disburser from T.O/DAO/Bank through concerned Accountant General.....
  - vii. Life certificate
  - viii. Copy of legal heirship certificate from Assistant Commissioner/Tehsilder.
  - ix. Copy of Family Registration Certificate (FRC) NADRA.



- x. No-remarriage/No marriage Certificate (issued by union council)
- xi. Non-employment/source of Income Certificate.
- xii. Descriptive roll.
- xiii. Death Certificate of NADRA.
- xiv. The applicant is required to appear before the Verification Officer of this office for personal/physical verification alongwith all original documents.
- xv. Sanction required by Competent Authority for arrears of Family Pension as per FD (PCDC)9/(17)/2019.
- xvi. Current marital status of all daughters.
- xvii. The dependency certificate is required from the concerned D.C. in pursuance of F.D. letter No.FD(PCDC)9/(17)/2019 dated 11.03.2022.

5. The complainant was advised vide letter dated 29.09.2022 to submit all relevant documents for onward transmission to A.G. Sindh. The complainant forwarded the same to A.G. Sindh office and informed this office. The Accounts Officer (Pension),A. G. Sindh informed vide letter dated 11.11.2022 that Disability Certificate of the complainant is forwarded to District Officer, Social Welfare Department Abbottabad for verification.

6. Finally, office of A. G. Sindh, informed vide letter dated 20.12.2022 that family pension of complainant, Shakir Khan is finalized in the payroll system of January 2023 and pension would be credited in his bank account on 1st February 2023.

7. This position was sent to the complainant for rejoinder vide letter dated 23.12.2022 who in response, informed vide letter dated 09.02.2023 that family pension is transferred in his name which started from 01.02.2023.

## **FINDINGS**

8. On the intervention of this Institution, the grievance of the complainant is redressed by the agency.

## **DECISION**

9. 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.



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 24<sup>th</sup> February, 2023



## Selected Decisions

### DECISION

<i>Complaint No.</i>	POS/2751/2020/K-08
<i>Name and address of the complainant:</i>	Mst. Zainab Bibi d/o Muhammad Hayat, C/o. Faisal Kamran S/o. Ghulam Sajjad, Govt. Girls High School, Civil Station, Mahar Colony, District, Mianwali, Punjab.
<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>ALLEGED DELAY IN TRANSFER OF FAMILY PENSION TO THE COMPLAINANT BY A.G, SINDH.</b>

#### THE COMPLAINT

Mst. Zainab Bibi D/o Muhammad Hayat, Retd. Constable Sindh Police r/o. Shahbaz Khel, District Mianwali, filed a complaint on 27.07.2020 regarding alleged delay in transfer of family pension in her favour by A.G, Sindh. She stated therein that her father who was getting the monthly pension after his retirement passed away on 16.12.2016 and unfortunately her mother had passed away before her father's death. Later on her husband also passed away on 11.04.2017. Thereafter, she forwarded required documents to A.G, Sindh on 15.04.2020 requesting for transfer of family pension in her favour but there was no response from his office as yet. Being aggrieved, she therefore, solicited our intervention in the matter.

#### PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended up-to date), and receiving the required documents, report was called from A.G, Sindh vide this office letter dated: 08.09.2023. In response, the Accounts Officer (Pension), Office of A.G, Sindh vide his letter dated: 24.09.2020 informed that the family pension documents of complainant were received in their office and after scrutiny it was observed that following documents are still missing:

- i. Forwarding letter by concerned department.
- ii. No Source of Income Certificate
- iii. Sanction / Permission by Pension Sanctioning Authority as per Finance Department's letter No. FD(PCDC)9(17)2019 dated:16.12.2020.
- iv. DCS / Online Form attested by Bank Manager.

3. Pursuant to the above, the complainant was advised vide this office letter dated: 30.09.2020 to send required documents to the A.G's office. In response, she vide her letter dated: 06.10.2020 furnished the 'No Source of Income Certificate' and



DCS Form attested by Bank Manager which were forwarded to A.G's office. However, for the sanction authority letter of Police Department she requested this office to help her in getting it from them as she was unable to reach them while living in a far flung place. Accordingly, the I.G. Police, Sindh vide this office letter dated: 15.10.2020 was requested to get the sanction authority issued before 26.10.2020. The office of A.G while acknowledging the two documents already sent to them requested this office to advise the complainant to furnish Sanction by Pension Sanctioning Authority. Simultaneously, the A.G's office also asked the AIGP /Logistics to furnish the sanction authority letter to them directly after verifying the eligibility and dependability of family pension on her parents after the death of her spouse.

4. After constant persuasion of the case with A.G, Sindh and IGP Sindh, the sanction authority was issued by SSP City, Karachi which was forwarded to A.G, Sindh vide this office letter 07.03.2022. In response, the Accounts Officer (Pension) vide his letter dated: 21.03.2022 requested this office to advise the complainant to appear in his office for physical verification alongwith No Income Certificate duly signed by grade 17 officer, Legal Heirship Certificate duly signed by the Tehsildar or Assistant Commissioner and Family Registration Certificate. While advising the complainant in terms of aforesaid letter, the A.G, Sindh was requested to exempt her from appearing in his office and instead she may be allowed to appear before District Accounts Officer, Mianwali for physical verification which was accepted by him. Mst. Zainab Bibi was accordingly advised vide this office letter dated: 30.05.2022 who appeared before DAO, Mianwali. As a consequence, copy of verification certificate was received and forwarded to A.G, Sindh vide this office letter dated: 08.06.2022 requesting him to now finalize her case as it is already delayed. In response to that, the Accounts Officer Pension requested this office to advise the complainant to submit dependency certificate issued by concerned Deputy Commissioner as per recent orders of Finance Department. In pursuance she went to the office of Deputy Commissioner Mianwali who advised her to get a letter issued by A.G, Sindh addressed to him. The A.G. Sindh was accordingly requested vide this office letter dated: 18.07.2022. In response, the Accounts Officer (Pension) vide his letter dated: 26.07.2022 requested the Deputy Commissioner, Mianwali for issuance of dependency certificate which was required for grant of family pension to the widow daughter. To expedite that, this office also requested Deputy Commissioner, Mianwali to issue the required certificate in favour of her vide this office letter dated: 03.08.2022, followed by reminder dated: 15.09.2022. Finally the required certificate was issued on 18.10.2022 and directly forwarded to A.G, Sindh and a copy thereof endorsed to us. While forwarding that copy to A.G, Sindh he was requested to personally intervene in the matter and finalize the case latest by 15th November, 2022. Responding to that, the Accounts Officer (Pension) vide letter dated: 17.11.2022 informed that her family pension case has been finalized and all previous payments also processed which would be credited in her account on 1<sup>st</sup> December, 2022. In support thereof, a copy of her Pension Roll Slip for the month of November, 2022 was also enclosed indicating the payment of **Rs.624,375/-** and monthly family pension of **Rs.10,844/-** which was forwarded to Mst. Zainab Bibi vide this office letter dated: 29.11.2022 for her confirmation.



5. While acknowledging the payment of **Rs.624,375/-** and expressing her deep gratitude to this Institution she requested for restoration of commuted portion of pension of her late father from the due date which was taken up with A.G, Sindh vide this office letter dated: 02.01.2023. In response, the Accounts Officer Pension vide his letter dated: 06.01.2023 informed that benefit of restoration of 1/4 the gratuity was already allowed to Pensioner Muhammad Hayat w.e.f.16.03.1991 when he was alive. This letter was forwarded to Mst. Zainab Bibi for her information and rejoinder. Simultaneously, A.G, Sindh was requested to provide evidence regarding restoration of gratuity to this office to satisfy the complainant. In reply, the Accounts Officer pension vide his letter dated: 20.01.2023 forwarded a copy of PPO of late Muhammad Hayat showing the increase in his pension w.e.f.16.03.1991 which was forwarded to the complainant. Responding to that, she once again expressed her gratitude to this office but stated that currently she is getting the family pension amounting to Rs.10,844/- per month but if her father was alive, he would have crossed the age of 90 years, therefore, full pension amounting to Rs.11,250/- P.M. may be granted to her. This request was then passed on to Accounts Officer (Pension) who in response informed that benefit of minimum pension @ Rs.11,250/- is not admissible to her as she is under the age of 75 years. In support thereof, he enclosed the copy of FD's OM No. FD(SR-III)3-230/2013(Prov.) dated:04.07.2018 which stipulates that she would be entitled for the same at the age of 75 years. This report was forwarded to the complainant for seeking her rejoinder. In response, she reiterated her earlier contention that she should be granted minimum pension of Rs.11,250/- P.M. but without providing any supporting document or notification of Finance Department.

### **FINDINGS**

6. With the relentless efforts and constant pursuit of this office, the complainant was able to get family pension of **Rs.10,844/-P.M.** alongwith arrears of **Rs.624,375/-** but her request for enhancement of minimum of family pension to **Rs.11,250/- P.M.** is not admissible considering the Finance Department's notification dated: 04.07.2018 according to which she has to wait till attaining the age of 75 years. At present she is 63 years old as per her CNIC.

### **DECISION**

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

8. This also disposes of her another complaint No.POS/2337/2022/ K-07 filed on the same subject on 26.04.2022.

Given under my hand and seal of office.



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 28<sup>th</sup> March, 2023

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/5183/2022/55/G
<i>Name and address of the complainant:</i>	Mr. Muhammad Tahir Jamil, Ex- Line Guard, C/o Hussain Muhammad, Viyani Villas, Street No.3, Muhammad Khan Road, Memon Society, Lyari, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board (KW&SB)
<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 DELAY IN PAYMENT OF APPROVED AMOUNT OF RS.0.18036 (M) TOWARDS REIMBURSEMENT OF MEDICAL EXPENDITURES.</b>

#### **THE COMPLAINT**

Mr. Tahir Jamil, retired Line Guard, filed a complaint on 20.09.2022 against Karachi Water & Sewerage Board and alleged delay in payment of approved amount of Rs.180,360/- towards reimbursement of medical expenditures for which matter is pending in cheque section. He approached the concerned authorities of KW&SB for redressal of his grievance, but all in vain. Hence, this complaint.

#### **PROCEEDINGS**

2. At the very outset the complaint was examined thoroughly for determination of nature of complaint whether it is a service matter since in such case the jurisdiction of this office is ousted to examine the terms and conditions of the service in view of Section 9(2) of the Act, 1991. However, having found the complaint revolving around mal-administration, therefore, while remaining mindful about domain, 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 Agency.

3. To sort out the matter, the hearing was also fixed on 06.12.2022 and the Agency was instructed to release payment as soon as possible.

4. During the course of investigation, the complainant appeared before the Investigation Officer of this Secretariat on 03.01.2023, and submitted letter of thanks of the date stating therein that the agency on the intervention of this office has resolved his grievance. He requested to close the case.

#### **FINDINGS**

5. The agency did not pay any heed to the grievance of the complainant, until he agitated before this institution. Due to intervention of this office, the complainant's



issue pertaining to his dues amounting to Rs.180,360/- towards reimbursement of medical expenditures was addressed by the agency.

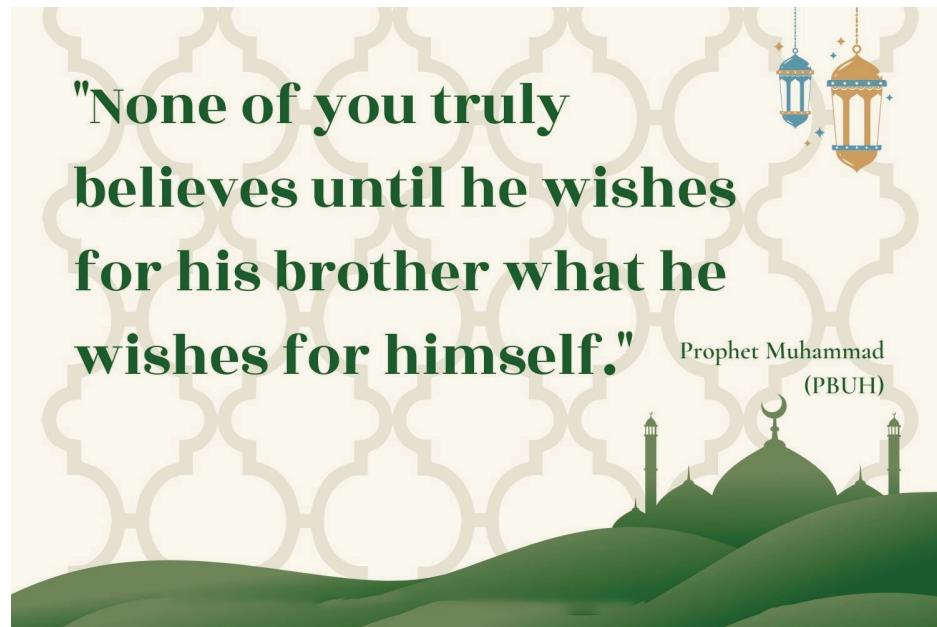
#### **DECISION**

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

Given under my hand and seal of office



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 31<sup>st</sup> March, 2023



## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/1269/2022/DG-I
<i>Name and address of the complainant:</i>	Mr. Muhammad Aslam, House No.15, Block-B, Naval Flats, Agra Taj Colony, Lyari, Mauripur Road, Karachi.
<i>Name of the Agency complained against:</i>	i. Karachi Development Authority (KDA) ii. Sindh Building Control Authority (SBCA)
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Masood Ishrat, Registrar.
<i>Subject:</i>	<b>ALLEGED DELAY IN EXECUTION OF LEASE AND ISSUANCE OF BUILDING PLAN IN RESPECT OF PLOT NO. R-846, SECTOR 31-C-1, KORANGI, KARACHI.</b>

#### **THE COMPLAINT**

Mr. Muhammad Aslam filed complaint on 02.03.2022 stating therein that he had purchased subject plot and got it transferred in his name, however, despite completion of formalities and constant approaches, the Agency failed to execute its lease and to forward the documents to Sindh Building Control Authority for approval of building plan, etc. He, therefore, sought intervention of this institution in the matter.

#### **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 up to date) and matter was taken up with the Agency.
3. In response, the Assistant Director Land (Employees Quota), KDA vide letter dated 31.05.2022 requested to advise the complainant to appear before him to fix the date & time for appearance before the Sub-Registrar concerned for execution of lease.
4. In his subsequent report dated 24.11.2022 the Additional Director Land (Employees Quota), KDA reported that the lease of said plot has been executed on 21.07.2022, whereas after approval of building plan by Land Department, KDA, the case has been referred to Recovery Department, KDA to calculate the dues for payment so that the same may be issued.
5. The complainant vide letter dated 27.12.2022, while confirming execution of lease deed added that documents for approval of building plan have been submitted to SBCA for approval but the same has not been finalized despite receipt of requisite fee and pursuance.
6. The matter was also taken up with the Sindh Building Control Authority. In response, the Director, SBCA, District Korangi, vide letter dated 09.01.2023 reported that the building plan of said plot has been approved on 05.01.2023 and informed the position to the complainant.



7. The complainant vide letter dated 14.01.2023 confirmed redressal of his grievance, extended his thankfulness for providing assistance in the matter and requested to close the case.

#### **DECISION**

8. 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/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 23<sup>rd</sup> January, 2023

## **The Prophet ﷺ said:**

“There is no eemaan (faith) for the  
One who cannot be trusted and there  
Is no religion for the one who does  
Not keep his promise.”

Musnad al – Imaam Ahmad ibn Hanbal 11935

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/42/KHE/18/Adv-Z
<i>Name and address of the complainant:</i>	Mr. Ghulam Sarwar Solangi, House # R-593, Street # 4, Sector 16-A, Bhains Colony Road, Near Matka Pulli, Shah Latif Town, Karachi.
<i>Name of the Agency complained against:</i>	Sindh Building Control Authority
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Fasihuddin Khan, Advisor 'Z'
<i>Subject:</i>	<b><u>ALLEGED INACTION ON THE COMPLAINTS MADE BY THE COMPLAINANT AGAINST A. Y. BUILDERS</u></b>

#### **THE COMPLAINT**

Mr. Ghulam Sarwar Solangi filed his complaint on 31.01.2018 against Sindh Building Control Authority (SBCA) regarding two plots having been booked from A.Y. Builders in the year 2008 in the project Gulshan-e-Ahmed Housing Society, Kalo Kohar, Taluka Thana Bola Khan, District Jamshoro. He had paid Rs.140,000/- for Plots No.931 and 92. Later, the said Builder closed his offices and disappeared. He approached the Regional Director, SBCA, Karachi and submitted his application but the problem remained unresolved. 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 upto date), the matter was taken up with the Director (Design & Complaints), SBCA, Karachi, vide this office letter dated 14.02.2018 for preliminary report. In response, Deputy Director (Design & Complaints-III), SBCA, Karachi, submitted vide letter dated 12.03.2018 that the matter had earlier been sent to SBCA Hyderabad for resolving the complainant's grievance and its present status may be obtained from SBCA Hyderabad. Hence the complaint was referred vide letter dated 12.04.2018 to the Regional Director, SBCA, Hyderabad for his report/comments.

3. Despite three reminders, the Agency did not respond. Therefore, to resolve the matter, hearings were fixed on 05.11.2018 and 11.12.2018. The Deputy Director, SBCA, Hyderabad appeared on 11.12.2018 and he stated that the scheme of Gulshan-e-Ahmed Housing Society was approved by Town Planning Department, Government of Sindh which may be contacted to resolve the matter. After further follow up and protracted correspondence with RD SBCA Hyderabad, Director General, Sehwan Development Authority, Jamshoro and the Director, Town Planning Department, Hyderabad, the complainant appeared on 26.04.2022 and submitted in writing that against an amount of Rs.140,000/- he has received Rs.105,000/- but Rs.35,000/- are still recoverable from M/s. A. Y. Builders. Therefore, he sought the help of this Institution for recovery of remaining amount also. Hence, the matter was



vigorously pursued with the Regional Director, SBCA, Hyderabad. Consequently, the grievance of the complainant was finally resolved as he appeared in this office on 15.02.2023 and submitted in writing stating that his outstanding amount of Rs.35,000/- has also been cleared on 14.02.2023 in the office of the SBCA, Hyderabad by the said Builder. Expressing his gratitude to this Institution he added that he has no more complaint against the Builder. Therefore, being fully satisfied he requested to close this case.

4. Subsequently, the Deputy Director, SBCA, Regional Directorate, Hyderabad, confirmed vide his letter dated 27.03.2023 that the remaining amount of Rs.35,000/- has been paid by the said builder to the complainant who has requested to withdraw his complaint against the sponsor of the said housing scheme.

#### **DECISION**

5. In view of the above, no further action is required in the matter and the complaint is disposed of as redressed.

Given under my hand & seal of the office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 05<sup>th</sup> June, 2023

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS / 6936 / RL-97 (LKA) 2022
<i>Name and address of the complainant:</i>	Mr. Naimatullah Soomro & Others, R/o. Village Ali Muhammad Soomro Arzi Bhutto, Taluka Sijawal Junejo, District Kamber Shahdadkot.
<i>Name of the Agency complained against:</i>	Revenue / Irrigation Department.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Ali Akbar Jagirani, Director, Regional Office Larkana
<i>Vetted by:</i>	Mr. Mukhtiar Hussain Soomro, Advisor (Implementation)
<i>Subject:</i>	<b>DELAY IN REMOVAL OF STAGNANT RAIN WATER FROM LAND OF THE COMPLAINANTS RESULTANTLY THEIR CROPS HAVE BEEN DESTROYED.</b>

#### **THE COMPLAINT**

Complainant Mr. Naimatullah Soomro & others filed complaint on 08.11.2022 against Revenue / Irrigation authorities for alleged delay in removal of stagnant rain water from lands of the complainants resultantly their crops have been destroyed. He prayed for 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 after receiving mandatory documents. The Investigation Officer called for report from the agency and matter remained under hearings on different dates.

3. The Executive Engineer, Drainage Division Larkana vide letter dated 12.12.2022 submitted that the village lands of complainant are situated on North East side of the Ratodero Gawadar Motorway M-8 at a long distance from the SCARP Drain of this Division which is located on other side of the road. He further reported that the rain water from the catchment of the Drains of the said division has been drained out through other drains and area is presently evacuated. Agriculture lands surrounding the SCARP Drains are ready for sowing of Rabbi Crop. He also furnished photographs of the area wherein Crops have been cultivated. Copy of the report was sent to complainant for rejoinder / reply. He appeared on 06.03.2023 and submitted written statement stating therein that due to intervention of this Institution his grievance was redressed, for which he was thankful to this Institution.



## **FINDINGS**

4. Stagnant Rain Water is main problem in the area, however the intervention of this Institution expedited the draining of water from the Agriculture lands and enabled the farmers to cultivate their lands.

## **DECISION**

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

Given under my hand and seal of office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 31<sup>st</sup> March, 2023

### **THE PROPHET MUHAMMAD ﷺ SAID:**

“Beware! Whoever is cruel and harsh to a non-Muslim minority, curtailing their rights, overburdening them, or stealing from them, I will complain [to God] about that person on the Day of Judgment.”

[SOURCE: ABU DAWUD]

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/4651/2020/KC
<i>Name and address of the complainant:</i>	Mr. Irshad Anwar Khan, R/o. H. No. 8, Street No.03, Block-F, Shah Faisal Chowk, Sector 14, Orangi Town, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board
<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>COMPLAINT AGAINST SHORTAGE OF WATER AND SUPPLY OF CONTAMINATED WATER IN BLOCK-F, SECTOR-14, ORANGI TOWN, KARACHI.</b>

#### **THE COMPLAINT**

Mr. Irshad Anwar Khan filed a complaint on 17.11.2020 regarding shortage of water as well as supply of contaminated water in Block-F, Sector 14, Orangi Town, Karachi. He added that he reported the matter to the concerned department, but to no avail. 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) by condoning delay and after submission of mandatory Affidavit on Form 'A' by the complainant, the matter was referred to the Agency. In response, Executive Engineer, KW&SB, Orangi Town, Karachi vide his letter dated 25.02.2021 stated that defective pipeline has been replaced at Disco Pumping Station which resolved the problem of contamination in the said area. He added that water was being supplied in that area after 15 to 20 days due to which smelly water used to come for 10 to 15 minutes, followed by clean water.

3. Executive Engineer, KW&SB, Orangi Town, Karachi vide his subsequent letter dated 25.10.2021 stated that water with low pressure was being supplied from Hub Trunk Main (HTM) after 15 to 20 days which did not reach in Sector 14-F, Orangi Town, Karachi. He added that this matter pertained to Executive Engineer, Hub Trunk Main (HTM) whereas there was no contamination in the area in question.

4. Executive Engineer, (HTM Division), KW&SB vide his letter dated 24.02.2022 interalia stated that HTM Division supplies water to District West, Karachi from Hub Reservoir which gets water from Canal constructed in early 1980 and it was designed for 100 MGD of water, its capacity of supply therefore decreased. He further added that breach in Canal, fault in supply of electricity, digging, construction of roads were the reasons for insufficient supply of water in the said area. He further added that District West is a hilly area at some locations and supply of water to those areas need valve operation which was the prime duty of Distribution staff and officials.



5. The complainant in his rejoinder dated 13.08.2021 interalia reiterated that un-hygienic water is being supplied besides they have provided illegal connections and requested for strict action including registration of FIR against responsible officers/officials of KW&SB.

### **SITE VISIT**

6. To know the ground realities various sectors of Orangi Town, Karachi were inspected on 30.06.2022 alongwith complainant. During this visit number of unattended leakages from water pipe lines were noted in different areas of Orangi Town where water was being supplied. These water leakages are major cause of contamination and also causing serious damages to the road and insanitation in the area. Non repair of water leakages is causing wastage of potable water. Almost all the residents of the area in question complained about illegal water connections, shortage of water and supply of contaminated water in all sectors of Orangi Town.

7. During the visit, complainant also pointed out PVC Pipes which were brought to replace the old chocked water pipe line since last many months but the required work is yet to be done. Executive Engineer (Water), Orangi Town assured to complete the work in the current financial year.

8. After visiting different sectors of Orangi Town, it was noted with great concern that different sectors/divisions are responsible for water supply to Orangi Town. According to their function, Chief Engineer (C.E) Water Trunk Main (WTM) is responsible for Bulk water supply as per requirement of area, M&E Division is responsible for pumping of water to boost pressure, Distribution staff i.e. Executive Engineer & Superintending Engineer (EE&SE) Orangi Town and Chief Engineer are responsible to supervise and ensure distribution of water through existing network of water supply pipe line to the residents of area, as per schedule maintenance of water supply pipeline network, disconnection of illegal water connections, valve operations and timely repair of water leakages under their jurisdiction. Due to lack of coordination between these Divisions/Sectors, the residents of the area are facing shortage of water and supply of contaminated water. All these Sectors are blaming each other and shifting responsibilities to each other. Water supply through WTM after 20 days with low pressure and for short duration are the main causes of complaints regarding shortage of water and contamination in water.

9. To sort out the issue of shortage of water and supply of contaminated water to the residents of Orangi Town, final hearing was held under my Chairmanship on 21.03.2023 which was attended by the concerned senior officers of Karachi Water & Sewerage Board (KW&SB) and Regional Director, POS, Karachi Central. During hearing various short term and long term ways and means were discussed in detail to provide sufficient potable water free from contamination to the residents of the area in question. Chief Engineer, West, KW&SB stated that three decades old system in the area needed replacement and the Managing Director, KW&SB in principle agreed to provide funds upto Rupees 50 million for uplifting the said area in phases.

10. The Chief Engineer was directed to prepare the PC-1 for uplifting the area in phases as well as to constitute a Coordination Committee of Water Board for immediate redressal of grievance of the complainants of Orangi Town.



## **FINDINGS**

11. I have examined the case and noted that :

- i. The complainant as well as other residents of the area in question are facing severe problems due to insufficient supply of water and supply of contaminated water.
- ii. It is the responsibility of KW&SB to provide sufficient / regular / potable / clean water to the residents of the said area.
- iii. Un-attended leakages from Water Supply lines are major reasons of contamination and wastage of huge quantity of potable water. This in-action on the part of concerned staff of KW&SB is causing damages to the roads/in-sanitation in the area and is also a source of breeding of mosquitoes.
- iv. Supply of in-sufficient and contaminated water to the residents of the area in question is due to mismanagement and negligence in performing official duties by the concerned authorities of Karachi Water & Sewerage Board (KW&SB), Orangi Town Division, Karachi which establishes mal-administration.
- v. Due to un-awareness regarding schedule of water supply, the residents often skip to switch on their water motors at the time of supply of water. The schedule of water supply, therefore, needs to be prominently displayed at all Pumping Stations and KW&SB offices of respective areas with date and time.
- vi. Lack of coordination among various Divisions and Sectors viz Chief Engineer, Water Trunk Main (WTM), M&E Division, Executive Engineer (W) and Superintending Engineer, Orangi Town are main reasons of insufficient supply of water, contamination, as well as wastage of potable water in various Sectors of Orangi Town, Karachi.

## **DECISION**

12. Considering the above, I, therefore, 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 upto date) ***direct the Managing Director, Karachi Water & Sewerage Board (KW&SB) to:***

- i. Ensure supply of sufficient and potable drinking water to the residents of the area in question.***
- ii. A committee consisting of the representatives of all the Divisions / Circles should be constituted to monitor the working of the concerned sections on regular basis and ensure uninterrupted supply of water to the residents of Orangi Town.***



iii. **Secretary, Local Government Department, Govt. of Sindh and Chief Secretary Sindh are directed to look into the affairs of Karachi Water & Sewerage Board (KW&SB), set the affairs right in the department to improve working, prevent wastage of potable water and make all out efforts to provide relief to the people.**

13. Compliance must be reported to me **within 90 days**, hereof without fail.
14. This also disposes of Five (05) other identical complaints listed below:-

Sr. No.	Case No.	Complainants' Names & Addresses
1.	POS/1892/2020/KC	Mr. Enayatullah Khan, House No. D-172/C, Sector 13, Block-D, 11 ½ Orangi Town, Karachi.
2.	POS/3380/2021/KC	Mr. Muhammad Waseem, House No.416, Sector 14/C, UC-28, Near Faran High School, Orangi Town, Karachi.
3.	POS/402/2021/KC	Mr. Muhammad Shamim, House No. 716/A, Junaid Nagar, Islam Chowk, Orangi Town 11 ½, Karachi.
4.	POS/366/2021/KC	Syed Muhammad Arif Naseem, House No. D-393, Block-D, Gali No.24, Sector 11 ½, Saleemabad, Orangi Town, Karachi.
5.	POS/1779/2022/KC	Mr. Muhammad Ali, House No. KMC 830, Sector 11A, Street No.2 Mohammad Nagar, Orangi Town, Karachi.

Given under my hand and seal of office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 24<sup>th</sup> May, 2023

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/003/R-Thar/ 2020
<i>Name and address of the complainant:</i>	Mr. Nihal Chand S/o Dino Meghwar, R/o village Gulbani U.C Mithrio Charan Taluka Chachro District Tharparkar.
<i>Name of the Agency complained against:</i>	Local Government Department, Tharparkar.
<i>Name &amp; Designation of Investigating Officer:</i>	Jam Farhad Baig S. Dahar, Regional Director, Tharparkar @ Mithi.
<i>Vetted by:</i>	Syed Qamar Razi Naqvi Consultant -B
<i>Subject:</i>	<b><u>ALLEGED INACTION OF DISTRICT COUNCIL THARPARKAR REGARDING CHANGE OF POSITION OF SOLAR WATER PUMP IN THE MIDDLE OF VILLAGE SO THAT MAJORITY OF VILLAGERS COULD TAKE BENEFIT.</u></b>

#### **THE COMPLAINT**

Mr. Nihal Chand filed a complaint dated 18.02.2020, alleging therein inaction of District Council Tharparkar on his request to change the position of solar Water Pump duly approved vide scheme No. 121. He requested that the said pump should be installed in the middle of village Gulbani so that the majority of villagers could take benefit. He therefore, took recourse of this Institution for redressal of his

#### **PROCEEDINGS**

2. After completion of codal formalities, the complaint was admitted for investigation under section 10 of the Act, 1991 (amended up-to-date) and the matter was taken up with the District Council, Tharparkar. Consequently, the District Engineer, District Council Tharparkar @ Mithi vide report dated 24-02-2020 informed that the plot for construction of the said scheme had been obtained and the selected plot was in the center of the village.

3. The aforsaid report was sent to the complainant for his Rejoinder. Complainant rebutted the report of the Agency and stated that the contents of report were not based on fact. The said plot was not in the center of the village and it could be confirmed from the survey of the village. The concerned authorities were taken on board to resolve the issue. Subsequently, the Chief Officer, District Council Tharparkar @ Mithi vide report dated 02-08-2022 informed that the said scheme has now been completed and the Solar Pump was installed on the plot situated in the middle of the village with the consent of the village people and all villagers including the complainant were getting adequate water from the pump. Complainant also confirmed the report of Agency vide his statement dated 04-08-2022 before the Investigating Officer and requested to close his case.



## **FINDINGS**

4. The grievance of the complainants has been redressed after intervention of this Institution, no further action is called for.

## **DECISION:**

5. The complaint stands disposed of as redressed.

Given under my hand and seal of office.



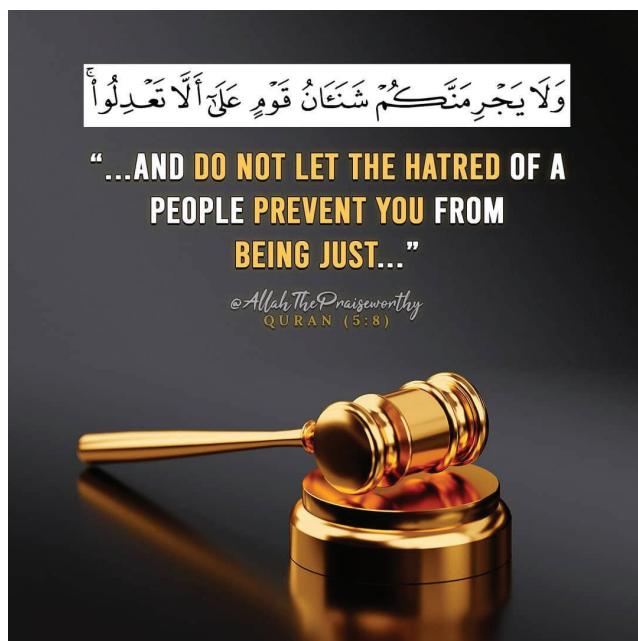
*Sd/-*

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 02<sup>nd</sup> January, 2023



## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/CH/4572/2020
<i>Name and address of the complainant:</i>	Mr. Wali Muhammad Joyo R/o village Kathia, UC Mitho Babar, Taluka K.N Shah, District Dadu.
<i>Name of the Agency complained against:</i>	District Education Officer (Primary) Dadu
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Nadir Ali Jamali, Regional Director, Dadu.
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED CLOSURE OF GOVERNMENT GIRLS PRIMARY SCHOOL AT VILLAGE KATHIA, TALUKA K.N. SHAH.</b>

#### **THE COMPLAINT**

Mr. Wali Muhammad Joyo filed a complaint dated 12.11.2020 wherein he alleged that Government Girls Primary School (GGPS) of his village is non-functional since last one year due to transfer of lady teacher. He approached the agency for posting of teacher but no response received. 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.
3. This office issued notice to the District Education Officer (Primary) Dadu for report vide letter dated 23.02.2021 who in response, informed vide letter dated 24.05.2021 that the girls are getting education in Government Boys Primary School Kathia so that their education does not suffer.
4. The agency report was sent to the complainant for rejoinder vide letter dated 05.07.2021 but he did not respond. Subsequently, the Taluka Education Officer (Female) Primary Khairpur Nathan Shah informed vide letter dated 01.08.2022 that one newly recruited teacher, Ms. Marvi is posted at GGPS Kathia vide order dated 13.06.2022 and she has joined her duty. The complainant was contacted on his given cell No. 0343-1357025 on 03.01.2023 who confirmed that school is functional.
5. In order to confirm on ground position, Regional Director Dadu paid surprise visit of the school on 30.05.2023, confirmed that school is functional with one lady teacher, enrollment of 51 children and enclosed photographs.



## **FINDINGS**

6. The complaint was genuine as the girls were shifted to Boys Primary School Kathia and 02 years grievance of the villagers is redressed on the intervention of this Institution.

## **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 for Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 23<sup>rd</sup> June, 2023

**The Prophet Muhammad  
(peace be upon him) said:  
"Oppression will be a  
darkness on the Day of  
Resurrection."**

Sahih Al-Bukhari, Hadith 3:627

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/3210/2022/27/KHS
<i>Name and address of the complainant:</i>	Syed Raees Haider, G.M. Operation, M/s. Omer Razzak Enterprises (Pvt) Ltd. Off. 17-C, Sunset Lane-4, Phase-II, (Ext) DHA, Karachi.
<i>Name of the Agency complained against:</i>	i) Finance Department ii) Health Department
<i>Name &amp; Designation of Investigating Officer:</i>	Syed Maqsood Haider Director, Regional Office, Karachi (South)
<i>Vetted By:</i>	Mr. Ghulam Abid Shaikh Advisor-K
<i>Subject:</i>	<b><u>ALLEGED DELAY IN PAYMENT OF RS.6.168 MILLION FOR PROVIDING GUARDS TO DR. RUTH K.M. PFAU / CIVIL HOSPITAL FOR THE PERIOD FROM MARCH 2021 TO JUNE, 2021.</u></b>

#### **THE COMPLAINT**

Syed Raees Haider, General Manager Operations, Omer Razzak Enterprises Ltd. filed a complaint dated: 31.05.2022, stating therein that his company had provided service of Security Guards to Dr. Ruth K.M Pfau (Civil Hospital) from September, 2020 to July, 2021 satisfactorily without any complaint through open tender. He alleged that the payment for the period from March, 2021 to June, 2021 amounting to Rs.6.168 Million was not made to his company. He further alleged that he approached the concerned authorities, but no response was given to him despite lapse of one year. He therefore, sought 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) and thereafter matter was taken up with the Secretary, Finance Department and the Secretary, Health Department, Government of Sindh vide letter dated 28.06.2022 for report. The matter remained under correspondence with the agencies concerned and case was heard on different dates. During the course of investigation, the Section Officer (B&E-V), Finance Department, Government of Sindh, vide his letter dated: 28.03.2023 informed that the Health Department vide letter dated: 22.03.2023 has requested to accord permission to clear liabilities of Rs.6.168 Million of M/s. Omer Razzak Enterprises (Pvt.) Ltd. pertaining to the financial years 2020-21 and the Finance Department has accorded permission to clear the said liabilities during current financial year 2022-23 through letter No.FD(B&E-V)7(03)/2021-22 dated: 28.03.2023. Thereafter, the Director Finance (DDO), Dr. Ruth K.M. Pfau / Civil Hospital, Karachi vide letter dated: 14.04.2023 sent two cheques dated: 13.04.2023 each amounting to Rs.1.547 Million and Rs.3.853 Million (after deduction the taxes) to us for onward delivery to the complainant.



3. Later on, the complainant appeared in person on 17.04.2023 before the Investigation Officer and both the above said cheques were delivered to him. He acknowledged receipt of the same vide his application and expressed his gratitude to this Institution. He further requested to close his case.

### **FINDINGS**

4. On the intervention of this Institution, the grievance of the complainant is redressed by the agency. Hence, no further action is required.

### **DECISION**

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

Given under my hand and seal of office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 30<sup>th</sup> May, 2023

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/1935/KE-100/22
<i>Name and address of the complainant:</i>	Mr. Ziauddin Siddiqui & other, M/s. Ultra Fashion Oriental, Plot No. 62, Sector 28, Korangi Industrial Area, Karachi.
<i>Name of the Agency complained against:</i>	Karachi Water & Sewerage Board
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Zamir Ahmad Khan Director, Regional Office, Korangi
<i>Subject:</i>	<b><u>COMPLAINT REGARDING NON-SUPPLY OF WATER FOR THE LAST ONE YEAR AND ISSUANCE OF BILL ON AVERAGE BASIS (CONSUMER NO. KOR-0000705, PLOT NO. 62, SECTOR NO. 28, KORANGI INDUSTRIAL AREA).</u></b>

#### **THE COMPLAINT**

Mr. Ziauddin Siddiqui & others in his complaint dated 15.03.2022 stated that M/s Ultra Fashion Oriental, Korangi Industrial Area, Karachi were facing extreme problem as the water line was damaged/cut off for the last 12 months. According to the complainant, he submitted applications to KW&SB, but there was no response. Water bill was being charged on average basis, despite no supply from water line. Their last bill based on actual water meter reading was of February 2021. Despite payment on regular basis, they were facing acute problem and had to buy water from tankers. Absence of such an important utility was hindering their operations and increasing production cost. He, therefore, solicited our intervention in the matter.

#### **PROCEEDINGS**

2. After admitting the complaint 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, report was called from the Agency. The matter remained under correspondence with the Agency and the complainant. The Investigating Officer, also held couple of hearings with the parties on different dates. Finally, the Executive Engineer, Bin Qasim Town (Water), KW&SB, vide letter dated 02.02.2023 intimated that water supply of the area has been restored.

3. The complainant, vide his rejoinder dated 13.02.2023, confirmed that after waiting for more than one and half year, water supply has restarted. He expressed thanks to this Institution for assistance and taking interest in this matter.



## **FINDING**

4. On the intervention of this Institution, complainant's water connection has been restored which resulted into redressal of the complaint / problem.

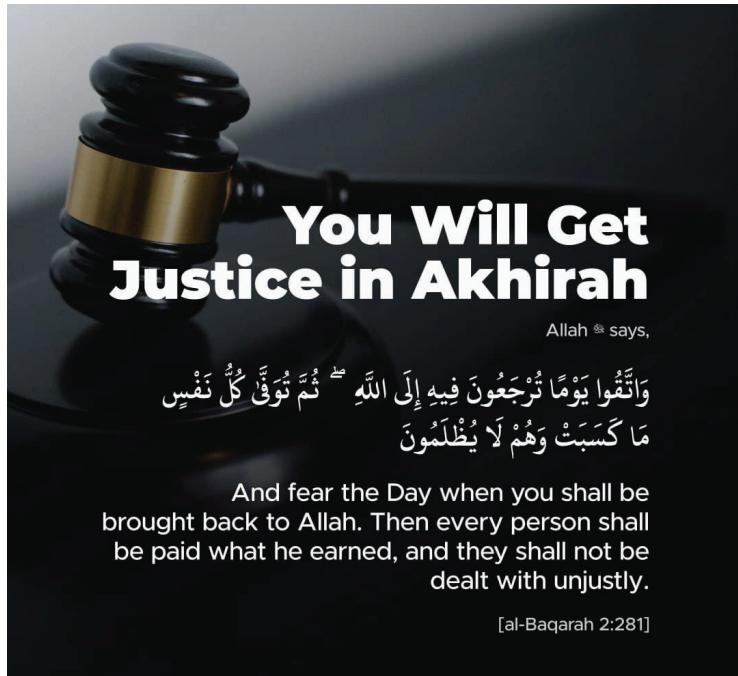
## **CONCLUSION**

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

Given under my hand and seal of the office.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 07<sup>th</sup> August, 2023



**You Will Get Justice in Akhirah**

Allah ﷺ says,

وَاتَّقُوا يَوْمًا تُرْجَعُونَ فِيهِ إِلَى اللَّهِ ثُمَّ تُوَقَّى كُلُّ نَفْسٍ مَا كَسَبَتْ وَهُنْ لَا يُظْلَمُونَ

And fear the Day when you shall be brought back to Allah. Then every person shall be paid what he earned, and they shall not be dealt with unjustly.

[al-Baqarah 2:281]

## **Selected Decisions**



### **DECISION**

<i>Complaint No.</i>	POS/4302/2022/HYD/302
<i>Name and address of the complainant:</i>	Syed Faisal Ali Qadri, Director, Academics Hyderabad, Institute of Arts & Science & Technology (HIAT), Auto Bhan Road, Latifabad, Hyderabad.
<i>Name of the Agency complained against:</i>	University of Sindh, Jamshoro.
<i>Name &amp; Designation of Investigating Officer:</i>	Mr. Abdul Wahab Memon, Consultant Regional Director, Regional Office, Hyderabad.
<i>Vetted by:</i>	Mr. Muhammad Naseer Jamali Advisor-N
<i>Subject:</i>	<b>COMPLAINT AGAINST ALLEGED DELAY IN CONDUCTING 1<sup>ST</sup> SEMESTER EXAMINATION OF UNDER GRADUATE PROGRAM OF BUSINESS ADMINISTRATION.</b>

#### **THE COMPLAINT**

Syed Faisal Ali Qadri, Director Academics HIAST filed a complaint dated 02.08.2022 wherein he alleged delay in conducting 1st semester examination of undergraduate program of Business Administration (26th batch). He stated that HIAST (Hyderabad Institute of Arts Science & Technology) is a private affiliated college with University of Sindh, Jamshoro. The classes of undergraduate program of Business Administration commenced in February 2021, the course study work was completed in June-2021 and 1st semester examinations was due in June/July 2021 but same was conducted in June-2022 (one year later). He approached the Controller of Examinations and Vice Chancellor, University of Sindh, Jamshoro but to no avail. Aggrieved by that, he solicited intervention of this Institution.

#### **PROCEEDINGS**

2. The complaint was admitted for investigation 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.

3. This office issued notice dated 02.09.2022 to the Registrar, University of Sindh, Jamshoro and Controller of Examinations, University of Sindh, Jamshoro for hearing and report. In response, the complainant and Assistant Controller, University of Sindh, Jamshoro appeared before Investigating Officer on 08.09.2022 and submitted report that approximately 30 public/private Colleges/Institutes are affiliated with University of Sindh, Jamshoro in various disciplines, 8 colleges are affiliated in discipline of Business Administration. He added that the first semester examination-2021 of 26th batch of BBA (Hons) was conducted on 07.06.2022. The examination wing issued the circular for submitting examination forms of 2<sup>nd</sup> semester examination 2021 on 13.07.2022 but on request of some college authorities, the date was extended time to time and last date of submission of



examination is fixed 19.09.2022. The delay for conducting examination of 26th batch of BBA (Hons) was due to pandemic COVID-19, the university authority could not conduct examinations of affiliated colleges.

4. The complainant vide rejoinders dated 20.09.2022 and 27.09.2022 was not satisfied and came with fresh averment that the Controller of Examination, University of Sindh, Jamshoro may be directed to conduct the examination of 27th batch simultaneously in order to save their time. Upon that, the Controller of Examination (Semester) University of Sindh, Jamshoro vide counter comments dated 30.09.2022 informed that the University has issued circular for submission of examination forms.

5. The matter remained under lengthy correspondence including various hearings held on 11.10.2022, 31.10.2022, 14.11.2022, 06.12.2022 and 03.01.2023. The Controller of Examinations (Semester) University of Sindh, Jamshoro vide letter dated 11.01.2023 informed that University of Sindh is the examining body of all public and private affiliated colleges as per policy of Higher Education Commission (HEC). The affiliated private colleges have been instructed to follow the policy guidelines of HEC for admissions in the colleges/Institutions.

6. Lastly, the complainant vide statement dated 27.03.2022 submitted that examination was conducted in Dec-2022 and new admission policy of the year 2023 announced in March 2023. Hence, his grievance stands redressed and requested to close the case. He offered thanks to this Institution as the examination of subsequent batch was held in December-2022.

## **FINDINGS**

7. Due to efforts taken by this Institution regarding delay in conducting examination of 26th batch of undergraduate program of BBA, the Registrar, Sindh University, Jamshoro undertook the matter with Vice Chancellor and issue of already admitted students of all private colleges/Institution was resolved.

## **DECISION**

8. 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.



Sd/-  
**(AJAZ ALI KHAN)**  
PAS  
Ombudsman, Sindh  
Karachi, dated; 31<sup>st</sup> May, 2023

## ***Selected Decisions***



### **DECISION**

<i>Complaint No.</i>	POS/CH/5028/2021/RM-71
<i>Name and address of the complainant:</i>	Mr. Jan Muhammad Junejo, Chairman, SMC R/o village Jan Muhammad Junejo, Taluka Sindhri, District Mirpurkhas.
<i>Name of the Agency complained against:</i>	Executive Engineer, Education Works Division, 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 ALLEGED NON-COMPLETION AND POOR QUALITY REPAIR WORKS OF GBPS, JAN MUHAMMAD JUNEJO AND PAYMENT TO THE CONTRACTOR.</b>

#### **THE COMPLAINT**

Mr. Jan Muhammad Junejo filed a complaint dated 21.09.2021 against Education Works Division, Mirpurkhas wherein he alleged that funds were released in 2017 for rehabilitation and repair work of Government Boys Primary School, Jan Muhammad Junejo, Taluka Sindhri. The school is functional with 200 enrolment and no repair work was carried during last 10 years. The Work Order amounting to Rs. 6,598,868/- was issued to the contractor vide letter dated 13.04.2018. The contractor used substandard material in repair and renovation of school building, even he was paid for those works which were still incomplete. He approached the agency 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 up-to date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the Executive Engineer, Education Works Division, Mirpurkhas for report vide letter dated 25.10.2021 who in response, informed vide report dated 04.11.2021 that Govt. Boys Primary School, Jan Muhammad Jeunejo Scheme ADP-164 was approved with the scope of roof construction, boundary wall, repair of lavatory block etc. The scheme was prepared in 2017 and work order issued on 13.04.2018. After satisfactory completion of work, the building was handed over to the department on 15.06.2019. Now, ceiling roof of one old room needs repair / replacement. The complainant contested agency report vide rejoinder dated 08.11.2021 that following works have not yet been completed at site.



- (i) Re-construction of two seated lavatory block.
- (ii) Water supply, sanitary fitting and electric motor.
- (iii) Construction of water Hut.
- (iv) Electrical water Cooler, U.V Water filter and Fiber Glass Tank.

### **SITE VISIT**

5. The Investigation Officer, Mirpurkhas visited site on 09.11.2021 along-with Mr. Faizullah Junejo, Assistant Executive Engineer, Education Works, the contractor and the complainant. The contention of the complainant was found correct as the scheme was not completed as per work order. The contractor assured to complete the remaining works and the complainant also confirmed the same vide his letter dated 15.12.2021. After that, the roof of one class room was again damaged due to sub-standard work. However, during another visit of Regional Director (Ombudsman) Mirpurkhas on 30.05.2023, it was checked & found that the roof was repaired.

6. During visit on 09.11.2021 and 30.11.2021, it was noticed that there were 192 students enrolled in the school and two rooms school building was in-sufficient. The agency informed that Rough Cost Estimate of Rs. 5.611 (M) for construction of additional three class rooms of GBPS, Jan Muhammad Junejo is forwarded to the Deputy Commissioner / Chairman District Oversight Development Committee, Mirpurkhas vide dated 17.03.2022 for consideration in District ADP or through any other program. Accordingly, the Deputy Commissioner, Mirpurkhas was requested vide letter dated 13.05.2022 who responded vide letter dated 04.08.2022 that the matter will be placed before District Oversight Committee, Mirpurkhas. The matter is still under process for consideration as per policy and availability of funds.

### **FINDINGS**

7. The agency had awarded work order of Rs. 6,598,868/- vide dated 13.04.2018 for major repairs of the school building. On complaint, the site was visited and the contractor was paid full amount in 2019 even of in-complete works. Regional Director (Ombudsman) Mirpurkhas visited the said school thrice on 09.11.2021, 30.11.2021 and last on 30.05.2023 and every time, he observed incomplete work and use of substandard material / poor quality work. The Executive Engineer, Education Works Division, Mirpurkhas and education authority which took possession in June-2019 are responsible of mal-administration.

### **DECISION**

8. 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 for Sindh Act-1991 (amended upto date) hereby direct:



- (i) Secretary, School Education Department to initiate disciplinary proceedings against the Executive Engineer, Education Works Division responsible who made full payment to the contractor without completion and poor quality work and concerned officials who took possession of the building on 15.06.2019.
- (ii) Chairman, Enquiries & Anti Corruption Establishment, Government of Sindh is directed to initiate enquiry against all those involved in this mal-administration and corruption in payment to the contractor before satisfactory completion of work and for defective and poor quality construction work and against those involved in taking over defectively constructed school putting the lives of children at risk.
- (iii) Deputy Commissioner, Mirpurkhas to consider the proposal with regard to construction of additional class rooms of GBPS, Jan Muhammad Junejo, taluka Sindhri on priority basis.
- (iv) Compliance report by all concerned to be submitted in 90 days time.

Given under my hand and seal of office.



Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh

Karachi, dated; 19<sup>th</sup> June, 2023



## **Selected Decisions**

### **DECISION**

<i>Complaint No.</i>	POS/1288/2023/KC
<i>Name and address of the complainant:</i>	Mr. Muhammad Owais, R/o. Flat No. D-24, Sharif Nagar Apartment, Block-4, F.B. Area, Karachi.
<i>Name of the Agency complained against:</i>	District Municipal Corporation, Karachi Central.
<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>COMPLAINT REGARDING INACTION ON THE APPLICATIONS MADE FOR REMOVAL OF DUMPSTER PLACED ON COMPLAINANT'S PLOT.</b>

#### **THE COMPLAINT**

Mr. Muhammad Owais, filed a complaint on 16.02.2023 regarding alleged inaction on the applications made for removal of dumpster placed on his Plot No. E-1/94, Moosa Colony, Block-4, Federal 'B' Area, Karachi by District Municipal Corporation (DMC) Central causing problems in the area. He, therefore, solicited our intervention for 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 delay and subject to the submission of Affidavit on Form 'A'. After fulfillment of the required formalities by the complainant, the matter was referred to the agency. In response, Director Operation (FEC), Sindh Solid Waste Management Board (SSWMB) vide his letter dated: 28.04.2023 informed that problem has been resolved. The site was also visited and found that the dumpster was removed.

3. The complainant was contacted on his cell phone on 03.05.2023 who thanked the institution of Provincial Ombudsman Sindh for taking prompt action on his complaint and requested to close the case.

#### **FINDINGS**

4. Intervention of this institution resolved the problems of the complainant. Hence, no further proceeding is required in the matter.

#### **DECISION**

5. In view of the above, the case stands disposed of as redressed.

Given under my hand and seal of office.

Sd/-

**(AJAZ ALI KHAN)**

PAS

Ombudsman, Sindh  
Karachi, dated; 19<sup>th</sup> May, 2023





## *Success Story*



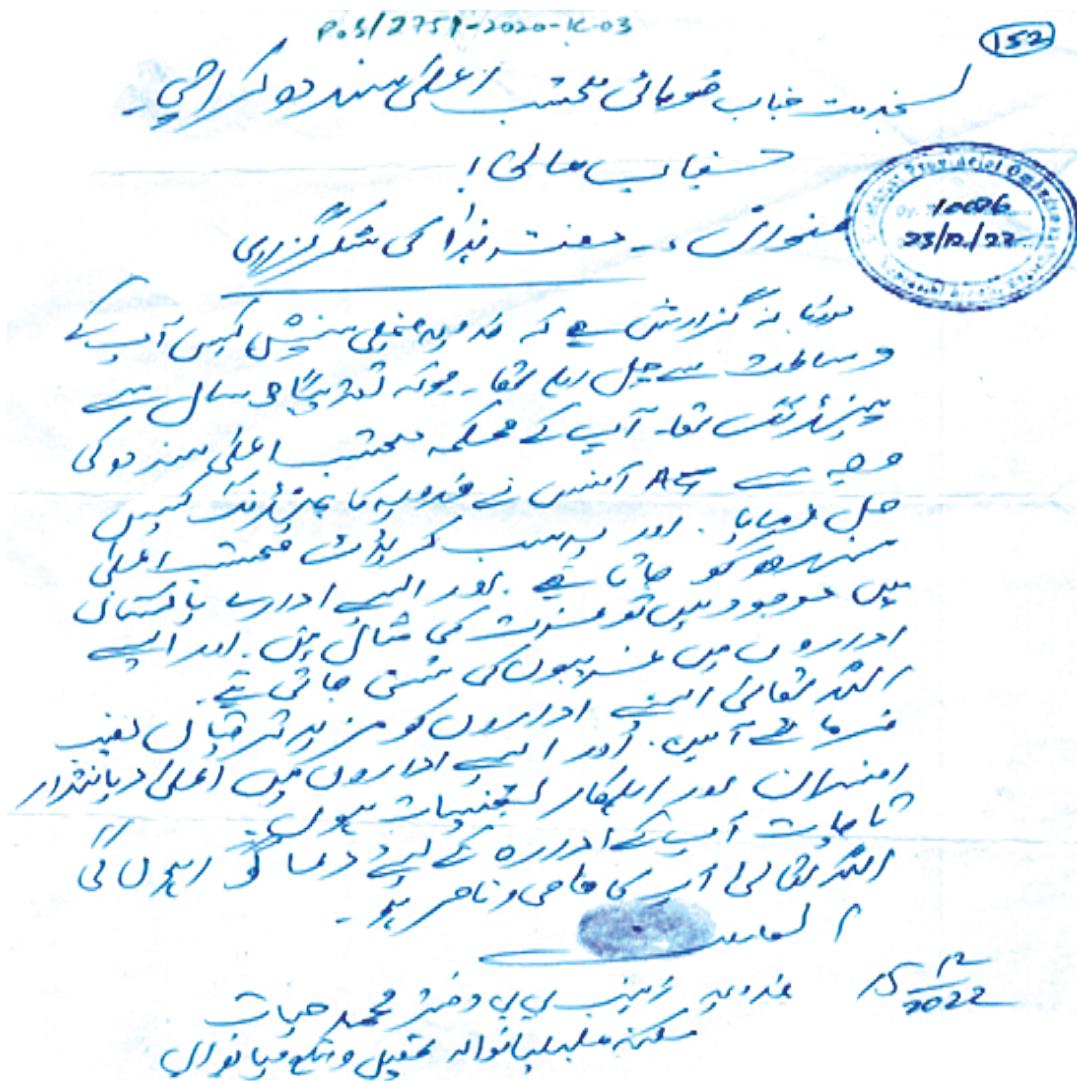
## Success Story



### **ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH, DAUGHTER OF A DECEASED POLICE CONSTABLE RECEIVED FAMILY PENSION AND ITS ARREARS**

Mst. Zainab Bibi D/o Muhammad Hayat, filed a complaint before the Ombudsman Sindh against A.G. Sindh alleging delay in transfer of family pension in her favour. The complaint was admitted and notices were issued to the Agency concerned.

In response, the Agency reported that after completion of all required documents, family pension has been transferred in her name and an amount of Rs.10,844/- p.m. as monthly pension along-with arrears thereof amounting to Rs.624,375/-was credited in her account. The complainant confirmed receipt of payment and also expressed her gratitude for role played by the Ombudsman Institution in resolving her problem.





## Success Story

### **DAUGHTERS OF DECEASED GOVERNMENT EMPLOYEE GET BENEVOLENT FUND AFTER 15 YEARS, ON INTERVENTION OF OMBUDSMAN SINDH**

Miss. Muniza Soomro filed a complaint stating that Benevolent Fund Board, SGA&CD, Karachi, had approved aid out of Benevolent Fund in the year 1995 in respect of her deceased father late Muzaffar Ali Soomro and alleged that aid was not being paid to her and her sister, Miss Mahnaz, since 2007 despite submission of applications to the Agency. Having failed to receive any response, approached the Provincial Ombudsman Sindh to intervene.

The matter was taken up with the concerned authorities in Benevolent Fund Board who called certain documents i.e pension slip, copies of CNICs and No Marriage Certificates of both sisters, which were provided by the complainant. After protracted correspondence, the Agency approved their case and released Rs.361,000/- (Rs.180,500/- each) for the period from 01.09.2007 to 31.01.2023 in favour of both the sisters, after 15 years, through bank advice on 30.03.2023. The lady complainants confirmed credit of amount in their bank account and conveyed their thanks to this institution.



To,

The Manager,  
National Bank of Pakistan,  
Karachi.

**SUBJECT: PAYMENT OF MONTHLY AID OUT OF BENEVOLENT FUND TO THE BENEFICIARIES OF SINDH BENEVOLENT FUND (HO)**

File No: AO(BF)/Payment/DCS/2022-23-A/C#490  
PROVINCIAL BOARD OF MANAGEMENT  
SINDH GOVERNMENT SERVANTS BENEVOLENT FUND  
SERVICES GENERAL ADMINISTRATION &  
CO-ORDINATION DEPARTMENT  
Karachi, dated: 30/3/2023

Please find enclosed herewith Sindh Bank Limited, Court Road Branch bearing cheque no. 36599220 dated 30.03.2023 amounting to Rs. 361,000/- (RUPEE THREE HUNDRED SIXTY-ONE THOUSAND ONLY) on account of monthly aid out of Benevolent Fund for payment to bank account of beneficiaries.

2. It is requested that the amount of Rs. 361,000/- may be transferred to bank accounts as mentioned below:

No. of S.	Name of Beneficiary	CNIC No.	Bank Account No:	Branch	Amount
1	Muniza D/o Muzaffar Ali Soomro	42000-0494542-2	3114345760	Model Br. Clifton	180,500
2	Mahnaz D/o Muzaffar Ali Soomro	43304-0558200-2	3100347623	Model Br. Clifton	180,500
TOTAL Rs.					361,000/-

(RUPEE THREE HUNDRED SIXTY-ONE THOUSAND ONLY)

3. In addition to you are also requested that:
- > After remittance of amount in the relevant bank account numbers, the statement of disbursement may be furnished for reconciliation of accounts.
- > In case of non-remittance, the share of amount of beneficiary may be refunded to Sindh Bank DDO Account through pay order/cross cheque.
- > All concerned beneficiaries may also please be informed accordingly.
- > Please furnish details of dormant/inactive accounts as mentioned in list as provided by this office.

**(MUHAMMED UMER QURESHI)**  
 ACCOUNTANT (SBF)  
 31 MAR 2023  
**CLEARING**

## Success Story



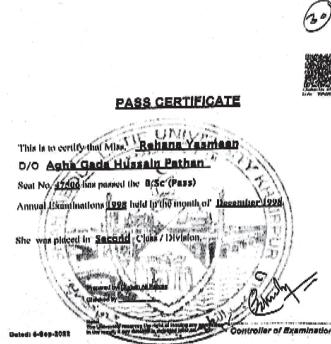
### **LADY COMPLAINANT, AFTER 24 YEARS, RECEIVED HER MARKSHEET AND PASS CERTIFICATE OF B.SC PASSED IN 1998, ON INTERVENTION OF OMBUDSMAN SINDH**

Mst. Rehana Yasmeen D/o Agha Gada Hussain, filed complaint against Shah Abdul Latif University Khairpur, regarding non-issuance of her marks sheet and Certificate of B.Sc passed seat No: 47506 in the year 1998, despite approaching the authorities concerned. Due to non-response by the authorities, she solicited intervention in the matter.

The complaint was admitted and matter was taken up with the university. After vigorous persuasion, Controller of Examination, Shah Abdul Latif University, Khairpur, issued marksheet and B.Sc Certificate to the complainant who confirmed receipt of her documents and thanked the institution.

**SHAH ABDUL LATIF UNIVERSITY  
KHAIRPUR, SINDH, PAKISTAN**

Certificate S. No. 20403  
Book S.No. 208



### **DRAINING OUT STAGNANT RAINY WATER FROM AGRICULTURAL LAND ENABLED THE VILLAGERS TO SOW RABI CROPS, AFTER TIMELY INTERVENTION OF OMBUDSMAN**

Mr. Naimatullah Soomro and others filed complaint alleging failure of the concerned authorities of Irrigation Department and District Administration to remove the stagnant rainwater from their lands, resultantly their crops were destroyed.

The complaint was admitted and notices were issued to the concerned. In response, the Agency reported that stagnant rainy water has been drained out and the Rabi crops could now be sown by the villagers. The complainants confirmed the position by stating that they would now be able cultivate the same and thanked the Ombudsman for his prompt response in resolving their grievance.





## Success Story

### **MEDICAL DISPENSARY BECOME FUNCTIONAL AFTER COMPLETION OF ABANDONED CONSTRUCTION WORK ON INTERVENTION BY OMBUDSMAN SINDH**

Mr. Muhammad Aslam in his complaint stated that construction work of Medical Dispensary at Village Haji Meer Khan Nukruch, Taluka Samaro, was started in 2017-18 but the same has not been completed by the contractor for which complaints were made to the Executive Engineer concerned but all his efforts borne no result, hence requested to intervene.

The complaint was admitted and notice was issued to Executive Engineer Buildings who reported that completion of scheme was delayed due to dispute between two parties on site of the dispensary and sudden death of the contractor in a road accident. He added that rectification of the damages and remaining construction work was got completed by awarding the work to a new contractor and after completion of work, building of the Dispensary handed over to District Health Officer, Umerkot. To verify the facts, the Regional Director, Mirpurkhas, visited the Medical Dispensary and observed that construction works were carried out and dispensary was made functional. The complainant and other villagers appreciated the efforts of this institution to resolve the long pending issue of public importance.



### **SERVICE DUES OF Rs.33,19,234/- PAID TO THE WIDOW OF A DECEASED AFTER INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH**

A complaint was filed by Mst. Shaista widow of Ameer Hassan Khan, Ex-Sub Engineer against Karachi Development Authority (KDA) regarding non-payment of service dues to the legal heirs of her deceased husband who died on 17.07.2014 and solicited intervention.

The complaint was admitted and report was sought from the Director (Finance & Accounts), KDA who reported that an amount of Rs. 878,300/- has been paid to the complainant against leave encashment, funeral charges, group insurance and financial assistance.

The complainant acknowledged receipt of said amount and informed that dues towards arrears of pension, commutation and general provident fund have not been paid by KDA. After due follow up, the Agency reported that remaining payable amount of Rs.3,319,234 / - have also been paid to the complainant.

## Success Story



### **TWELVE HUNDRED (1200) SUBJECT SPECIALIST INTERNEES OF EDUCATION AND LITERACY DEPARTMENT RECEIVED STIPEND OF RS. 864.00 MILLION, ON INTERVENTION OF OMBUDSMAN SINDH**

Ms. Mahnoor D/o Basharat Ali Soomro, Subject Internee of Physics, Government Boys Girls Higher Secondary school, Khudeja, filed complaint alleging inter-alia delay in payment of internship allowance of Rs.60,000/- despite her best efforts and requested to intervene.

NOT NEGOTIABLE		GOVERNMENT OF SINDH	
AC No	3135414	AC Type	PK RSC LTC 100 — Pre-Audit Cheque
Chq No	488459	Dated	14.04.2023
Apartment	Temporary location		
Office of	Hyderabad		
On the State Bank of Pakistan / National Bank of Pakistan			
Pay to	113913 412277807471 A/C No 1139040700146001 A/c 144813		
Rs	SEVEN HUNDRED EIGHTY-THREE THOUSAND FIVE HUNDRED FORTY-EIGHT P		
and charge the same against the account of the Government of Sindh			
N.B. This cheque is current for three months only after the month of issue			
DO NOT WRITE BELOW THIS LINE			
Assistant Accountant General Accounts Officer <b>DISTRICT INVESTIGATION OFFICER HYDERABAD</b>			

The case was admitted and parties were heard. The Section Officer, School Education Department reported that the matter has been referred to Finance Department, Government of Sindh, for release of funds. The matter was also taken up with Finance Department wherefrom it has been reported that "Audit Copy" for release of Rs. 864.00 million on account of payment of stipend to Subject Specialist Internees issued on 02.03.2023.

The complainant appeared before the Investigation Officer and has confirmed receipt of her outstanding stipend of Rs. 733,548/- through cheque dated 14.04.2023 and offered thanks to the institution for intervention, which resulted release of stipend to other Subject Internees of the Province.

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### **KW&SB RESTORED WATER SUPPLY AFTER TWO YEARS ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH**

Dr. Sarah Ijaz Hussain filed complaint against KW&SB regarding non-supply of potable/sweet water for last two years despite payment of water bills. The complaint was admitted and Honorable Ombudsman Sindh instructed the investigating officer to inspect the site. In compliance Regional Director, Karachi East, inspected the site on 04.05.2023 along with Mr. Arif, Executive Engineer (Water) and Mr. Touseef, Assistant Executive Engineer, Jamshed Town, KW&SB to ascertain the facts. During the course of site inspection, the representatives of the Agency assured restoration of water after digging out complainant's water supply service line. Subsequently, Mr. Touseef, AEE, appeared before the Regional Director on 18.05.2023 and informed that water supply to house of the complainant has been restored, which was also confirmed by the complainant.



## Success Story

### **GOVERNMENT DISPENSARY MAROOF RAJAR, TALUKA KHIPRO, DISTRICT SANGHAR, PUT INTO OPERATION AFTER 2 YEARS, ON INTERVENTION OF OMBUDSMAN SINDH**

Mr. Abdul Haque filed a complaint alleging that the Government Dispensary of his village Maroof Rajar, Taluka Khipro had been handed over to Health Department but same was not put into operation due to non-provision of medicines, furniture and staff.

The complaint was admitted and taken up with District Health Officer Sanghar. After protracted correspondence, the DHO reported that furniture and medicines have been supplied to dispensary and staff including one health technician and one lady health visitor have been deputed. To confirm the position, Regional Director, Shaheed Benazirabad visited the said govt. dispensary and found the same in operation and more than 74 patients were enrolled in attendance register.



The complainant also confirmed operationalization of the dispensary after intervention of the Provincial Ombudsman Sindh and expressed thanks for redressing the grievance of such important nature.



### **M/S. OMER RAZZAK ENTERPRISES LTD RECEIVED PAYMENT OF RS.5.400 MILLION FOR PROVIDING GUARDS TO DR. RUTH K.M PFAU CIVIL HOSPITAL, KARACHI, AFTER INTERVENTION BY OMBUDSMAN SINDH**

Syed Raees Haider, General Manager Operations, M/s. Omer Razzak Enterprises Limited filed a complaint against Finance and Health Departments, Government of Sindh alleging delay in payment of Rs.6.168 million for the period from March, 2021 to June, 2021, for providing service of Security Guards to Dr. Ruth K.M PFAU (Civil Hospital), Karachi and solicited intervention. The complaint was admitted and notices were issued to the concerned authorities.

In response, the Agency submitted two cheques on 13.04.2023 each amounting to Rs.1.547 million and Rs.3.853 million (after deduction of taxes), which were handed over to the complainant who acknowledged receipt of the same and also expressed his gratitude for role played by the Ombudsman Institution in resolving the problems.



## Success Story



### **STUDENT OF BSC-II GETS HER RESULT OF ANNUAL EXAMINATION 2019, AFTER TWO ACADEMIC YEARS ON INTERVENTION BY OMBUDSMAN OFFICE**

Ms. Tooba Rehman filed complaint alleging that she was declared absent in papers of Functional Math II & III though she attempted the same in Annual Examination 2019 and had provided evidence in this regard but Shah Abdul Latif University Khairpur failed to rectify the mistake and announced her result. She, therefore, approached the Ombudsman to intervene and save her academic career.



The complaint was admitted and matter was taken up with the Agency. After prolong correspondence with Registrar, Controller of Examinations, and with Vice Chancellor, Shah Abdul Latif University Khairpur it has been reported that after verification from the record of Top Secret Section of Examination Wing, the papers of the complainant were traced out and accordingly her result declared. The marks sheet presented by the University authorities handed over to her guardian Mr. Abdul Mateen Siddiqui, a Retired Professor, who acknowledged receipt of the same.

Though grievance of the complainant has been redressed, but Honorable Ombudsman Sindh directed the Vice Chancellor, Shah Abdul Latif University, Khairpur, to hold an enquiry, fix responsibility and take exemplary disciplinary action against those held responsible for wasting two precious years of a student and also ensure appropriate steps to avoid reoccurrence of such lapses in future.



### **WATER SUPPLY RESTORED IN MUSLIM LEAGUE QUARTERS NAZIMABAD, AFTER INTERVENTION OF OMBUDSMAN**

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

The complaint was admitted and referred to Karachi Water & Sewerage Board for report. In response, the Executive Engineer (Water), Liaquatabad Town reported that supply of potable water in the area has been resolved and has also assured that supply of water would be improved further after laying of six (06) inches dia new water pipe line in the area.

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





## Success Story

### **LADY COMPLAINANT RECEIVED CERTIFIED COPY OF RECORD OF RIGHTS FROM REVENUE DEPARTMENT AFTER INTERVENTION OF OMBUDSMAN SINDH**

The complainant Mst. Zohra Shaheen R/o. Hyderabad requested intervention for issuance of computerized certified copy of record of rights of her plot No.04, S.No.295, Deh Nareja, Taluka Latifabad, which was being unnecessarily delayed by the officials concerned and her efforts proved no result.

The matter was taken up with concerned Revenue Officers and after protracted correspondence and completion of formalities by the complainant, the Agency reported that plot No.4, admeasuring 936 sq. fts, survey No. 295, has been kept in the record of rights in favour of Mst. Zohra Shaheen vide entry No.3926 dated 17.11.2022 in V.F-II of Deh Nareja, Taluka Latifabad, Hyderabad.

The complainant through written statement confirmed redressal of her grievance and submitted copy of Deh Form-II/ certified true copy of record of rights issued in her favour and extended thanks to this institution.

### **WIDOW GETS RS. 1,200,000/- TOWARDS GROUP INSURANCE CLAIM, AFTER FIVE YEARS, ON INTERVENTION OF OMBUDSMAN SINDH**

Mst. Nusrat Zahida wd/o Zahid Hussain, filed a complaint in March, 2023 stating that her husband was Lecturer in Government Elementary College, Sanghar who expired on 30.11.2018 but her claim about grant of group insurance has not been settled despite completion of formalities. Aggrieved by that, she solicited intervention of this Institution.

The complaint was admitted and notices were issued to authorities concerned including Manager Claims, State Life Insurance Corporation of Pakistan, Karachi. In response, it has been reported that claim of the widow complainant has been finalized and cheque dated 25.05.2023 amounting to Rs. 1,200,000/- was delivered to her through Principal, Government Elementary College Sanghar. The complainant confirmed receipt of cheque and thanked the institution.

## Success Story



### **DAMAGED WATER LINE REPLACED AND WATER SUPPLY RESTORED BY MUNICIPAL COMMITTEE, NAWABSHAH, AFTER OMBUDSMAN'S INTERVENTION**

Mr. Muhammad Yaqoob Korai filed a complaint alleging that water supply line was damaged during construction work in Gulshan-e-Shahbaz Colony, Nawabshah, which affected water supply to residents of the area and problem was not resolved despite regular complaints to authorities concerned.

The complaint was admitted and taken up with Chief Municipal Officer, Nawabshah, who reported that the damaged water supply pipe line has been replaced and normal water supply restored to the residents.

On the directives of Honorable Ombudsman, the Regional Director SBA visited the area accompanied with officials of the Agency and residents of the area who confirmed the restoration of water supply and thanked the Ombudsman Sindh institution.



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### **MOTHER RECEIVES FAMILY PENSION OF HER DECEASED SON, POLICE CONSTABLE OF SINDH RESERVE POLICE, ON INTERVENTION OF OMBUDSMAN SINDH**

Mst. Kaz Bano wd/o Naseer Muhammad Rind in her complaint stated that her son namely Ali Asghar was constable in Sindh Reserve Police (SRP), Hyderabad who died during service on 04.02.2009 and family pension was allowed to his widow. She added that widow of her deceased son contracted second marriage in the year 2015, therefore, she being mother had approached the Police Department for transfer of family pension in her favour but there was no response from authorities concerned hence approached the Ombudsman Sindh to intervene.

The complaint was admitted and taken up with concerned authorities. In response, the Superintendent of Police; SRP Hyderabad reported that family pension of deceased constable Ali Asghar has been transferred in favour of the complainant who confirmed and thanked this institution.

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## Success Story

### **PROFESSOR RECEIVED COPY OF OLD RECORD OF 1935 OF CITY SURVEY LARKANA ON DIRECTIVES OF OMBUDSMAN SINDH**

Professor Zahid Hussain Hulio, approached the Ombudsman office for providing assistance in provision of scanned / attested copy of record of the year 1935 in respect of City Survey Sheet No.47, Ward B, City Survey No. 20/6/4, City Larkana as his requests to authorities concerned went in vain.

The complaint was admitted and notice issued to Agency concerned. In response, the City Surveyor Larkana presented required copy of City Survey Sheet No.47, Ward B Larkana Town, which has been handed over to the complainant who in his written statement confirmed receipt of certified copy of required Sheet of City Survey and conveyed his thanks to this institution.



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### **OMBUDSMAN SINDH GOT RESOLVED FOUR YEARS OLD CHRONIC SEWERAGE PROBLEM BEING FACED BY RESIDENTS OF VARIOUS AREAS OF HYDERABAD CITY**

Mr. Muhammad Nasir and others complained about chocked drainage system and overflowing of sewage water on road near Goods Naka, which at one hand made the life of the residents of surrounding areas miserable and on other it was also causing breeding of mosquitoes and spreading of diseases hence requested to intervene.

The complaint was admitted and assigned to Regional Director, Hyderabad who sought reports from authorities concerned. In response, Managing Director, WASA, Hyderabad reported that to control overflow, 25BHP electric motor has been installed and a PC-1 for "Improvement & Enhancement of Sewerage System in Taluka City Hyderabad" costing Rs. 411.93 million prepared and approved to provide permanent sewerage disposal facilities for the areas of Chand Goth, Habib Hotel Road, Raskash Market Area, Shalimar Cinema, Guru Nagar, Qadam-Gah Mola Ali Road and adjacent streets.

After constant follow up the said work was completed and Regional Director Hyderabad visited the area in presence of the Executive Engineer and area residents who while acknowledging redressal of long pending chronic sewerage problem of the area expected that WASA authorities will maintain the same properly, which has been assured by the engineer concerned.



## Success Story

### **WIDOW RECEIVES FAMILY PENSION AND APPOINTMENT AGAINST DECEASED QUOTA AFTER MORE THAN THREE (3) YEARS, ON INTERVENTION BY SINDH OMBUDSMAN**

Mst. Arjumand Naeem filed a complaint stating that her husband Naeem was Gardner in KMC and expired during service due to heart attack on 19.12.2019 and alleged that neither the pensionary benefits have been paid nor she has been appointed against deceased quota despite completion of formalities and submission of repeated applications in this regard and requested to come to her rescue.

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

During proceedings, the Agency reported that pension was sanctioned and an amount of Rs.189,890/-on account of Provident Fund and pension arrears, has been paid to the widow and her case for appointment against deceased quota referred to the Local Government Department, Government of Sindh.

As a result of follow with the concerned authorities, the complainant was appointed as Urdu Typist (BPS-07) in KMC. She confirmed sanction of family pension and her appointment against deceased quota and also acknowledged the efforts of this Institution to resolve her grievances.

### **ISSUE OF WATER SUPPLY RESOLVED IN VILLAGE MASHAIKH, SITE AREA, SUKKUR, ON INTERVENTION OF THIS INSTITUTION**

Mr. Liaquat Ali Dreho, in his complaint *inter-alia* alleged that due to non-repair of motor of water pump of water supply in village Mashaikh, SITE Area, Sukkur, residents have been deprived of the facility of water since long and, therefore, requested to take immediate action.

The complaint was admitted and matter was taken up with the Executive Engineer, Public Health Engineering Department, Sukkur. In response, the said officer reported that the motor of water pump has been made functional and damaged water supply pipe line also got repaired by the Municipal Corporation, Sukkur.

To check out the ground reality, the Investigation Officer visited the site accompanied with Sub-Engineer, Municipal Corporation, Sukkur and the complainant found that the motor of water pump was functional, besides, three other alternate motors, in case of any fault, were also available to regulate water supply in time. The complainant appreciated the prompt intervention for redressal of the grievance of the villagers.

دھرمندھر، سندھ اونڈسمن،  
لائبریری فارم، سندھ اونڈسمن  
کراچی۔  
جناب الی.  
مہر اکتوبر ۲۰۲۳ء کے موسم میں بھارت کے پسل و کرم اور کی انٹلی جوتے تھے۔  
کیونکہ اس نے اپنے کام کی طرح بھروسہ لے جاتا رہا ہے۔ اس کا حصہ بھل  
کیا گی۔ مطابق، میں۔  
بادشاہی اسلامیہ کا ایک سارے میں ایک جو دل سے طرفہ رہا۔

1-6-2023



## **Success Story**

### **WIDOWER GETS PENSION AND SERVICE DUES OF HIS DECEASED WIFE AFTER TEN YEARS OF HER DEATH, ON INTERVENTION OF OMBUDSMAN**

Mr. Mumtaz Ali Jatoi, R/o. District Shaheed Benazirabad, filed a complaint stating that his wife Jannat Khatoon, Staff Nurse, Taluka Hospital, Sakrand was passed away during service and his requests for grant of family pension and admissible pensionary benefits borne no result despite his approaching to all the concerned authorities. He, therefore, solicited intervention in the matter.

The complaint was admitted and matter was taken up with all the concerned departments. In response, Additional District Accounts Officer, Shaheed Benazirabad reported that wife of the complainant was Staff Nurse and an employee of Sindh Employees Social Security Institute (SESSI) and posted on deputation basis at Taluka Hospital Sakrand with effect from 05.01.2008, therefore, the case was returned being not an employee of Government of Sindh. Health Department while forwarding the Pension papers of Late Jannat Khatoon to Director Administration (Medical), SESSI for further action, being originally their employee, also made a reference to the Regulation Wing of Finance Department wherefrom it has been advised that in pursuance of Rule 2.2 of West Pakistan Civil Services Pension Rules, 1963 read with the Sindh Liberalized Pension Rule 1977, Finance Department agrees to allow counting of previous service rendered by deceased Jannat Khatoon, Ex-Staff Nurse, Taluka Hospital Sakrand, as Staff Nurse, in Sindh Employees Social Security Institute Hyderabad (SESSI) with effect from 07.09.1998 to 27.08.2007, towards pension, subject to condition that her pension share for the said period will be recovered by the Administrative Department, from the quarter concerned and deposit the same in the relevant Head of Account of Government of Sindh.

Subsequently, Finance Department through another letter advised the Health Department to initiate pension papers of Late Jannat Khatoon at its own level whereas Director Administration (Medical) SESSI reported that the pension contribution of the incumbent amounting to Rs.202,379/- has been sanctioned by the competent authority. After follow up, Secretary, Health Department forwarded the pension papers to District Accounts Office, Shaheed Benazirabad for payment to the complainant and finally the complainant received payment of family pension of Rs.15,653/- p.m. along-with gratuity of amounting to Rs.1,481,786/-.





## Success Story

### **WIDOW GETS FAMILY PENSION AND APPOINTMENT AGAINST DECEASED QUOTA AFTER FOUR YEARS OF DEATH OF HER HUSBAND ON DIRECTIVES OF OMBUDSMAN**

Mst. Naheed Akhter filed a complaint stating that her husband Imtiaz Ahmed was working in Fire Brigade Department, KMC and expired during service on 22.09.2018 and since after she has been running pillar to post for grant of family pension and her appointment against deceased quota as per Government policy.

The complaint was admitted and taken up with KMC authorities. After vigorous follow up, the Agency reported that pension has been sanctioned and an amount of Rs. 599,799/- paid to the complainant, besides her appointment as Clerk (BPS-11) against deceased quota. The complainant confirmed sanction of family pension and her appointment against deceased quota.



**KARACHI METROPOLITAN CORPORATION  
HUMAN RESOURCE MANAGEMENT DEPARTMENT**

MC Old Building M A Jinnah Road, Karachi. OFF # 021-9216723, 99216726.

No: Sr. Dir(HRM)/Dir(Rcrt)/KMC/2023/ ۱۷۰۴۷۲

Dated: 17/04/2023

**RE:AD:**

1. Government Notification No. SOHUS&DA/03-302 Dated: 16/7/2011.
2. Government Notification No. SOHUS&DA/03-302/R Dated: 12/01/2016.
3. Advertisement for calling application in daily Newspaper dated: 03-05-2020.
4. Interview held on 03-05-2020.
5. Interview held on 04-05-2020.
6. Government Letter No. BOV/L/09/12-65/2022 dated: 19th December, 2022
7. Approval of the Competent Authority i.e. Administrator, KMC.

**ORDER:**

On the recommendation of Selection Board / Committee and with the approval of the Competent Authority, Administrator, KMC, Mr. Naheed Akhter & D/O/P/WHO Imtiaz Ahmed Khan I/o CNIC No.43391-063043-4 is hereby appointed as Clerk (BPS-11) on Contract Basis (1800/-) in Fire Brigade Department, Karachi, against Deceased Quota Basis with pay & allowances administered by the Director, Human Resource Management Department, KMC. He/She will be liable to serve in place of Deceased Employee namely Imtiaz Ahmed Khan S/o. D/o. W/HO. I/o. CNIC No. 43391-0734299-5 having address: No. 661/6, Firdaus, 9th Dist. In Sector Fire Station F-10, KMC on Contract Basis for a period of two years as per rules.

2. He/ She will get initial pay of Rs.1800/- (1800/-) plus other allowances payable under the Rules.
3. He/ She has to join duty at his/ her own expense within fifteen (15) days of his/ her appointment.
4. He/ She has to produce Medical Fitness Certificate, issued by Medical Board of KMC and Character Certificate from concerned Police Station alongwith joining report.
5. Total duration of service will be two years from date of joining till age limit as per rules.
6. In case he/ she wishes to resign at any time, he/ she will have to serve one month Notice in advance and will be paid (01) one month of substantive pay alongwith his/ her dues.
7. He/ She has to submit joining report and other documents relating all service matters as notified / prescribed by the Government of Sindh for the category of Council Employees / Municipal Servants to which he/ she belongs.

If he / she accepts the appointment on these conditions, he/she should submit joining report to the respective Head of Department i.e. Senior Director / Director, Fire Brigade Department, KMC on a Stamp Paper and produce original relevant documents in connection with his/ her qualification, Medical Fitness Certificate, character certificate, which allow him / her to join the service.

The appointment will be cancelled, if he/ she is received within fifteen (15) days of his/ her date of joining if he/ she fails to produce original relevant documents and other report.

If he / she fails to join the service within fifteen (15) days of his/ her date of joining, he/ she will be liable to pay the stipulated amount of salary for the aforesaid period and if he/ she fails to join on verification of documents and other report.

Director  
Human Resources Management KMC

Macquarie Field Office, Mst. Naheed Akhter  
I/o D/o. W/HO. Imtiaz Ahmed Khan

Copy for Information to (s) the:

1. Administrator, KMC.
2. Medical Board, KMC.
3. Financial Advisor, KMC.
4. Personnel Advisor, KMC.
5. Senior Director (P&A) KMC.
6. Director Medical Service, KMC.
7. Deputy Computer (Pay Roll) LT, KMC.
8. Asst. Director Local Panel Audit, KMC

.....

.....

.....

### **ON INTERVENTION OF OMBUDSMAN SINDH CANDIDATE APPOINTED AS POLICE CONSTABLE**

Syed Muhammad Shah, filed a complaint stating that he had applied for his appointment as Police Constable in Sindh Police and cleared the test, however, his name was included in the list of District West, Karachi instead of District Central, Karachi, therefore, he was not appointed as more marks were required in the test by the candidates of District West, Karachi, to qualify for appointment. He, therefore, requested to intervene.

The matter was taken up with the Inspector General of Police, Sindh, Karachi. In response, ADIGP – Establishment, Office of the Additional Inspector General of Police, Karachi Range, reported that a Redressal Committee had been constituted under the Chairmanship of ADIGP, Karachi Range and the case of complainant was under review before the said committee and its findings would be sent to Sindh Police Recruitment Board (SRB) for further action. After constant persuasion, the complainant submitted in writing that due to intervention of Ombudsman office, he has appointed as Police Constable (BPS-05) in Sindh Police and also thanked this institution.



## Success Story

### **WATER SUPPLY SCHEME FOR MODEL TOWN PHASE-I, SANGHAR COMPLETED AND ISSUE OF WATER SUPPLY TO RESIDENTS RESOLVED AFTER ACTION BY OMBUDSMAN OFFICE**

Mr. Hamadullah through online complaint alleged about non-availability of potable water for the residents of Model Town Phase-I Sanghar and inaction on the applications made to Municipal Authorities for the purpose. Having failed to get any positive result, requested intervention of Ombudsman Institution.

The complaint was admitted and referred to authorities concerned. In response, the Agency reported that grievance of the complainant and other residents of Phase-I, Model Town, Sanghar has been resolved by laying new water supply line.

The Regional Director, SBA along with XEN, Public Health Engineering, Sanghar and other officials visited the site in presence of people of the area who confirmed start of supply of drinking water in the area after intervention of Ombudsman Institution and expressed their thankfulness.



### **COMMUTED PORTION OF THE PENSION OF COMPLAINANT'S WIFE RESTORED, ON INTERVENTION OF OMBUDSMAN SINDH**

Mr. Munawar Hussain, widower of Najma Ahmed, retired School Teacher r/o Chak 92, District, Sargodha, filed complaint stating that his wife retired from service on attaining the superannuation age on 29.12.1998 and after her death on 02.06.2011 family pension was transferred in his favour but alleged about the delay in restoration of commuted portion of pension of his wife by the office of A.G. Sindh despite his several approaches. Having not received any response, he requested the Ombudsman Sindh to intervene.

After admitting the complaint, the matter was taken up with A.G. Sindh. In response, Accounts Officer (Pension), Office of A.G. Sindh, reported that the complainant was required to provide copy of his PPO and 'Life Certificate' and has to appear in his office for his personal verification / identification. The complainant acted upon advice of the Agency and completed the formalities. Thereafter, the Accounts Officer Pension reported that the commuted pension of the complainant's wife has been restored and arrears thereof amounting to Rs.626,808/- have been allowed to the pensioner, who also confirmed the same and extended his gratitude for resolving his long outstanding problem.



## *Public Acknowledgements*



## Public Acknowledgements



To,

THE LEARNED REGIONAL DIRECTOR,  
PROVINCIAL OMBUDSMAN (MOHTASIB) SINH  
REGIONAL OFFICE,  
JACOBABAD.



SUBJECT: **COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF DUES  
TOWARDS COMMUTATION OF THE COMPLAINANT WHO RETIRED  
FROM SERVICE IN JUNE, 2021, ETC. REQUEST FOR  
INTERVENTION.**

R/Sir,

I the complainant namely Wahid Bux S/o Rasool Bux Soomro do hereby stated that my present case is pending in your good office bearing case No: POS/5649/ROJ-127(JBD)/2022 against District Accounts Officer, Jacobabad regarding the above mentioned purpose. It is further stated that my required grievances as mentioned by me in my complaint dated: 08-09-2022 have now been redressed away by the District Accounts Officer, Jacobabad due to intervention and sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad and for which I am very thankful to Mr. Zahid Hussain Buriro Sahab as my work was resolved in a few months.

Further, now I do not want any further probe against the concerned authorities, as justice have now been provided to me due to sincerer efforts taken by Mr. Zahid Hussain Buriro Sahab and request to close my instant case in the interest of justice. Photostat copy of my CNIC is also attached herewith.

Yours Most Obediently

(WAHID BUX SOOMRO)

Dated: 11/05/2023

Postal Address:

R/o Near Rifle Naka, Muhalla First Family Line, Jacobabad.

To,

The Regional Director,  
Provincial Ombudsman (Mohtasib),  
Ghotki.

Inward No: 844  
Date: 01/06/23  
Regional Director  
Provincial Ombudsman Sindh  
District Ghotki

Subject:-

**LETTER OF THANKS.**

Respected Sir,

POS/4324/GTK-100/2023

This is with reference to my complaint regarding non-payment of self commutation during Khuli Katcheheri in District Accounts Office, Ghotki at Mirpur Mathelo on 30.05.2023.

In this connection, I would like to inform you that payment of Rs.6,131,069.00 on account of self commutation payment have been transferred to my account. Now I am able to treatment of my both knees.

I am very highly thankful of your institution for providing prompt help in redressal of my grievances.

Thanks.

Dated: 01.06.2023

Yours Sincerely

Zafar Ahmed Pathan,  
(Retired HST)  
(Government DAV High School Ghotki)  
(Cell No. 0334-2598771)



## Public Acknowledgements



Established by  
MSK Society for Advancement of Learning  
*2258*  
Date: 02-04-28  
External Office Hyderabad

Hyderabad Institute of  
Arts, Science & Technology

Pos/4302/2022/H40/302



HiAST/Reg/E-46/23  
27th March, 2023

### STATEMENT

With the painstaking commendable efforts of Regional Director (Mohtasib), Hyderabad, the Office of the Vice Chancellor, University of Sindh, conceded to the directives of the former and announced Admission Session -2022 in August, eight months late. As per regular practice the admissions are announced in November-December each year and Classes conducted in January-February following year. This resulted in lodging the referred complain and with the efforts of Regional Director (Ombudsman), Hyderabad, the examinations were conducted in December, 2022, and admissions policy for the year 2023, announced in March 2023.

All private institutes / colleges owe their gratitude to the Office of Regional Director (Ombudsman), Hyderabad for the patient hearing of our case, we hold them in high esteem.

We once again express our profound respect and thanks to the Ombudsman's institution for their relentless pursuit to address public issues.

The above discussed matter has now been resolved, therefore, the Institute requests for closing of the case.

Director Academics

Autobahn, Latifabad 2, Hyderabad, Sindh, Pakistan, Ph+92-321472-4, Fax+92-22-321471  
URL [www.hias.edu.pk](http://www.hias.edu.pk) email [info@hias.edu.pk](mailto:info@hias.edu.pk)

**Faheem Ali Khokhar**  
Mobile: 0305-3005849 Email: [khokhar.faheem@gmail.com](mailto:khokhar.faheem@gmail.com)

August 07, 2023

**Regional Director,**  
Provincial Ombudsman Sindh, Sukkur  
Bungalow No. A38-39,  
Friends Cooperative Housing Society,  
Yousuf Masjid, Shikarpur Road,  
Sukkur.  
Contact: 071-5807100



Sub: Heartfelt Gratitude for Resolving the Long Pending Matter of BBA Pass Degree Issuance for Faheem Ali Khokhar

Dear Sir,

I hope this letter finds you in the best of health and spirits. I am writing to express my deepest gratitude for the successful resolution of the long-standing issue concerning the issuance of the 2 Years BBA Pass degree in favor of Faheem Ali Khokhar. Your relentless efforts and dedication in addressing this matter have not only brought immense relief, but have also reinstated our faith in the efficacy of the Provincial Ombudsman Sindh System.

I would also like to acknowledge the professionalism and empathy demonstrated by your entire team throughout this process. Their dedication to ensuring that justice was served has left an indelible mark on us, and we are truly grateful for their efforts.

Once again, please accept my heartfelt thanks for your instrumental role in resolving the matter. Your commitment to upholding justice and fairness is an inspiration to us all. We hope that your esteemed office continues to flourish in its endeavors to make our society a more just and equitable place.

With warm regards and utmost respect.

Sincerely,

Faheem Ali Khokhar  
Cell: +92 305 3005849

## Public Acknowledgements



DATED: 17.07.2023



The Honourable Ombudsman Sindh,  
Karachi.

SUBJECT: LETTER OF THANKS.

Reference: POS/7416/2022/DG-I

I am extremely grateful to the institution of the Ombudsman Sindh and Specially Mr. Jalaluddin Mahar, Director General-I for taking prompt action in the matter due to which the Karachi Development Authority found no alternative, but to resolve the issue to the entire satisfaction of the undersigned.

2. There is no iota of doubt to say that office of the Provincial Ombudsman is a divine blessing for those people who have certain grievance against provincial government departments. It further requested that further proceedings in the matter may be dropped and closed the case.

Thanking you in anticipation.

**Yours Truly,**

Rana Muhammad Rafiq  
17/07/23

House No. 1448-E St-17, LAC-II,  
Mehmoodabad No.6,  
Karachi.  
Cell No. 0333-2393418

Dated: 30.09.23



To,  
The Honorable Ombudsman (Mohtasib) Sind  
Secretariat Provincial Ombudsman Sind  
Shahrah-e-Kamal Ataturk  
Karachi Sind.

Subject: LONG PENDING MUTATION REQUEST SINCE 05.10.2021 AT KDA.

Dear Sir,

It is with reference to your correspondence No. POS/3136/2023/DG-I Dated: 12.05.2023 and my online complaint Dated: 12.04.2023.

My faith and trust really enhanced that HONESTY IS REALLY EXIST SOME WHERE IN THE CURRENT SCENAORIO OF THE CORRUPT SYSTEM”.

Due to your timely interaction and close monitoring my long pending request has been entertained by KDA and mutated the said property in my name as requested.

I would also like to present my special thanks, gratitude and appreciation to you and your department that at least there is one department who stand alone against the whole corrupt system of society.

It is further submitted in your good office that kindly closed the long pending matter as the same has been entertained and Done the KDA.

Jazakaullah Khair,

**Yours Truly,**

Yousuf Ghouri  
H.No. D-21 Block "B"  
North Nazimbad Karachi.  
42101-1929788-7  
0332-2971128.

CC To.: Assistant Director Land Department North Nizamabad Land Management KDA.

ENCL: LETTER OF MUTATION ORDER DT. 08.09.2023  
COPY OF YOUR LETTER DT. 27.09.2023 FOR READY REFERENCE



## Public Acknowledgements

### APPLICATION IN RESPECT OF MR. SHAKIR KHAN SON OF DILAWAR KHAN (LATE) FOR GRANT OF FAMILY PENSION (DISABLE PERSON)

Dated: February, 09<sup>th</sup>, 2023

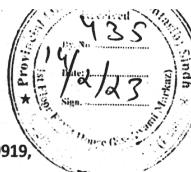
To: SECRETARIAT  
PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH (KARACHI)

Subject: GRANT OF FAMILY PENSION IN RESPECT OF MR. SAKIR KHAN SON OF DILAWAR KHAN BEING A DISABLE SON AS FATHER AND MOTHER PASSED AWAY

1. It is stated that my father named Mr. Dilawar Khan were served as a constable in Sindh Prison Police department and died on **05 October 2015**, the same family pension transfer to my mother Mst. Anwar Khanum after death of my mother. The same case takeup to authority concerned.
2. Therefore, the family pension has been transfer to son named Mr. Shakir Khan S/O Dilawar Khan (Late) and started with effect from **01 February 2023**, please.

Mr. Shakir Khan S/O Dilawar Khan (Late)  
CNIC No :13101-5457013-5  
Village: Joonia, P/O: Chamhatti,  
Tehsil & District: Abbottabad  
Mobile No: 0342-9537015  
0302-5635015

**ULTRA FASHION ORIENTAL**  
PLOT # 62 SECTOR 28, KORANGI INDUSTRIAL AREA,  
KARACHI – PAKISTAN  
TEL NO (92-21) 35123206 CELL#:0300-2410040 0300-2059919,  
EMAIL: [mfaisal.siddiqui@gmail.com](mailto:mfaisal.siddiqui@gmail.com)



Date: 13/02/2023

To,  
Regional Director / Sub Registrar  
Karachi East  
Mohtasab-e-Aala Provincial,  
Mr. Abdul Kareem.

Subject: Reply to letter No. POS/1935/KE-100/22 (513) dated 31/1/2023 for reinstating of water line at ULTRA FASHION ORIENTAL PLOT # 62 SECTOR 28, KORANGI INDUSTRIAL AREA, KARACHI.

Dear Sir,  
We are really grateful to inform you that after waiting for more than one and half year our water line has got reinstated. Thank you for showing your involvement and taking interest in this matter. In addition to this if incase we face any issue in regards to this water pipeline we may contact you again.

May Allah help those who help in prospering Pakistan.

Thanking you,  
For ULTRA FASHION ORIENTAL  
Ziauddin Siddiqui  
Faisal Siddiqui.

## Public Acknowledgements



To,

The Assistant-I  
Registrar  
Provincial Ombudsman  
District East, Karachi



**SUBJECT: ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 13/1/2022**

Reference: letter No.: POS/5218/KE/292/2022-2235 dated 30/5/2023

Respected Sir,

I have the honor to submit that as my complain resolve and all dues cleared by DHO Korangi and my pension paper submit in AG Sindh Karachi for further process

This is for your kind information

Thanking You,

Yours Sincerely,

*Pervez Murtaza*  
**(PERVEZ MURTAZA)**  
Rtd. Dental Assistant  
DHO Korangi, Karachi

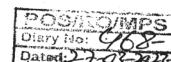
Dated 23/6/2023



OFFICE OF THE HEAD MASTER GOVERNMENT  
(BOYS) RAILWAY PRIMARY SCHOOL MIRPURKHAS  
SCHOOL EDUCATION & LITERACY DEPARTMENT  
NO: 22/92 /GBPS/ RLY / MIRPURKHAS, DATED:  
27/3/2023



The Hon' Regional Director  
Provincial Ombudsman Office  
Mirpurkhas



**SUBJECT : LETTER / EXPRESSION OF THANKS .**

Reference: Repair / Re- construction of School Building

I am writing a letter of thanks in which the school on behalf of the completion of school repair work to the "maximum invested dedication and consistency in your work and effort to help schools whose students rights are so obviously and flagrantly violated, while other legally established institutions do nothing or take only formal measures to meet the standards provided by legal procedures, but these actions do not give any results, when it comes to the real protection of students rights".

"All the letters you refer to the institutions," as stated in the letter, "clearly show the intent and the will of the Ombudsman Regional Office of Mirpurkhas to contribute to the best possible protection of students rights, and their reinstatement in cases where students rights are flagrantly violated" due to course non completion of school buildings..

Furthermore, the letter, among other things states that "Your consistency and persistence, and all the passion employed in your work serve as the best justification of the existence of the Institution of Ombudsman as the last bastion of Students/ Teachers rights from which we can expect help and support whenever human rights are violated by other line authorities, or when those very authorities commit human rights violations "

"Therefore, please receive my sincere admiration for your entire work as I express a deep gratitude for all the actions that you took in order to protect the violated rights of our students and others " reads in a letter of appreciation sent to the you

In the present case, it is about property repossession and pay protection in an





## Public Acknowledgements

To,

The Honourable Regional Director,  
Provincial Ombudsman (Mohtasib),  
Ghotki.

Inward No: 676  
Date: 08/01/23  
Regional Director  
Provincial Ombudsman Sindh  
District Ghotki

P  
8/5/23

Subject: - LETTER OF THANKS.

POS/6728/GTK-72/2022

Respected/sir,

With the help of your kind esteemed institution my matter regarding non-payment of salaries has been resolved and I have received my salary from the month of March and onward as well as arrears bill of my salaries an amounting to Rs.4,80,000/- approximately has also been prepared by my parents education department and also passed by District Accounts Officer, Ghotki.

This act of kindness, I am very thankful of your institution regarding continues correspondence, which provides prompt help in resolving my old outstanding issue pertaining to September 2021.

Regards

Farhan Ali S/o Shah Nawaz Kalwar,  
R/o Village Changlani, District Ghotki.  
Contact # 0303-3265853

To,  
The Regional Director, Karachi East,  
Provincial Ombudsman (MOHTASIB) Sindh  
Secretariat, Karachi.



Subject: COMPLAINT SOLVED WITH THANKS.

Reference: NO POS/4429/KE/240/2022/741  
dated: 15-02-2023.

Respected Sir,

It is submitted that with your kind Order, we all the residents of P.E.C.H.S, Block 6, Streets 74, 75, 76, 77 and 78 are getting clear water supply regularly since one month.

Therefore, Sir, you are requested to close my Complaint with THANKS.

Obediently Yours



(DR. PERVEZ IQBAL MEMON)  
77-O, BLOCK 6, P.E.C.H.S.,  
KARACHI - SINDH.

Dated: 23rd FEB, 2023.

## Public Acknowledgements



To:

Mr. Ali Akbar Jagani  
Regional Director (Marsheen)  
Larkana



Date: 08/12/2023

Sub: [Reference to the Complaint (Pos/SS43/RL-55(LM))  
No. 088-3345  
Acknowledgment & complaint Resolution]

Dear Sir/

I am Gulam Nabi Kathoro, bearing  
CNIC: 43803-5768827-1, hereby state  
that my complaint reference to the subject  
above has been received, and an appointment  
order is received by me from the District  
Education Officer (Primary) Larkana, with SIBA  
Testing Roll No. 82087378.

I am Really thankful to M/s office for  
early complaint Resolution.

Respectfully,  
Gulam Nabi Kathoro  
43803-5768827-1

To:

The Provincial Ombudsman  
Consultant G  
Sindh Karachi



Letter of thanks  
Pos/5783/2022/SS/G.  
It is respectfully submitted that a complaint

No: Pos/5783/2022/55/61807 registered to the Provincial  
ombudsman on dated regarding upon "issuance of  
medical dues" has been solved now.

I am very thankful to Provincial ombudsman  
consultant G Govt. of Sindh Karachi who had taken  
a notice of my complaint it been nice to me in whole  
Journey.

Total medical dues Rs 180,360/- has been  
received & close the case.

Dated: 03-01-2023

Regards  
  
Tahir Iqbal  
Citizen's General  
Tawheed Town  
K.W.B S.B Karachi



## Public Acknowledgements

RECORDED  
FILE NO. 981  
Dated: 05-04-23

To,

The provincial Ombudsman (Mohtasib) Sindh  
Region Mirpurkhas

Pos /1286/2023 /B

Subject. Correction matter was resolved.

I am writing with happiness that my matter was resolved and my name was corrected by authorities of university of sindh under your kind instructions. I am very thankful for your efforts. Allah almighty gives you so much strength and happiness in your whole life.

Thanks.

Yours obediently

Mst. Fareeda D/o Muhammad Ramzan

Address ,House No. 188,Mir Khuda Bux colony post office Tando Jan  
Muhammad Taluka Digri District Mirpurkhas

محنہ مسٹر جناب محترم اعیا زاد صلیخان،  
صوبائی محکمہ اصلی سندھ، کراچی۔

8152  
28/9/23

موضوع: شکایت پر فوری عمل کے لئے شکریہ ادا عیگی کے لئے مرسوم

1367  
09/10/2023

جناب اصلی! میں نام بجید ارٹ ملٹی سائیکل نوڈری، جنپی، مکان اخراج کاروائی، تناش، ملٹن نجیر پر پڑی  
پر میری اسکول نجیر عرض گزارش ہے کہ میری I.D آکاؤنٹنٹ ہرل منڈھ میں بن دھنے کی وجہ سے میرے  
ذیوٹ کے واجبات چاری نیس کی کیجے چالے ہے جس کے لئے میں نے آپ کی آفس میں اپنے سٹائل کے فوری  
عمل کے لئے تاریخ 01 جون 2021 میں درخواست بحق کروائی تھی جس کو آپ نے ریکل آفس نجیر پر بھی  
جس پر حاجی غلام قاسم بلوچ، ریکل آفس نجیر، صوبائی محکمہ اعلیٰ، ریکل آفس نجیر پر نے فوری عمل درآمد  
کرتے ہوئے میری I.D آکاؤنٹنٹ ہرل منڈھ کے حکملہ کر ایجی سے کھلا کر میرے واجبات کی  
 رقم - Rs. 3600000/- پختہ لاکھ روپے چاری کروکر دیے جس کے لئے میں آپکا اور آپ کے ادارے کے  
بہت معمون و مکروہوں کے میری درخواست پر تسلیتی عرضے ہیں مل دے کر ایک بھرپور پیشہ میں کے  
عمل کر دیا گیا اور میرے واجبات کی ادائیگی کروائی گئی جس کے لئے میں تھا جات آپ کا اور آپ کے ادارے کے  
لئے دعا گوارڈ ٹکل گزارہوں گا۔

شکریہ  
تاریخ: 28/9/23

عرضدار

(عبدالرحمن مفتول)

رہائش پر انگری اسکول نجیر  
رہائشی نزد مدرسے صنیعہ، مکان اخراج کاروائی  
تلخاں، ملٹن نجیر پر



## Public Acknowledgements

جناب صوبائی محترب اصلی  
سنده کراچی۔

عنوان: 4958/2022/N

**جناب عالی!**  
 مودبادے گزارش ہے کہ آپ کی صدایت اصل کرتاں سے گزشت پندرہ سال  
 کے عرصے کے بعد محمد اکرم اللہ عبد الجیド کی سماں پیش جباری ہوئی اس کے مطابق ملکہ گزشت پندرہ  
 سال کے بعد کی پیش ایوریور مودخت 27-07-2023 کو نفیل چکے آؤندے 2178385 میں راست آگئی ہے،  
 جسکی پیشہ کی راست- 413017 وصول پائی، اور گنجی کی راست- 4130392 اور گنجی کی راست- 23-08-2023 نفیل  
 پیکے محمد اکرم اللہ عبد الجید کے آؤندے میں آگئی ہے۔  
 جناب سے اس اس سے کہ ایک انتہائی میں ایک راست ہوتی ہے جو کہ اسے میں سنده میں Approve ہے  
 دب تک سے معاملات میں بھی جب تک اس کے میں کافی نہ ہے۔  
 سروں کی بکار جو کہ جمکر پولیس اسکوں پیلائیں برائی اسے میں سنده سے غایل کرنے میں منزہ میں اس  
 کے میں ہیں، جو کہ میں کے دلوں جب ہے جس کے لیے یہ ایسیجی میں درخواست پیچ کردا چکے ہیں۔  
 لبڑا جناب سے اس اس سے کہ سروں کی بکار بھی جب اسے  
 برائی کریں میری درخواست پر ظہر جانی فشن میں، جناب کی میں نوارش ہوگی۔ (مشکر ہے)

خطور خواست گوار  
 شہزاد اکرم زوج محمد اکرم  
 شناختی کارڈ نمبر: 6-42401-9343748-6  
 تاریخ: 29.08.2023

تاریخ: 23

خدمت جناب ریکٹل ڈاکٹر کیش صاحب،  
 محترب اعلیٰ افسر سامنی ہیئتول، کراچی۔  
 السلام علیکم

**جناب عالی!**  
 گزارش عرض ہے کہ میں نے 21 ستمبر 2022 کو آپ کے درد پر KDA کے غلاف ایک درخواست پیش کی تھی جس  
 میں ہم 6 میں بھائیوں کی نمائش کی کرتے ہوئے میں نے اپنے مرعوم والد کے دراثت میں چھوڑی ہوئی جائیداد واقع  
 A-548-اکس نام کی تھام آباد کاریگی کی 6 میں بھائیوں کے دراثت میں KDA کے غیر قابل اعضا اور غیر ضروری  
 عج کرنے کے بارے میں فحاشت درج کی تھی۔  
 اس سلطے میں آپ کے زور کی پیشواں ہوئیں جس میں آپ نے دوں فریضیں ایک موقف ناوضرورت کے تحت دوں  
 کوہاٹ جاری کی آپ کے درد پر اور درد پر ایسا حصہ کھلتا ہے جو آخر پر ایک کیس پیچ کی تھی ایک قبضے میں۔  
 جناب عالی! اس کے درد وران آپ نے جس زور پر ایسا حصہ کھلتا ہے اس کے درد پر ایسا حصہ کے لئے اسکے لیے ایک  
 نہایت خوشگوار تجھ پر اس کی مشقی بھی تو ایسا کی جائے وہ کہ ہے۔ اس آپ کو سخت و نذری کے ساتھ لے جو زندگی عطا کرے ساکر  
 یہ سلسلی ای طرح پارے رہے۔ آمین  
 ساختھی آپ کا دکم رکھنے کو خصوصاً آپ کا PA ہیر پارکر کا ذکر نہ زیادتی ہوگی اس لیے کی Approach  
 or Supportive or Progressive۔  
 محترم اب جب کھدا کے بعد آپ کی ہماری تعاون کے بدوت میرا کیس اپنے مشقی انجام لے کر بھائیوں کے لیے اور  
 KDA نے میں ایک جاری کر دیا ہے اس لیے میں اپنے اس کیس و دو اپنی لینا یا تم کرنا چاہرہ باہوں، ابتداء سلطے  
 میں بیری رہنمائی کریں اور برائی میں اپنی ضروری کاروائی کے لیے حتماً صادر فرمانیں۔ خیر

امام الحق دملک محمد یوسف  
 شناختی کارڈ نمبر: 9-42101-9720245  
 ایک اس تاریخ کاریگی آباد کاری  
 رالنگ: 0300-9284599  
 کس ریفرننس نمبر: POS/5526/2022/KC  
 تاریخ: 18-10-2022



## Public Acknowledgements

عاليٰ مرتبہ جناب ریجینل ڈائرنر کیرکٹر صاحب (الیٹ کراچی)  
ضلعی محلہ محتسب، کراچی  
Sindh Secretariat, Karachi

عنوان: پیشنهاد کے تباہی جات کی ادائیگی میں تاثیر



آپ کے ارسال نامہ لیٹر نمبر 25/22 POS/27/KE/01 22<sup>و</sup> 8  
کے سلسلے میں آپ کو مطلع کر رہے ہوں کہ سندھ ضلعی محلہ محتسب کی بروقت مدالت سے  
میں پیشنهاد کے تباہی جات کی مکمل ادائیگی میں جوں لوگ میں کر دی گئی ہے۔

میں اس سلسلے میں اظہار تشکُّر کے طور پر سندھ ضلعی محلہ محتسب اور  
اُن کی پیروی ٹیم کا ہتھ دل سے منعون و متشکور ہوں اور دعا کو ہوں کہ اللہ تعالیٰ  
آپ کو اجر عظیم عطا فرمائے۔ امین

والسلام خالص سارِ محمد انصار صدر قریٰ،  
سکلن مکان نمبر 8/30، یونیورسٹی کا شہر،  
بلاؤ ۲، گلستانِ جوہر، کراچی  
مدرسہ یکم ستمبر ۲۰۲۲ء۔

عزتِ حب  
جنگل محتسب اعلیٰ صاحب  
ضلعی سندھ



جنگل محتسب

عرضی پلاکھ میں سف آپ صاحبان کو ایک درخواست کے میں اسے اپنے  
محترم شور غلام حسین کے واجبات کی ادائیگی کیلئے دی تھی جس پر متعلقہ حکام نے میرے ہیکس  
نمبر 2803 گواہ آپ صاحبان کی وجہ سے جھوپور تو پھر دی اور انہوں نے فحصہ دو اقسام میں  
تباہی جات کی ادائیگی کرنے کی تیقین جاتی کروائی ہے جس پر میں یہو آپ صاحبان کی پیدا مذکور  
ہوں اور محیثہ دھماکہ رہ گئی۔  
جنگل محتسب میرے ہیکس نمبر 2803 کو اب رسشن خراج کر دیں۔

اپنے سین فوازش

(العاصم)  
سکندر (دیوب)  
غلام حسین (مرجوہ)  
محسن نمبر 2803  
کراچی



## Public Acknowledgements

عہدت اپنے ضمیمانی مقصبِ عملی  
سندھ تائج ۲۰۲۳

لکھران دے شکریہ

POS/4708/2023/06-2 dt یونین آئی سی بر

عہدت اپنے ضمیمانی مقصبِ عملی  
مقصب ۷ منٹ کی خواجی نو جادہ دلچسپی کے باعث ملکیہ میرزا  
دالکی ماں بیدار کی تسلیم کے کاغذات مودودیست ذمہ دار لیکر درب  
خواجی کو درج ہے۔

اس امر واقع کیلئے خواجی اور اسلام اصل فائز  
بنگا کو حمایت و مشکل کر ہے اور اس کا دنیا دی دفعہ  
یہ رفاقت سے شے شاعر حماقہ رکھتا ہے۔

شکریہ

فقط درخواست نہ لے

(R/S 619/23)

(مودودیست ذمہ دار لیکر  
درخواست نہ لے  
0333 215 2764)

نامہ صاحبِ احمد مقصد ۶۵۴۱/DC  
نامہ صاحبِ احمد مقصد ۶۵۴۱/DC

منون۔ براہ راست ملکیہ میرزا  
نامہ صاحبِ احمد مقصد ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC  
پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC  
پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC  
پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC  
پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

پختہ ڈاک، سندھ ۶۷ باندرا موسٹر برڈ ۶۵۴۱/DC

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## Public Acknowledgements

جناب مختص سر

شناختی

مخصوص

جناب عالیٰ

05/846/2020 DCI-1

مودبازنگاری  
ایرانی چرچیل کی شکایت آپ کی مدد سے دور ہوئی  
آپ کی بہت بہت میربانی ہے

ایسے ادارے عام کو کہ بہت مقدم اور کار آمد ہوئے  
پس جمال انصاف کا حصول سے اور جو ہو جاتا ہے  
ایسے ادارے کو تامک اور حاری پہنا جائے۔  
سیر اکیس بنڈ کر دیں اہمیت فراہم کرو

موباکن نمبر 6 03332228164

شمارہ  
تمدعاشر

شناختی کارکنی

42507-3542483-3

ضمانی



05/94/2023/K-01  
04-01-2023

مسنون = ۱۴۰۲ کی تاریخ میں یا ۱۴۰۳ کی تاریخ میں ۰۵/۹۴/۲۰۲۳

ایسے کہ ۰۵/۹۴/۲۰۲۳ کو مسٹر ھری کو تاریخ میں ۰۵/۹۴/۲۰۲۳

میر ۰۶ کو ملکی و دوست مCB یونیورسٹی میں مدرسہ مداری سے زینتیانہ میں

شکایت کیا کہ دکل کر لیے۔ میر ۰۶ کو ملکی و دوست مCB یونیورسٹی میں مدرسہ مداری سے زینتیانہ میں

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## Public Acknowledgements



جنابِ ریاستِ سولہ سال کے خلاف  
محبوب اعلیٰ سادم نے اپنے

POS/3210/2022/27/KHS

جنابِ اعلیٰ  
میں نے شعایر سولہ سال کے خلاف / ۲۰۱۶ء کے  
کے ملے میں جو جوہ دو سال سنبھال میں قبیلہ آئی  
کوشش سے مبہم ہے میں کے خلاف سماں میں خود  
پہنچ کی فوکو ۱۷۰ درخواستے سے سماں میں خود  
مکمل رہیں گے اب کے ادارے کی وہ سے مسحہ دینے  
میں کی بہت بہت بہت مکمل رہیں گے میرا لیس بند بڑیا  
جاءع -

17/9/2022  
سید رضا مسیح  
G.M. application  
Ord Security  
17.C Sum Sat  
Date 4 Defence

بیان 05-09-2023

میں سمات مالک شفیعون بیوہ گد البرائیم بیان  
بیوی بیووں کہ میں نے اب کے ۳۰ منٹوں میں اپنے  
مرکوم شکریہ جوہ سروس کے داران دنیا  
کرچکے تھے۔ ۰۱ جو سروس کے بنا پا جات کی  
پیشہ میں تاضیل اور فوکی کوہہ پر ذکری نہ  
ملنے کے لئے سے قبضہ سند کے دفتر میں  
درخواست دائر کی تھی۔ جس کے بعد اب  
کی طرف سے فکلے سے درودت طلب کی گئی  
اور منفرد مرتبہ شناوی بڑی طلب کیا گیا۔  
فکلے نے متروی کاروائی کے بعد میری پیشہ اور  
جاہی کرچکے جوہ کہ ۱۰ ماہ باخاذہ پہنچ اکاؤنٹ  
کے ذریعے میں مل دی ہے۔ اور منزدہ سروس کے  
بنا پا جات جس کی فیصلہ درج ذکر ہے۔

- ① گروپ افسوس - Rs. 350,000/-
- ② گروپ خوف - Rs. 1062754/-
- ③ LPR - Rs. 357120/-
- ④ اپڈیٹ - Rs. 450,000/-
- ⑤ اضافی اپس - Rs. 90,000/-

تمام بارہ قدم مجھے موسیل ہو گئی ہے اور میرے بیٹے کو فوتی  
کوہہ پر ذکری بھی مل گئی ہے۔ میرا تمام سانچ اب  
کے ۴ فس کی مداخلت لورے پر مدد تقاضا کے مل گئے  
میں جس کی لیے میں قبضہ اور میں اپنے انتہائی ممنون  
مشکل رہوں گروہ بڑی طبقہ میرا کوہہ پر ذکری مل گئے۔

MST. AISHA KHATOON  
(APPLICANT)



## Public Acknowledgements

اممیت  
No: 5601/2022/15

میں مسٹر محمد سلم شیخ نیک پور دہلی اسلامیات نے جو درخواست

محضب اعلیٰ میر پور خاص (رجین) کو دی عقی - بسلسلہ محنتاں  
تفصیل پر چاہات سال 2019 -

ید رخواست بورڈ آف انڈسٹریز میر پور خاص کے خلاف  
تعیین - الحدیدہ پساری اس خروجی است کا ازالہ و بحث محتسب اعلیٰ  
کی طرف سے ہوا اور ہمیں پہنچاں چکے ہیں۔  
و بحث محتسب اعلیٰ کی طرف سے عدید اخلاقی کے ساتھ  
پساری پس پور معاونت فرمائی گئی - جو ایک قابل تحسین  
اقدام ہے۔

لہذا پساری دی گئی شکایت پر مزید 16 دادا  
بندی چلے۔

شکریہ

03360523174 Date 25/11/2022

1. ڈو فیسٹر محتسب الدین خان 0333-2992438 Date 25/11/23  
2. ڈو فیسٹر محمد سلم شیخ  
3. ڈو فیسٹر حسین اللہ

لہذا پساری دی گئی شکایت پر مزید 16 دادا  
بندی چلے۔

No: 634  
Date 25/11/23  
SABO, KARACHI

میر پور خاص کے ساتھ یہ کام کیا اور کیا کیا  
شہر کا پیغمبر مسیح نبی پروردی میں معاونت کیا کیا  
وہ معاونت میں کیا کیا کیا کیا کیا کیا کیا  
کیا کیا کیا کیا کیا کیا کیا کیا کیا کیا کیا  
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کیا کیا کیا کیا کیا کیا کیا کیا کیا کیا کیا

Stay for you ! Date: 25/11/23

درخواست نہیں  
محمد اسلام والد محمد احمد  
مکان شہر کا نام 8 ائمہ ہادی ندوی/ خلیفہ  
گورنمنٹ کالج کراچی  
0300-4390959



## Public Acknowledgements

اعفی مکر  
بخدمت صناب دائری چتر معوادی یہ تبر

صناب اعلیٰ  
گذاری ہفت رسمیہ  
معتمدی موصدم مرمر ایام حسین صیتوی  
جو تھانے جی سی عدالت میں میونسل چارپائی  
کافی ڈیکھی چاہیہ امداد یافتہ علیٰ  
رسیو ہیو۔ فائدی تھانے جی کوٹی  
ماں موں بیوہ کی یعنی چیزیں کوٹیں  
چیزیں چیزیں چیزیں ملی رہی آپی  
صیغہ لایہ ماں موقعات جی کوٹر گزار  
کھانا یہ کامی مسخوبیتی چاہیل  
کیس بند کیوں چیزیں

تاریخ: 17-1-28.

پروفیشنل نامہ

معاشر پروفیشنل نامہ  
بیوہ ایام حسین صیتوی  
دیشل سالیماں ہر ایام  
مکر

0326 - 37 25170.

با خدمت صناب دائری چتر معوادی  
مکتب اعلیٰ سنت راجہ آفس چیک آباد  
رقم: 5096 / ۹۲-۱۳۹۱  
جناب اعلیٰ:

آئے حاضر آج نالہ معرفہ درج فرمادو  
مکمل الموب ولد عبدالخالق دینل گوٹ  
اظہر چیخ مطہری تعلق و ضلع چیک آباد  
حوالہ کریم چوان لوڑ منہجہ تاریخ شفایت  
تاریخ: 24-9-2022 خلاصہ ضلع چوان آفس

چیک آباد پاہت کریں ہیں۔ ادھری شعایر  
جس مسئللو حلی چھوڑو احقر ہوں گے پھرنا جا  
سینئر امداد ملکہ خانہ آغا یہ حیر منہجہ  
لکھیں تما مسئللو حل لیں ویو اہو، جیتن نہ  
ہوں گے اچھے ہیں آفس کا فروں آج ہیو۔

جسماں نہیں جو گالوں سیمہ کوں سکھیں  
حالی مولانا کاں شعایر کوں آخھو ہمنہجہ  
کیس بند کیوں وجہ مولکی کثوب اعلیٰ  
کون آخھو

، ۰۹. ۰۸. ۲۰۲۲

Appendix

خواضدار مکمل الموب ولد عبدالخالق  
دینل گوٹ ظہر چیخ مطہری  
تعلق و ضلع چیک آباد



## Public Acknowledgements

بخدمت جناح پختن جامی اسٹر بیکن فونیا  
المحاسب اعلیٰ منہ سرپریز ایسوس جیکب آزاد

POS/1802/RAT-37/(SBD)/2022



جناب اعلیٰ  
اے صافر لوناک عرضہ ارج فریادی عدالت  
ولد ماحممد نعیم دالر سیناٹر استشناک جائی  
سوشل ول فیکر پارٹی پروپریتی ملکیت عدالت پنج  
جمعیت آباد جوہی ساتھی تی چہرات تو شہ مکتبی کل  
شکریات ٹاریخ 2022ء 08۔ کہ خلاف ضلع خذان پنج  
جیصب کیاں بابت حکومت نہ مان رہا 08-09-2022  
تی رکارڈ ٹیکس ان کاٹے ہوئے موکبی جمع مرکز  
ملی ویاپی PR پر جمعیتیت جو پر رہم  
ھدا دی جی لاؤ جناح محنت اعلیٰ سٹری اڑی  
کی حرمات کئی ہمیں ہاں جناح پر رہا زادہ  
حسین اڑی دوستی دا اکر رہی ہو باقی مکتبی  
اعلم سند ویکھ ٹیکس جیکہ جہنمبو کے محل ساء  
شکری دا خبایا تو جو سایت جنیج ٹوکرے  
کاوشن جی سعی منہنگ مٹاولہ ترکیہ جو کی  
انہا فیکھا روپیکھر ل رقم ۴۵۶۷۵, 3666  
موکبی ملی ویکھ دل خل نہ آفیا جی کیا ریوں کے  
لئے تاریخ 31-01-2023 / 866 / 31-01-2023 / 866  
سات پلاٹ وکیٹ اکیانی تی ہائی منہنگیں بند  
کھو وچی جو کلکتی مٹلکی دلوں کی موکبی اپنائی  
ملک ویکھ

عبد القادر ولد ماحممد علیم  
دین عوید سفالة نہ ضل جیسے رکاو  
call. 0343883-43108

دو میز  
LNY  
صاحب مکتبہ لائٹن  
خوبی م جناب سرپل دلکھنی



جناب علی دلکھنی عزیزی اللہ ولد  
حسین اڑی عرضہ کو کھانی نہ مون جائی  
نیکال لاؤ لکھ لبریکشن دو دیو کاٹی ویں  
خلاف ادھان و تدریج است کی ہئی۔ جیسے  
تھا وہ وقت منہنگ مٹاولہ حلی ویکھ دی  
کیا لاؤ ادھان کی عرضہ کو کچھ تھا کیا  
منہنگ کیں فائل کرو ویہ تھا تھا

مکر دلکھ دیسال -  
13/10/23  
لکھنی





## Public Acknowledgements

لکڑا کارچھوئی  
پختہ جتاب پر بینک پا اگر چھڑنے تسبب  
بیکار باریاں اور آجھوئی میں کندل سائنس ایجنسی کی طرف سے خیریات آتھا جاوے  
لیکن پس 28-6-2022 44-28-6-2022 (2525) POS/R2-LKA  
جو برا بر مایوس توہان ادا میں کیوں تھا توہان کی last chance  
جنما بندھا کیا ہے لیکن کارڈ میں سوچ کھوئی لیکن ملتو رکھی  
لکڑا کارچھوئی میں دیکھا ہوا ریکارڈ نہیں جو چوڑی وارشی  
بے وادی دیکھا رکھی اُنھیں جو بڑی طریقہ میں حاکمیت کی روانہ چھوٹی  
حصہ توہان میں 5 گلہ لکڑا کارچھوئی لیکن کارچھوئی میں دیکھی  
سوچ مونٹکی Payment عرصے چھی یا کوچھ میں وقفہ منصبی خود  
لکڑا کارچھوئی میں دیکھا ہوا ریکارڈ نہیں جو بڑی طریقہ میں حاکمیت کی روانہ چھوٹی  
مریض کی جانب توہان ادا میں 06-07-2022 تی عطا کر دیا ہے  
کسکھن دس جو جو تام کرمی آجھے کوڑا بھائی کوڑا بھائی کوڑا بھائی  
گھنک شام پنجوں سالاں تعلق میضاڑہ رہا مانی  
جتاب اعلیٰ توہان ادا میں دیکھا ہوا ریکارڈ کیا توہان منصبی  
کیہیں میں مدد ہیجی جو موکری ادا میں دیکھا ہوا ریکارڈ میں  
وڈیکھ دادا  
لکڑا کارچھوئی  
زکر  
(مساٹہ رکھیاں)  
دیکھوڑم اور ادا میں دیکھوڑم  
پرروز پنچھی سکام پنجوں سالاں تعلق  
میہماں فہار دادا

صلحت  
عذت ہاب جناب رینجلے دا ڈیکھو  
معتسب ایکھا اڑی.  
Date: 25/10/22  
9306  
POS/5325/R2-4802KAJ 2022  
/3171 / Dated - 29-11-2022

رفرنسی  
DIALY NO. 1977  
REGIONAL OFFICE LARANA  
DATED 25/10/22

جناب اعلیٰ جیشی تمنصبی  
پر رینہ 6 سال سنت جاری ہکھ جو مسئلہ  
کیسی می قاچون کی مدد یا فطر کی سکری ہکھ  
مدبرانہ خیر ملکہ کی مکری قاچون، یہ پاس  
داری کی آجھی سیکھ مسئلہ حل ہی دیکھی  
ان لایکھا می دھماڑی ادا می جو  
بکھ دشکھ گذا ر آہیان میان پیش بھی  
ڈنل شکھاٹ کان ووت جو د رائے سکریات کی  
ان لایکھا منصبی مسئلہ لفڑا دوں مطابق حل  
تھی آجھی.  
لخچھل کان ملگا ڈنل  
43203 55683325  
مدن کالونی مہا گنج  
لارکھاٹ  
0346100158.



## Public Acknowledgements

سندھ مت جناب ممبست اعلیٰ سنق، ریجنل ائمپری  
درخواست No. 7984/R2 - 133/2022 سال 2022

محمد اسماعیل مارڈو — عمر منوار  
مختباً طارہ تھاری — پیغمبر



جناب اعلیٰ عدھن نے مون مذکورہ  
درخواست ماپ یہ دیرجی طلاق مئی  
ھئی، جنفن بدلہ سامنی جنی ھی ہوئی  
سان ماپ شی آھی، جنفن تی ۳۰ء متنق  
اکھیان آمد اوہ ان ھی اداری جو ٹکڑا  
آھیان، ہو رای گھری منہج ھویسی  
بنی گھر و ھیں

اُم عمر منوار

محمد اسماعیل مارڈو



ممکتب اعلیٰ لارکاٹ  
لند ملت صنابت زیجل دا لری پیغام  
جناب اعلیٰ ائمپری طلاق نالی ھو یھل کی (کھن) سرگھنی  
جنسر خاتم ایم لو ٹھنڈ ایمھری تھر  
عمر منوار نے ہیئی منہجی رجا ٹکڑیت جائیا دھن  
ھیا، ستریت اکام تو شش آفس قبیر دھن  
جنفن لا ۱۰ ماڈ درخواست صنابت ممبست اعلیٰ ریمن  
اے بریھنر سا ماحصل راجا چھوکی گھنی ھی فی ھئی، سائیں من  
بھی ہو رای گھری منہج ھوی وی ہی جنفن جا لعزم  
ھیک ڈجے ہا مھر رای کھوئی منہج ھویسی بند کرنا  
تھا تھافت یہ بھری لئی

606360.-	L.P.R.L
110109.-	G.P.D.L
1574609.	R.m.m.c
1574609.	-D-4
157609.-	-D-5
151540.-	-L-
1140000.-	-D-2

عمر منوار

فر یھل کیو  
آفس سرگھنی  
اے سرگھنی  
اے سرگھنی  
اے سرگھنی  
اے سرگھنی



## Public Acknowledgements



بخدمت جناب ریجنل ڈائیکٹر  
محتسب آفیس نوشہروئین



POS/RO-NF-49/19/NFZ-44

جناب اعلیٰ

آئے عضدار خادم حسین عباسی "عرف گدرو" ملاد  
غلام صطفی عباسی رہواسی ڈپارچ

جئین تھ سائین مون ڈائیکٹر محتسب نوشہروئین کی پبلک ہیلت  
دیا، میں نوشہروئین خلاف درخواست کئی ہی، ڈائیکٹر  
محتسب نوشہروئین جی مداخلت بعد جیسا پھر ایگزیکٹو  
اجنٹوں نوشہروئین دنی آہی، انھی ذنل پھر مان بلکل  
مطمئن آہیاں ہے اساتھ مسئلول حل ہی دیو آہی، مان محتسب اداری  
جو شکر گدار آہیاں سائین جن کی عرض تو کریاں تھے منہج  
کیس بند کیوں چھی

عہضدار  
خادم جسین عباسی "عرف گدرو"

دیباں  
17.07.2022

آئے دھیم بخشش دلہ مہد مہل اچ دیجنل  
ڈائیکٹر صوبائی محتسب اعلیٰ سٹھنیہ بینٹیں آباد  
ہی دیوبرو بیان ڈیاں لئے ہے مان لوںس جیا رکنیہ ہای  
ڈیاں رکنیہ ہیں یہ میں کی تذیری آہیں سٹھنیہ  
بینٹیں آباد دارا تھی کرمیں جاہیا ہے ڈیاں دھیا ہے۔

ہبہ اعلیٰ ادھان ہی اداری ہی ملاقات عرب کی  
تذیری آہیں دارن سٹھنیہ پشتہ ہماری کیوں ہوئی ہے بیا  
ہیں ہے ڈیاں دیو آہن، مہفت ہی تفصیل ہیں ڈیاں آجی ہے۔

گروہوئی -	Rs. 1,102,894/-
اپل ہیڈر -	Rs. 285,120/-
بھیجی جنہے	Rs. 481,074/-
Total:	Rs. 18,19,088/-

ہبہ اعلیٰ معن کی سی دیا رکنیہ ہاہیا ماتھیا دیا دی ہے  
تذیری دار رکنیہ عرف ہے ڈیاں نہ مدهنک ہی کیسے مہلا کیوں  
دیو نہ عین نوازش سمجھنے ہے۔





## Public Acknowledgements

بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ  
حَمْدُ اللّٰہِ لَهُ الْحُمْدَةُ وَلَهُ الْحُلْمَةُ

بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ  
بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ  
اللّٰہُمَّ إِنِّی أَعُوْذُ بِکَ مِنَ الْكُفَّارِ، الْمُنَافِقِ،  
الْمُنْكَرِ، الْمُنْجَرِ، الْمُنْعَرِ، الْمُنْعَى، الْمُنْجَى،

ملک نوٹھر یونیورسٹی فاؤنڈیشن  
POS/RO-NF-48/19/NFZ-43

بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ  
بِسْمِ اللّٰہِ الرَّحْمٰنِ الرَّحِیْمِ



کرام کے دربار میں  
انکشافتیں  
انکشافتیں

To,



OFFICE OF THE PRINCIPAL  
SHAHEED BENAZIR BHUTTO  
GOVT GIRLS HIGHER SEC SCHOOL  
MIRPURKHAS  
No. 373 / 2022-23  
Dated: 03-03-2023

363-  
Dated: 06-03-2023

The Regional Director,  
Provincial Ombudsman(Mohtasib)  
Regional Office Mirpurkhas.

SUBJECT: PROGRESS REPORT.

Dear Sir, Assalam O Alikum

It is submitted that, after your visit of our school, your good self issued various instructions to the Health Department and Municipal Administration. In compliance to your instructions Health Department is deputing Doctor in this school once in a week, and Municipal Administration also depute their team for cleanliness in the school.

Undersigned, school teaching staff and innocent girls students of this school are thankful to you for taking positive initiatives for the betterment of school, these initiatives are help to us for providing best quality education in a good educational atmosphere.

Thanks.

Naseem Iqbal  
(PRINCIPAL)  
SMBB GGSS MIRPURKHAS

## Public Acknowledgements



PROVINCIAL OMBUDSMAN (MOHTASIB) MATTER/  
MOST URGENT/  
OFFICE OF THE  
DEPUTY INSPECTOR GENERAL OF POLICE,  
TRAFFIC, KARACHI,  
No.DIGP/Traffic/RDR/(4077)/ 3044 -51 /Karachi,  
Dated: - 24-10-2023.

The Superintendents of Police,  
Traffic District, South, City,  
Central, East, Korangi, West  
& Malir, Karachi.

Subject: - **COMPLAINT REGARDING NON-ISSUANCE OF ORIGINAL NUMBER PLATES OF VEHICLES NO.BTW-915 TO THE COMPLAINANT DESPITE OF PAYMENT OF REQUISITE FEE AND TAX UPTO DECEMBER 2023 RESULTANTLY POLICE OFFICIALS HARASSING HIM, ETC.**

I am directed to enclose please find herewith a copy of letter No. POS/4233/2023/H-31620, dated 13-10-2023 alongwith its enclosures, received from the office of Honourable Provincial Ombudsman (MOHTASIB) Sindh, Karachi, on the subject noted above.

2. You are requested to please go through the contents of letter under reference, comply with the order passed by the Honourable Provincial Ombudsman (MOHTASIB) Sindh, Karachi in letter & spirit and direct all Traffic Police officials working under your administrative control to behave with the citizens in respectful manner under intimation to this office

(MASROOR AHMED JATOI)  
DSP/Admin

For: Deputy Inspector General of Police,  
Traffic, Karachi.

✓ Copy submitted to the Honourable Provincial Ombudsman (MOHTASIB) Sindh, Karachi attention: {Advisor (H)}, w/r to the letter No. quoted above, for kind information.

To,

The Regional Director,  
Provincial Ombudsman (Mohtasib),  
Ghotki.

Inward No: 845.....  
Date: 01/6/23.....  
Regional Director  
Provincial Ombudsman Sindh  
District Ghotki

16/10/2023

Subject: - **LETTER OF THANKS.**

Respected Sir,

This is with reference to my complaint regarding non-payment of self commutation during Khuli Katcheheri in District Accounts Office, Ghotki at Mirpur Mathelo on 30.05.2023.

In this connection, I would like to inform you that payment of Rs.6,131,069.00 on account of self commutation payment have been transferred to my account. Now I am able to treatment of my both knees.

I am very highly thankful of your institution for providing prompt help in redressal of my grievances.

Thanks.

Dated: 01.06.2023

Yours Sincerely

Zubair Ahmed Pathan,

(Retired HST)  
(Government DAV High School Ghotki)  
(Cell No. 0334-2598771)



## Public Acknowledgements

To,

The Regional Director,  
Provincial Ombudsman (Mohtasib),  
Ghotki.

Inward No. 873.....  
Date: 05/6/23.....  
Regional Director  
Provincial Ombudsman Sindh  
District Ghotki

56923

Subject:- **LETTER OF THANKS.**

Respected Sir,

It is submitted that after taking action by your honour during open Katcheheri my ID has been opened and my salary for the month of May 2023 has also been transferred to my bank account No. through supplementary pay role.

In this connection, I appreciate the prompt action and my pending issues of one year have been resolved on spot. Which help me my ID has been opened and I have received my salary an amounting to Rs.31,700.00/-.

I am very highly appreciate and thankful of your institution for providing immediate help in resolving of my old issues.

Thanks.

Dated: 05.06.2023

Yours Sincerely

SH

Shoukat Ali S/o Bhooral,  
(PST)  
(Village Paka Chandia P.O. Khambra)  
(Cell No. 0303-2640385)

جسمتے جناب ہو ہم باعث گھست کرنا  
حیرا ادار  
جناب عالیٰ  
جس مدرا باز مکار اپنے عرض یہ ہے کہ جس بیوہ سے ملے عبارت شد  
جس آپ کی بیوہ مکار اپنے اپنے آپ خصیع نہ کر دے  
سچی اور اُس سے پر آمل دار معمکن و بیان



سلیمان زوجہ عبارت شد  
Pension No. 10004788  
Mobile No 0312 3231899  
NIC No. 4130326907504



## *Press Coverage*



# THE EXPRESS TRIBUNE

Saturday, June 17, 2023

## **Lazio ombudsman visits Karachi**

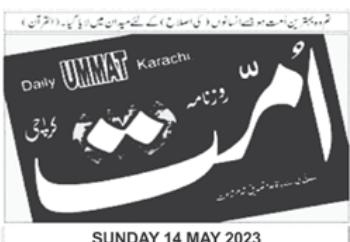


KARACHI: Ombudsman of Lazio Region and President of National Coordination of Italian Ombudsmen Marino Fardelli visited Karachi from June 10-12, 2023. He was officially invited by the Ombudsman of Sindh Ajaz Ali Khan. Fardelli attended the reception for the 2023 National Day organised by the Italian Consulate in Karachi. He had cordial meetings with Sindh Governor Muhammad Kamran Khan Tassori and Chief Minister Syed Murad Ali Shah. He also visited the Pediatric Emergency Ward of Karachi Civil Hospital together with Dr Francesco Zatta, Director of Italian agency for development cooperation in Islamabad. Dr Ahson Rabbani, President of Child Life Foundation, updated Fardelli and Zatta on the activities carried out and the collaboration between the Giannina Gaslini institute, Italy and the Child Life Foundation. Fardelli also held two lectures titled "The impact of the mafia in society" at the Sindh Club Library and "Strengthening human rights and global justice: the ombudsman's contribution in the international context" at the Pakistan Institute of International Affairs. PRESS RELEASE

The image shows the front cover of a book titled "JANG-E-KHALQ". The title is written in large, stylized Urdu calligraphy at the top. Below it, the author's name "MIRZA TAHIR AHMAD" is printed in smaller capital letters. The background of the cover is dark, and there are some decorative elements and text in the corners.

نویشانہ	رسکل کا زیریکٹچر مکمل خان محرز داری کا درود و سرکت جمل
درود کا تصدیقیں اور کوئی مالی قسمی محنت نہیں	درود کا تصدیقیں اور کوئی مالی قسمی محنت نہیں
نوسینا پر بروپر اپنے کلب میں	نوسینا پر بروپر اپنے کلب میں
بکھون کے سلسلے میں مکالمات ہیں۔ اس سلسلے پر	بکھون کے سلسلے میں مکالمات ہیں۔ اس سلسلے پر
کلب میں ڈیکھیں گے خان محرز داری کا	کلب میں ڈیکھیں گے خان محرز داری کا
پہنچنے والے مکالمات میں اپنے کلب کے محل اتفاق سے	پہنچنے والے مکالمات میں اپنے کلب کے محل اتفاق سے
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بکھون کا کوئی مکالمہ نہیں	بکھون کا کوئی مکالمہ نہیں
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محلی کا درود کار بخوبیں سمجھیں کو مقدمہ قیدیوں کو خالی  
کھکھلیں اور علاج کے سلسلے حاصل رہیں ہے۔ ملک  
ڈاکٹر فخر خان گورنمنٹی میں محل انتظامی کو مدد  
و مدد ہے کیونکہ قائم قسم کے تخت قیدیوں پر کامیاب  
حکمت سنبھلتے ہے۔ مگر کھلیں کفر اور کھلیں بیانی جائے  
اس موقع میں محل انتظامی میں ملکی ڈاکٹر کو کامیاب  
و مدد ہے جیسا کہ محلی میں مولوی کے تخت قیدیوں کی  
رئیسیتی اور اس کے انتظامیات کے علاوہ علاجی امور  
میں مسٹر گلگوئیشان ایم بی جی نے اپنی تیاریں۔



ریکنل ڈاکٹر یکش صوبائی مختسب میر پور خاص کا دورہ سینئر جیل

تقریباً نیمی از این کتابی که می‌خواهیم در اینجا می‌خوانیم از این داشتن بخوبی باید است.



کائنات کے 11 شہریوں سے یک وقت مشائیخ ائمہ دلایاں انتہا  
بھروسہ، اندر م 1444ھ، 17 جنوری 2023ء، نامہ 12 قیمت 30 روپے



# INTERNATIONAL **THE NEWS**

The News International, Karachi, Wednesday, March 15, 2023

## Sindh ombudsman's performance lauded

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**By our correspondents**

Sindh Governor Kamran Khan Tessori on Tuesday met the visiting president of the International Ombudsman Institute (IOI), Dr. John Field, here at the Governor House. Sindh Ombudsman Ajaz Ali Khan was also present on the occasion.

The ICI president told the governor that he was happy to visit Karachi. He appreciated the services and performance of the provincial ombudsman in Sindh.

tice to the aggrieved public. The governor warmly received the IOI president and welcomed him on his visit to Karachi. He appreciated that a global forum had been present to let the ombudsman associated with various countries and regions usefully interact with each other.

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The IOI president told the governor that he was happy to visit Karachi. He appreciated the services and performance of the provincial ombudsman in Sindh.



## Press Coverage



Staff Reporter — November 14, 2023

KARACHI - On directives of Sindh Provincial Ombudsman Ijaz Ali Khan, a factory set up on a residential plot has been shifted from the area. The ombudsman expressed satisfaction over implementation of his orders regarding shifting the factory from the residential area, said a statement issued here on Monday. The complainant, Syed Kamran filed an online complaint that a factory has been established on a residential plot in the FB area that was causing noise and air pollution and become a nuisance for the residents of the area. The complainant requested the ombudsman immediate action in the regard. Provincial Ombudsman Sindh forwarded the complaint to Regional Director Karachi Central for investigation who sought report from AC Gulborg, DG Environmental Protection Agency and Director Land KDA and directed for necessary action.



Sunday

March 12, 2023

**Two Australian officials arrive in city today**

News Desk

Ombudsman Western Australia Chris Field and Principal Assistant of Chief of Staff to the President Rebecca Poole are arriving in Karachi today on an official visit.

Sindh Ombudsman Ajaz Ali Khan would be hosting them. During their visit, they would call on Sindh Chief Minister Syed Murad Ali Shah on March 13 and will visit the Sindh Ombudsman Secretariat on March 14.

They would call on Sindh Governor Kamran Tessori on March 15 and also visit the Mazar-e-Quaid and the Mohatta Palace, said a press release issued by the provincial information department.



# The Frontier Post

a national English daily published from Peshawar, Islamabad, Lahore, Quetta, Karachi and Washington D. C.

Regd. No. 241 SHAHJAHAN 25, 114 - SAMOORDHA MARCH 18 1923 PESHAWAR EDITION

## IOI President calls on CM Sindh

P.P. Report

KARACHI: The Honorable President of International Ombudsman Institute Sindh, Mr. Ajaz Ali Khan, They also visited the Provincial Ombudsman Sindh, Mr. Kamran Khan Tessori, at the residence of Governor Sindh, Mr. Chris Field, and the Principal Assistant to President IOI Rebecca Poole, left Pakistan after completing their successful visit.

During their visit of IOI President, they attended the launching ceremony of the research study on "Assessment of Malnutrition (Stunting) in District Tharparker" at the Chief Minister's House where Chief Minister Sindh Sayeed Murad Ali Shah welcomed

them.

They also called on the Governor Sindh Mr. Kamran Khan Tessori at the residence of Governor Sindh, Mr. Ajaz Ali Khan. They also visited the Provincial Ombudsman Sindh, Mr. Sayeed Murad Ali Shah, where Chief Minister Sindh Sayeed Murad Ali Shah welcomed

them.

During their visit of IOI President, they attended the launching ceremony of the research study on "Assessment of Malnutrition (Stunting) in District Tharparker" at the Chief Minister's House where Sindh Chief Minister Murad Ali Shah welcomed them.

They also called on Governor Kamran Khan Tessori accompanied by Sindh Ombudsman Ajaz Ali Khan.

They also visited the Provincial Ombudsman Secretariat where they planted a sapling. They were briefed about the working of the Sindh Ombudsman Office by the Ombudsman Sindh.

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They also visited the Provincial Ombudsman Secretariat where they planted a sapling. They were briefed about the working of the Sindh Ombudsman Office by Ajaz Ali Khan. They also paid visits to Mazar-e-Quaid, National Museum of Pakistan, Mohatta Palace and the Holy Trinity Cathedral Church during their stay in Karachi.

# INTERNATIONAL THE NEWS

The News International, Karachi, Saturday, March 18, 2023

## IOI president returns after Pakistan visit

News Desk

President International Ombudsman Institute (IOI) and Ombudsman Western Australia Chris Field and Principal Assistant to President IOI Rebecca Poole left Pakistan after the completion of their successful visit, said a Sindh information department press release on Thursday.

During the first-ever visit by the IOI president, they attended the launching ceremony of a research study on "Assessment of Malnutrition (Stunting) in District Tharparker" at the Chief Minister's House where Sindh Chief Minister Murad Ali Shah welcomed them.

They also called on Governor Kamran Khan Tessori accompanied by Sindh Ombudsman Ajaz Ali Khan.

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DAWN TUESDAY MARCH 14, 2023

## Poverty, lack of potable water among major causes of stunting

Murad claims stunting among children under five is gradually decreasing in Thar; assures ombudsman its recommendations will be implemented

By Tahir Siddiqui

KARACHI: Chronic poverty, poor access to water, poor hygiene and sanitation practices, seasonal migration, early marriage and low birth spacing, lack of connectivity, transport and inadequate human resource are major risk factors behind stunting and malnutrition in Tharparker, said the report of a study.

The study, titled Assessment of Stunting in Tharparker, was launched by Sindh Chief Minister Syed Murad Ali Shah at a ceremony held here on Tuesday, results of which were conducted on the initiative of the Sindh Ombudsman with Regional Subdivision of International Ombudsman Institution (IOI) by Research and Training Wing, Planning & Development Department, Sindh.

He showed his complete support to implement the recommendation of the study and to provide administrative justice at doorstep to the masses.

IOI Ombudsman Field appreciated that the provincial ombudsman conducted the research with regional subsidy support of IOI

regarding very important issues and expressed that his institution would also provide all possible support for such future programmes of the ombudsman as such reports were of great interest to our organization.

Federal Ombudsman Dr. Qasim highlighted the role of ombudsman offices in providing speedy and free-of-cost justice to the general public throughout the country through such studies.

Provincial Ombudsman Aja Khan welcomed the foreign delegation, and while highlighting the findings of the study, he said that the role of ombudsman as a voice of the people, especially of the poor and vulnerable, is to highlight the issues of concern to the public.

He stated that the province's stunting rate was gradually decreasing as it was 48.9 per cent as per the National Nutrition Survey-2011 and 45.5pc as per 2018.

He said that stunting in children below five years old had been a major problem in Pakistan since 2001. Stunting is a measure of chronic malnutrition and occurs in the first 1,000 days of life after conception till the age of five years and was a major indicator, which not only increases morbidity and mortality, but also retards physical and cognitive growth, diminished learning ability and school performance and leads to lower adult productivity.

At the start of the ceremony, the P&D department gave a presentation about the issue of stunting in children under five years old in Pakistan for the last two decades.

It was claimed that the ratio of stunting in 2001 was 53.7pc in 2011,

and 40.2pc in 2018, and remained globally critical.

As per the Multiple Indicator Cluster Survey (MICS), in 2018, it increased to 50pc and Tharparker has 50.67pc compared to 53pc in MICS 2014.

It was claimed that the ratio of stunting in Tharparker is higher than the national average.

As per the survey, the ratio of stunting in Tharparker is 65.8pc, which is

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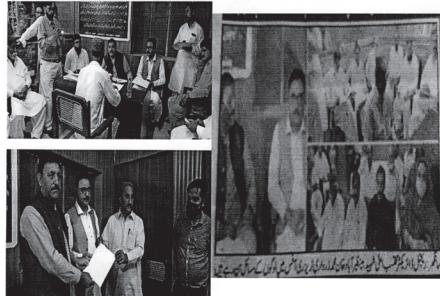
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## Press Coverage



### Sindh Ombudsman's Regional Director Khan Muhammad Zardari holds an open katchery in Sanghar

By Farooq Butt

SANGHAR: The Regional Director of the Sindh Ombudsman's office in Shaheed Benazirabad, Hassan Muhammad Zardari, held an open katchery at the District Accounts Office in Sanghar on Tuesday. In a statement, the government employees and the pensioners attended the meeting to present their problems to the Regional Director about their problems. Addressing the occasion, Regional



Director Khan Muhammad the widows of the deceased employees and pensioners attended the meeting. He assured to improve their performance and resolve the employees to take steps to resolve longstanding problems of the pensioners on the occasion.

**Daily BOLAN HUB Balochistan**  
روزنامہ  
بیانیہ نامہ ۰۸۵۳-۳۱۰۲۰۳  
بدھ ۲۰ نومبر ۲۰۲۳ء، براطیل ۶، ماری الی ۱۴۴۵ء  
جلد ۳۴ شمارہ ۳۴۱

لولان

لولان کی تغیریں اور معاشرے کی ترقی کے لیے بہت ضروری ہے۔ رجحیل ڈاکٹر جنگ تھبٹھ

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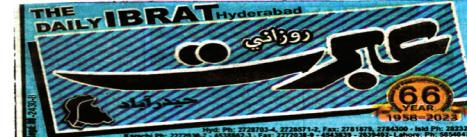


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## عام طور تي پچياويندر سوال

### چلدرین ڪمپلینتس آفيس

سنڌ سرڪارجي ڪنهن باداري يا ڪاريوريشن سان جيڪڏهن توهان کي ڪاشڪايت آهي ته اداره محتمسب سنڌ کان مدد وٺو اوهان جي ڏهن هر محتمسب سنڌ جي اداري متعلق پيدا ٿيندر سوالن جا جواب اسان هيٺ ڏئي رهيا آهيون ته جيئن توهان کي طريه ڪارتي عمل ڪرڻ هر آسامي ٿئي

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| <p><b>س:</b> پارن جي شڪايت جي آفيس (CCO) هر شڪايت درج ڪراڻ جي فيس (fee) ڪيتري آهي؟</p> <p><b>ج:</b> شڪايت درج ڪراڻ جي ڪاٻے فيس ناهي ۽ ان جون سڀائي خدمتون بنا معاوضي انجام ڏنيون وينديون آهن.</p> <p><b>س:</b> چا مون کي بحثيٽ شڪايت ڪندڙ ڪو ڪيل مقر ڪرڻ جي ضرورت هوندي؟</p> <p><b>ج:</b> هي آفيس حڪومت جي انتظامي امور ۾ ڪهڻي طرح فائديمند ثابت ٿيندي؟</p> <p><b>س:</b> قانون جي عدلاري، بالاعواضا ۽ بنا ڪنهن ديرجي انتظامي انصاف جي فراهمي حڪرمت جي حقبي مفادون ۽ تحفظ ۽ اختيارن جي جائز استعمال کي ڀينهي بنائڻ هر آفيس پيرور ڪوشش ڪندي.</p> <p><b>س:</b> هن آفيس ۾ ڪهڻي قسر جون شڪايتون درج ن ٿينديون؟</p> <p><b>ج:</b> (i) جيڪي بهريان درج تي چڪيون آهن ۽ جن تي ڪارروائي تي چڪي آهي.</p> <p><b>ج:</b> (ii) جنهن تي ڪنهن عدالت جي طفان ڪوبه فيصلو ٻڌايو ويو هجي يا جيڪو عدالت هر ھلندر هجي.</p> <p><b>س:</b> (iii) جنهن سئي محتمسب جي حدن يا اختيارن هر اينديون هون.</p> <p><b>س:</b> شڪايت جي چند چالا ۽ ان جي ازاليء جي ڪارروائي ۾ ڪيتو وقته گھريل هوندو آهي؟</p> <p><b>ج:</b> هي آفيس جنهن مسئلي کي 2 کان 3 مهين جي عرصي ۾ حل ڪرڻ جي ڪوشش ڪندي آهي، ان عرصي ۾ گهٽ وڌائي شڪايت جي نوعيت سان ڳانڊايل آهي.</p> <p><b>س:</b> چا صوبوي جي انتظامي مشينري (ياجرو) ۽ بالاختيار ادارا محتمسب جي فيصلو جا پاند هوندا؟</p> <p><b>ج:</b> بلڪل، هو محتمسب جي فيصلو جا پاند هوندا.</p> <p><b>س:</b> چا محتمسب جو تعاون حاصل ڪندڙ پوءِ ڪنهن قانوني عدالت سان رجوع ڪرڻ جا ٿقدار نه هوندا؟</p> <p><b>ج:</b> پهرين ڳالهه اها ته جيڪڏهن اوهان جو ڪيس عدالت هر هلي رهيو آهي ته هن آفيس هر اوهان جي شڪايت قبول نه ڪئي ويندي، جيڪڏهن اوهان هن آفيس جو تعاون حاصل ڪري ورتو آهي ۽ اوهان ان مان مطمئن نه آهي، اوهان هن آفيس کان شڪايت واپس وٺ کان بعد ڪنهن به عدالت سان رجوع ڪري سگهونا.</p> <p><b>س:</b> چا صرف ڪراچي هر محتمسب سڀڪريٽيت جي صدر آفيس هر ئي شڪايت داخل ڪراچي سگهونا تو؟</p> <p><b>ج:</b> اهو ضروري ناهي، اوهان اسان جي ڪنهن به علاقئي جي آفيس هر شڪايت داخل ڪراچي سگهونا.</p> | <p><b>س:</b> پارن جي شڪايت جي آفيس (CCO) جو صوبائي محتمسب سنڌ (POS) هر قيمت جو مقصود چا آهي؟</p> <p><b>ج:</b> (CCO) پارن جون شڪايتون وصول ڪرڻ لا، صوبائي محتمسب جي طفان ڀونيسيف جي تعاون سان آفيس قائم ڪئي وئي آهي، ان جو مقصد خاص طور تي صوبوي هر چتن مسئلئن ۽ انهن سان ٿيندر زيادترين جي روڪثار ڪرڻ آهي.</p> <p><b>س:</b> پارن جون شڪايتون وصول ڪرڻ جي آفيس ڏار ٿائڻ ڪرڻ جي ضرورت پيش چو آهي؟</p> <p><b>ج:</b> پاڪستان پارن جي چتن جي ٻات اقوام متعدد جي قرارداد جو اقراري آهي جنهن جي مطابق پاڪستان قانوني طور تي پاند آهي ته پارن جي چتن جي متعلق شڪايتون ٻڌايو جي چتن جي چتن جو تحفظ ڪي بهتر بثائي.</p> <p><b>س:</b> پارن جي شڪايت جي آفيس (CCO) ۾ ڪهڻي قسر جي شڪايت قابل قبول هوندي آهي؟</p> <p><b>ج:</b> سنڌ جي سمورين سرڪاري آفيسين، ادارن، جنهن هر پوليڪ، حيل، تعليمي ادارا، پيئر خانا، ريمانند هونز ۽ اسپيلانون وغيرها شامل آهن جتي پارن سان ٿيندر زيادترين جي متعلق شڪايتون درج ڪراچي سگهون ٿيون.</p> <p><b>س:</b> پارن جي شڪايت جي آفيس (CCO) پارن جي لا، ڪهڻي طرح فائديمند آهي؟</p> <p><b>ج:</b> (CCO) پارن جي تحفظ جو محامل ڇائڻ ڪرڻ جي لا، هڪ اهر ڪدار ادا ڪندي ۽ چتن جي ٻات شڪايتون جي ازاليء لاءِ تحقيق، وڪالت ۽ پارن جي متعلق پين ادارن جنهن هر غير سرڪاري ادارن (NGOs) سان رايطي جي ذريعي هڪ پليٽ فارم مهيا ڪندي.</p> <p><b>س:</b> ڪيرپارن جي شڪايت جي آفيس (CCO) هر شڪايت درج ڪراچي سگهي تو؟</p> <p><b>ج:</b> ڪوبه پار يا ان جي نمائنداني طور تي ڪو به بالع فره ڏانئي طور تي تحريري درخواست شڪايت جمع ڪراچي سگهي ٿويا فون ڏريعي ۽ اي ميل وغيره به موکلي سگهجي ٿو.</p> <p><b>س:</b> پارن جي شڪايت جي آفيس (CCO) من کي بطور شڪايت ڪندڙ ڪهڻي ڳالهه جي ڀيني دهاني ڪرائندو؟</p> <p><b>ج:</b> ان هر بنا دير انصاف تائين مفت رسائي، تسلی بخش ٻڌائي ۽ نسيحا خير ڪارروائي شامل آهي، جيڪا هر پار (18 سالن جي عمر تائين) جي لا، بنا فرق، مذهب، ذات يا تهذيب جي مدد فراهم ڪئي ويندي.</p> <p><b>س:</b> چان معاملي هر صوبائي محتمسب يا اختيار آهي؟</p> <p><b>ج:</b> هي ها، صوبوي سنڌ جي ايڪت مجرم 1991 جي تحت ڇائڻ ٿيل محتمسب سنڌ کي ان معاملي هر بنائي قانون جي تحت ڪارروائي جواختيار حاصل آهي.</p> <p><b>س:</b> چامان سنڌي زيان هر شڪايت درج ڪراچي سگهونا تو؟</p> <p><b>ج:</b> بلڪل، اوهان سنڌي، اردو يا انگريزي هر شڪايت درج ڪراچي سگهونا.</p> |
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## محتبس جي اداري مي شکایت پیش کرڻ جو طریقو

سوال: حکومت جي انتظامي شاخن کي هن آفيس مان کھئي هز حاصل ٿي سگهي ٿي؟

جواب: قانون جي برتری تکڑو ۽ سستو انصاف، حکومت جي جائز حقن جو تحفظ  
وغيره.

سوال: ڪپڻين شکایتن تي ڌيان ن ڏنويندو؟

جواب: (1) داخل ٿيل اهي شکایتون جن تي اڳ ئي عمل ڪيو ويو هجي.

(2) اهي شکایتون جن تي ڪورٽ نيفصلو ٻڌائي چڪي هجي يا ان وت اڪلاء  
هیئت هجن.

(3) اهي شکایتن جيڪي بین محتبسين جي داڻي پر ايندیون هجن.

(4) بيكار ٿيل شکایتون

سوال: بيكار ٿيل شکایتن مان چاراد آهي؟

جواب: الزاميل بدانظامين کان ٿي مهينا پوءِ داخل ڪيل شکایتون بيكار سڄن  
ٿيون.

سوال: چا بيكار ٿيل درخواستن جي گنجائش آهي؟

جواب: ها، اهو محتبس جي اختيار ۾ آهي ته هو ڪجهه مخصوص حالتن تحت اهريون  
درخواستون پڻ جو گھيون قرار ڏئي.

سوال: جاج ۽ تارڪ ٻر ڪيتو وقت لڳي سگهي ٿو؟

جواب: گھلوڪري پن ڀان مهين ۾ شکایت حل ٿي ويندي آهي پر ڪڌمن ڪڌمن  
کيسيں جي نوعيٽ تي بارو مدار آهي.

سوال: چا محتبس جي فيصلوي عمل صوياني انتظامياً لازمي آهي؟

جواب: ها، اهولامي آهي

سوال: جيڪڻهن محتبس جي فيصلوي سان سهمت ن هجان ٿي؟

جواب: جيڪڻهن توهان سمجھو ٿا ته فصلو انصاف پرييو نه آهي توهان تيپهن ٢٠ ڀينهن  
اندر سند جي گورنر کي درخواست ڪري سگھو ٿا، ان تي ڪوبه حڪم نامر  
جارى ڪري سگھي ٿو.

سوال: چا محتبس سند جي مدد سان پنهنجي ڪورٽ ۾ وڃن جي حق تان هت نه ٿو  
ڪٿا؟

جواب: پهرين گالهه ته هي آفيس ان ڪييس تي غور نه ڪندي جيڪو ڪورٽ ٻر اڪلاء  
هیئت آهي پوءِ به جيڪڻهن اسانجي مدد حاصل ڪيو ٿا ۽ ڪاروائي مان  
مطمئن ن آبيوت توهان کھئي به وقت هن آفيس مان ڪيس تان هت ڪڻ بعد ڪنهن  
ڪورٽ پروجي سگھو ٿا.

سوال: صوياني محتبس سند جي آفيس جي قيام جو ڪهي و مقصداً آهي؟

جواب: صويي اندر انتظامي ڪو تاهين خلاف شکایت ڪندڙن جي مسئلن  
کي حل ڪرڻ.

سوال: چا سند جو محتبس اي گز ڪيو توجي بالادستي کان آزاد آهي؟

جواب: ها، سند صويي جي محتبس جي آفيس جي قيام جو ايڪت 1991ع  
تحت محتبس ڪهي قسم جون شکایتن ٻڌي ۽ حل ڪري سگھي ٿو.

سوال: محتبس سند حڪومت جي سپني ادارن سان لاڳاپيل بدانظامي جون  
شکایتن ٻڌي سگھي ٿو، سوء ان شکایتن جي جيڪي وفاقي محتبس.

وفاقي ٽيڪس محتبس، انڊورنس محتبس، ۽ ٻينڪنگ محتبس جي اختياران  
براجن ٿيون.

سوال: چا محتبس وٽ شکایت ڪري سگھان ٿو؟

جواب: ها ڪو ۾ ماڻهوسادي پني تي صحيح تيل شکایت محتبس وٽ داخل  
ڪري سگھي ٿو جنهن تي تڪلي لڳائڻ جي ڪابه ضرورت نه آهي، ڪنهن  
ٻه گمان يا ڪوري درخواست تي غور ن ڏنويندو.

سوال: چا محتبس منهنجي شکایت ٻڌي جو ڪي قرار ڏيندڙو؟

جواب: ها، جيڪڻهن ان سان گڏهينيان دستاويز شامل هجن.

(1) شناختي ڪارڊ جي ڪاپي (شکایت ڪندڙ جي)

(2) هڪ عدد نسم ناموشامل هوندو جيڪو هيء آفيس ياري جعل آفيس مان  
بنائي جي حاصل ڪري سگھجي ٿو.

سوال: چا مان پنهنجي شکایت سندٽ پر داخل ڪري سگھان ٿو؟

جواب: ها، بالڪل سندٽ، اردو ۽ انگريزي پر درخواست جمع ڪراچي سگھجي تي

سوال: اهڙي شکایت داخل ڪراچي پر منهنجي ڪيتو و خرج ايندڙو؟

جواب: شکایت ڪرن جو ڪو ۾ خرج نه ٿو ڏوندو.

سوال: چا شکایت ڪندڙ کي روکيل جي ضرورت آهي؟

جواب: نه بالڪل نآهي.

سوال: چا مان صرف پنهنجي شکایت مرڪزي آفيس ڪراجي پر داخل ڪري  
سگھان ٿو؟

جواب: ضروري ن آهي، توهان اسان جي ڪنهن به علاقائي آفيس پر داخل ڪرائي  
سگھو ٿا.

سوال: شکایت ڪندڙ محتبس جي آفيس مان ڪو ٿي اميد رکي سگھي ٿو؟

جواب: انصاف تائين سستي پهج، صحيح ٻڌائي، لاڳائي مداخلت، جلد انصاف ۽ محتبس  
جي فيصلن تي ترت عمل.



لاء مختلف انداز ۾ قائم ٿيو، پاڪستان ۾ 1973 ع ۾ متفقه آئين منظور ۽ نافذ ڪيو ويو ۽ هن تحت مختلف ادارا قائم ٿيا، عوام جي فلاج ۽ بهتری لاء محسوس ڪيو ويو ته هڪ اعلي حڪومت جي بنیاد قانون جي بالادستي ۽ سرڪاري ادارن جي بهتری تي منحصر آهي، ڏٺو ويو ته غريب پسمانده ۽ بي سهارا عوام جا وڌي تعداد ۾ مختلف ديواني ۽ فوجاري عدالتون ۾ موجود هئي ۽ عام ماڻهن کي سخت تڪلiven ۽ پئسو خرج ڪرڻ جي باوجود بروقت انصاف ملڻ لاء تمام مشڪلاتون پيش اچن پيون، هن ضرورت جي پيش نظر 1983 ع ۾ وفاقي محتبس جو ادارو قائم ڪيو ويو، جڏهن ته سند ۾ محتبس جي اداري 1991 ع ۾ آغاز ڪيو، الحمدالله پنهنجي قيام کان اچ تائين هي ادارو ڪاميابي سان پنهنجي فرائض جي بجا آوري ڪري رهيو آهي ان ۾ شڪ ناهي ته قديم تاريخي روایت جو حامل صوبو سند عرصه دراز کان ماشرتني ۽ سماجي محرومین جو شڪار رهيو آهي ۽ پيش تر عوام حڪومتي ادارن جي اندر ڪامورن جي ناھلي، لاپروا هي ۽ بعد عنواني جي ڪري سخت پريشان ۽ مسئلن ۾ مبتلا آهن، هن ڪري سخت ضرورت هئي ته محتبس جو ادارو قائم ڪي وجي، جنهن جو مقصد عام ماڻهن کي تڪڙ ۽ بلاعماوضه انصاف ملي، محتبس جي اداري جو بنادي طريقو اهو آهي ته ڪنهن به فريادي طرفان سند حڪومت جي زير انتظام سرڪاري محڪمن ۾ ثيل شڪايت کي سادي ڪاغذ تي درخواست ڏٻڻ کان پوءِ ان تي ڪارروائي ڪري شڪايت جي صحيح معني ۾ جانچ پڙتال ڪري متعلقه محڪمي کان فريادي کي حق ڏياريو وجي، جيترو ممڪن هجي جلد کان جلد هن جي شڪايت جو ازايو ڪيو وجي، ان کان علاوه رٿائرب سرڪاري ملازم، پينشنز يا فوت ٿيل ملازم جي وارثن کي پيش ايندڙمشڪلاتون کي جلد حل ڪرڻ جي لاء اپاء ورتا ويندا آهن، ان سان گڏوگڏ پارن کي پيش ايندڙمشڪلاتون حل ڪرڻ لاء شڪايتني مرڪز به ڪم ڪري رهيو آهي ۽ عام ماڻهن جي شڪايت کي حل ڪرڻ جي لاء سجي سند ۾ ريجنل آفيسون کوليون ويون آهن ته جيئن ماڻهن کي پنهنجي گهرڪان ويجهو آساني سان انصاف ملي سگهي.

موجوده صوبائي محتبس جناب اعجاز علي خان هن اداري جو سريراهه 2020 ع ۾ مقرر ٿيو ۽ پنهنجي ملازمت جي وسيع تجريبي ۽ اعلي اخلاق جي ڪري عوام جي همدردي جي بنوياد تي شروعات کان مثالی اپاء ورتا، اڳ ۾ موجوده سورنهن (16) ريجنل آفيسن ۾ اضافو ڪندي (3) تي نيون آفيسون ضلعو ڪورنگي، ويست ڪيامارڻي ۽ سانگهڙ ۾ به کوليون ويون آهن. محتبس سند جي خاص ڪوشش رهي آهي ته عوام کي هن اداري جي باري ۾ پرنٽ، الڪٽرانڪ ۽ سوشل ميديا جي ذريعي معلومات ڏئي وجي ته جيئن وڌ ۾ وڌ عوام هن سهولت کان فائدو وئي سگهي، محتبس صاحب جي ڪوششن سان تعليم ۽ صحت تي خاص توجه ڏئي وئي آهي، خاص ڪري نياڻين جي تعليم جي سند ۾ باقاعدہ مهم شروع ڪري نياڻين کي اسڪول ۾ داخلا ڏيارڻ لاء سهولتون ڏئيون ويون.

الله جو شڪراهي پنهنجي قيام کان وئي اچ تائين محتبس سند جي اداري عوام کي سستو ۽ ترت انصاف مهيا ڪرڻ لاء جيڪي قدم کنيا آهن انهن جو نتيجو به ظاهر ٿئي پيو، اميد آهي هن اداري جي ڪارڪرڊي اجا بهتر ٿيندي، جنهن جو فائدو پوري سند جي عوام کي پهچندو.





## صوبائي محاسب سند جو ادارو، پس منظر ۽ خدمات

تحریر: فصیح الدین خان

اسلام جو بنیادی مقصد آهي عدل ۽ انصاف جو نظام قائم ڪرڻ، قرآن مجید ۾ سوره النحل ۾ اللہ سائین فرمائی ٿو (ان الله يا مُرِيالْعَدْلِ وَالْحَسَنِ)

ترجمو : اللہ اوہان کي انصاف ۽ احسان ڪرڻ جو حکم ڏئي ٿو.

سوره توبه ۾ مومن جي اندر نو (9) خوبين جو ذکر آهي ان ۾ هڪ نمایان خوبی آهي امر بالمعروف ونهی عن المنکر يعني چڱي ڪم ڪرڻ جو حکم ڏيڻ ۽ بري ڪمن کان روکڻ، ايمان جي تقاضه آهي ته هر مسلمان نه فقط خود نیڪو ڪار هجي بلڪه چڱي ڪمن ڪرڻ جي هدایت ڪري ۽ غلط ڪمن کان روکي، هن سلسلی ۾نبي ڪريم صلي اللہ واله وسلم ترمذی شريف جي هڪ روایت مطابق مسلمانن کي تتبیهه ڪندي فرمایو ته - هن ذات جو قسم آهي جنهن جي قبضي ۾ منهنجي جان آهي - ته توہان ضرور نیڪي جو حکم ڏيندا رهو ۽ برائي کان روکيندا رهو، ورنه اللہ پنهنجو عذاب نازل فرمائيندو ۽ اوہان جون دعائون به قبول نه ٿيندیوں، ان مان ظاهر آهي ته - امر بالمعروف ونهی عن المنکر - دین اسلام جو هڪ اهم ۽ بنیادی اصول آهي.

حضرت آدم عليه اسلام کان خاتم النبین صلي اللہ عليه وسلم تانين جيڪي به انبیاء ۽ مرسلین هن دنيا ۾ ايندا رهيا انهن جو بنیادی فريضو ھيو ته هن اصول تحت انصاف تي مبني معاشرو قائم ڪيو وڃي ته جيئن ماڻهو باعزت ۽ چڱي شهری جي هيٺيت ۾ جان ۽ مال عزت وابرو جي سلامتي سان زندگي گذارين.

شريعت جي اصطلاح ۽ امر بالمعروف ونهی عن المنکر کي حسبت يا احتساب چٻو، امام غزالی رحمت اللہ فرمائي ٿو ته حسبت جا چار رکن آهن.

- (1) محاسب
- (2) محاسب عليه (يعني مجرم)
- (3) محاسب فيه (يعني جرم)
- (4) احتساب (يعني محاسب جي طرفان جرم جو ازايو )

اسلام جي شروعات ۾ خلفاء ۽ حڪام بنفس نفيس اهو فريضو سر انجام ڏيندا رهيا بعد ۾ جڏهن اسلامي حڪومت جو دائرو وسیع ٿيڻ لڳو ته محڪمه احتساب جي ضوررت پيش آئي، هن جو باقاعدہ قيام خليفه مامون الرشيد جي دور ۾ ٿيو، وقت ۽ حالات جي ضروت مطابق احتساب جونظام مختلف اسلامي ملڪن ۽ عوام جي فلاخ ويهيد لاء جاري رهيو، آخر ۾ هي نظام ترڪيه ۾ خلافت عثمانيه ”ديوان المظالم“ جي نالي سان قائم ڪيو ويو، هن اداري ۾ هڪ بالاختيار قاضي مقرر ڪيو ويندو ھيو، جنهن جي ذميواري هئي ته وقت جي خليفي يا بادشاهه جي نمائندگي ڪندي عام ماڻهن جي اصلاح ۽ فلاخ لاء ڪوششون ڪرڻ، هن سلسلی ۾ ڪنهن به ماڻهو يا سرڪاري اهلڪار جي غلط ۽ ناجائز روبي جي خلاف قانوني ڪارروائي ڪئي ويندي هئي ۽ عام ماڻهن جي شڪایتن تي باقاعدہ تفتیش کان پوءِ زيلاتي ڪرڻ واري سرڪاري اهلڪار خلاف قانوني قدم ڪنيو ويندو ھيو، ان دور ۾ سوئدين جو بادشاهه چارلس خلافت عثمانيه جي هن نظام کان ايترو متاثر ٿيو ته هن ساڳئي نظام کي پنهنجي مملڪت ۾ به نافذ ڪرڻ جو فيصلو ڪيو ۽ هن کي پنهنجي زبان ۾ (Ombudsman) جو نالو ڏنائين.

محاسب جو ادارو دنيا جي مختلف ملڪن کي حق ۽ سچ جي روشنائي ۾ انهن جي مسئلن کي حل ڪرڻ



## 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 کوئی فیصلہ نہیں ہے اور اس سلسلے کی تمام ترمیمات بلا معاویض انجام دی جاتی ہیں۔
- س: کیا مجھے بحثیت شکایت کنندہ کوئی دیکھنے کی ضرورت ہوگی؟  
ج: بھی نہیں اس کی کوئی ضرورت نہیں۔
- س: یہ ذفتر حکومت کے اختیاری امور میں کس طرح فائدے کویتی بنائے گا؟  
ج: قانون کی عملدراری، بلا معاویض اور بلا تاخیر انتظامی انصاف کی فراہمی حکومت کے حقیقی مفادات کا تحفظ اور اختیارات کے جائز استعمال کویتی بنانے میں یہ ذفتر بھرپور کوشش کرے گا۔
- س: اس ذفتر میں کس قسم کی شکایات درج نہیں ہوں گی؟  
ج: ایسی شکایات  
 (i). جو پہلے درج ہو چکی ہوں اور جن پر کارروائی کی جا چکی ہو۔  
 (ii). جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کر دیا گیا ہو یا جو کسی عدالت میں زیرِ اتواء ہوں۔  
 (iii). جو کسی دوسرے منتخب کے دائرہ کار میں آتی ہوں۔
- س: شکایت کی تفییش اور اس کے ازالے کی کارروائی میں کتنی مدت درکار ہوتی ہے؟  
ج: یہ ذفتر کی مکانے کو 2 سے 3 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔  
تاہم اس مدت میں کسی بیشی شکایت کی نوعیت منحصر ہے۔
- س: کیا صوبے کی انتظامی مشینری اور با اختیار ادارے منتخب کے فیصلے کے پابند ہوں گے؟  
ج: بالکل۔ وہ منتخب کے فیصلے عملدرآمد کے پابند ہیں۔
- س: کیا میں منتخب کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا حقدا ر نہیں ہوں گا؟  
ج: پہلی بات تو یہ کہ اگر آپ کا کیس عدالت میں زیرِ اتواء ہے تو اس دفتر میں آپ کی شکایت قبول نہیں کی جائے گی۔ تاہم بھروسی آپ نے اس ذفتر کا تعاون حاصل کر لیا ہے اور آپ اس سے مطمئن نہیں ہیں تو آپ اس دفتر سے شکایت واپس لینے کے بعد کسی بھی عدالت سے رجوع کر سکتے ہیں۔
- س: کیا میں صرف کراچی میں منتخب بیکری یہی کے صدر ذفتر میں ہی شکایت درج کرو سکتا ہوں؟  
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی ذفتر (جن کی تفصیل کتاب میں موجود ہیں) میں شکایت درج کرو سکتے ہیں۔

- س: چلڈرنر کمپلینٹس آفس (CCO) کا صوبائی منتخب سندھ (POS) میں قیام کا کیا مقصد ہے؟  
ج: CCO، صوبائی منتخب کی جانب سے یونیف کے اشتراک 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 آئی؟  
ج: پاکستان بچوں کے حقوق کے بارے میں اقوام متحدہ کے کویشن کا دستخط کنندہ ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جو ذمہ داریاں عائد ہوتی ہیں انھیں پورا کرے اور اس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نظام رہ 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 تقبل ہوتی ہیں؟  
ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں، شمول پولیس، جیل، تعینی اداروں، یقین خانوں، ریمانڈ ہومز اور اسپیٹالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات سننے اور اس کے ازالے کا نظام رہ ہوتی جا سکتی ہیں۔
- س: CCO بچوں کے لئے 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 لئے تحقیق، کالت اور بچوں سے متعلق دوسرے اداروں، شمول این جی اوز سے رابطہ کے ذریعے ایک پلیٹ فارم میا 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 اپنی طور پر یا تحریری طور پر درخواست جمع کرو سکتا ہے یا پھر کسی اور ذریعے سے مثلاً میں وغیرہ سے بھی بھیج سکتا ہے۔
- س: CCO اس سلسلے میں مجھے بطور شکایت کنندہ کس بات کی یقین دہانی کرواتا ہے؟  
ج: اس میں بلا تاخیر انصاف تک مفت رسائی، تلی جخش شنوائی اور نتیجہ خیز کارروائی شامل ہے جو ہر بچے (18 سال تک کی عمر تک) کے لئے بلا لحاظ فرقہ، نمہب، ذات یا لگبھر کے مدد فراہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی منتخب سندھ کی طور پر با اختیار ہے؟  
ج: جی ہاں! صوبہ سندھ کے ایکٹ مجری 1991ء کے تحت قائم شدہ ذفتر منتخب کے مطابق اسے اس معاملے میں بنیادی قانون کے تحت قائم شدہ ذفتر منتخب کرنے کا اختیار حاصل ہے۔



## محتسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے

ج: قانون کی بادلتی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فرمائی، جائز حکومت کے مفادات کا تحفظ اور صوابیدی اختیارات پر منصفانہ عملدرآمد۔

س: کس قسم کی شکایت دفتر میں قبول نہیں کی جاتی؟

- ج: (۱) ایسی شکایات جو پہلے مذکور ہو کر روای سے گزر جی ہو۔
- (۲) کسی عدالت میں زیر سماعت ہو یا جس پر فصلہ ہو چکا ہو۔
- (۳) کسی دوسرے محتسب کے دائرہ اختیار میں آتی ہو۔
- (۴) شکایت زائد المعیاد ہو چکی ہو۔

س: زائد المعیاد سے کیا مراد ہے؟

ج: بدانظامی کی ایسی شکایت جسے گزرے ہوئے تین ماہ سے زائد ہو چکے ہوں۔

س: کیا زائد المعیاد کے لیے کوئی استثناء ہو سکتا ہے؟

ج: ہاں محتسب سندھ کی صوابید پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظور کر لے۔

س: کارروائی اور تقاضہ میں کتنی مدت لگ جاتی ہے؟

ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدت لگتی ہے لیکن نام فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) کامل ہونے میں وقت لگے۔

س: کیا محتسب کے فیصلوں پر صوبے کی انتظامی اور عاملانہ مشنری کو عمل کرنا لازمی ہوتا ہے؟

ج: جی ہاں محتسب سندھ کے فیصلوں پر عمل کرنا صوبائی حکوموں کے لیے لازمی شرط ہے۔

س: اگر میں محتسب سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہو سکتا ہے؟

ج: اگر آپ فیصلے کے غیر منصفانہ سمجھتے ہیں تو تیس دن کے اندر گورنمنٹ کو عرضداشت Representation بیچ سکتے ہیں جو مناسب سمجھنے پر نظر ثانی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محتسب سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہو جائے گا؟

ج: پہلی شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہو گا۔ اگر آپ محتسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محتسب سندھ کے دفتر سے واپس لے کر عدالت میں جاسکتے ہیں۔

س: محتسب سندھ کے دفتر کے قیام کا مقصد کیا ہے؟

ج: متاثرین کی شکایتوں کے ازالے کے لیے قائم ہوا ہے۔

س: کیا محتسب سندھ حکومت (انتظامیہ) سے خود مختار ہے؟

ج: جی ہاں یہ نامیاتی قانون کے تحت خود مختار ہے اور اپنا فریضہ محتسب سندھ ایک 1991ء کے تحت انجام دیتا ہے۔

س: کس قسم کی شکایت سے محتسب سندھ کا تعقیل ہے؟

ج: ایسی شکایت جو حکومت سندھ کے تمام حکموں میں سے کسی بھی بدانظامی کے زمرے میں آتی ہو۔ مساواں کے جو وفاقی محتسب سندھ یا خصوصی محتسبین مثلاً میکس محتسب، بیننگ محتسب، انشوںس محتسب کے دائرة اختیار میں ہوں۔

س: کیا میں محتسب سندھ کو شکایت پیش کر سکتا ہوں؟

ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دھنخڑ سے پیش کر سکتا ہے۔ اسامپ لگانے کی ضرورت نہیں ہے۔ گمان یا فرضی نام پر شکایتیں قابل قبول نہیں ہوتیں۔

س: کیا میری شکایت دفتر میں منتظر کریں گے؟

ج: جی ہاں۔ اگر آپ کے ساتھ آپ کے قومی شناختی کارڈ کی فوٹو کاپی اور حلف نامہ جو بلا معاوضہ دفتر میہا کرتا ہے اس پر دھنخڑ موجود ہوں۔

س: کیا میں سندھی میں اپنی شکایت لکھ سکتا ہوں؟

ج: بے شک سندھی، اردو یا انگریزی میں سے کسی بھی ایک زبان میں شکایت بھی جاسکتی ہے۔

س: محتسب 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 وکیل کی ضرورت ہوتی ہے؟

ج: نہیں۔ قطعی ضرورت نہیں ہے۔

س: کیا اپنی شکایت محتسب سندھ کی بیڑیٹ کے ہیڈ آفس میں بھیجا چاہیے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی ریجنل آفس میں بھیج سکتے ہیں جن کے پیچے اس کتاب کے آخر میں دیے گئے ہیں۔

س: میری شکایت پر محتسب سندھ سے کیا توقع رکھی جاسکتی ہے؟

ج: بلا معاوضہ انصاف تک رسائی، توجہ کے ساتھ سماعت، نتیجہ خیز مداخلت، محتسب سندھ کے فیصلے کا جلد ازالاطا۔

س: حکومت کی انتظامی طاقت کے آگے محتسب سندھ کے دفتر سے کیا توقع رکھی جاسکتی ہے؟



پاکستان میں اس ادارہ کے قیام کی تاریخ 1973ء کے آئین میں اس ادارہ کا ذکر ہے لیکن یہ ادارہ 1981ء میں صدارتی حکم نامہ کے تحت وفاق میں وجود میں آتا ہے۔ بعد ازاں آنے والی حکومتوں نے اس ادارہ کے دائرہ کارکوصوبائی سطح تک وسیع کیا اور چاروں صوبوں میں صوبائی ادارے قائم کیے گئے جنہیں صوبائی حکومتی اداروں پر اختیار دیا گیا۔ مختصب کے ادارہ کے کامیاب وجود نے اس دوران حکومتوں کو مجبور کیا کہ بنیادی انسانی حقوق، صنفی عدم مساوات اور استھصال، بیننگ سیکٹر سے متعلق شکایات اور نظامِ ٹکس کے پیچیدہ معاملات جس میں محکمہٗ مالیات یا ٹکس وصولیابی کے اداروں کو غیر معمولی صوابدیدی اختیارات حاصل ہیں، جیسے معاملات پر مخصوص ادارہٗ احتساب قائم کیا جائے۔ چنانچہ آج بینک مختصب، انسانی حقوق اور قوانین یا صنفی خوف و ہراس جیسے معاملات سے نہنہ کے لیے علیحدہ علیحدہ مختصبین کام کر رہے ہیں۔ اس وقت مجموعی طور پر 16 مختصب کے دفاتر اپنے اپنے صوبائی اور علاقائی (Regional) دفاتر کے ساتھ متکر و فعال ہیں۔

آج کی تیز رفتار دنیا جو اپنے اندر ایجادات و اختراعات کا ہنگامہ تحریر و استجواب لیے ہوئے ہے، وہیں مسائل کی نوعیت بھی تبدیل ہو رہی ہے۔ آنے والے دنوں میں مختصب کا سب سے بڑا چینچ انسانی حقوق کے تحفظ کا ہو گا گو کہ یہ مسئلہ اب بھی درپیش ہے لیکن اس شدت کا نہیں ہے جو مستقبل میں ہوا چاہتا ہے۔

مختصب کے ادارے کی کامیابی اس کے عوامی کردار کے سبب ہے۔ ایک ایسا ففتر جہاں آپ صفحہ شکایت (Compliant) لیے ہوئے داخل ہوں اور حکومتی مکھموں کے خلاف دادرسی حاصل کریں۔ نہ عدالتی پھیرے اور نہ ہی وکیلوں کی خدمات، نہ جھوٹی، سچی شہادتوں کی بھگتان اور نہ ہی برسوں پر محیط کارروائی کے پھیلاوہ کا اندریشہ۔ ادارہ مختصب ”عدالتِ انصاف“ نہ ہونے کے باوجود فراہمی خدمات اور دادرسی شکایات میں نمایاں ہے۔ عدالتی نظام پر غیر معمولی بوجھ جس نے نظامِ عدل کو جکڑ رکھا ہے، مختصب کے ادارہ کو مزید طاقتور بنانا کر ہی کم کیا جا سکتا ہے۔ مختصرًا ہم اعتماد کے ساتھ کہہ سکتے ہیں کہ حکومتی مکھے اس ادارہ کے سبب عام شہری کے گھر کی دلہیز پر جوابدہ ہیں۔





ادوار میں مختصب کا ادارہ ”پارلیمانی مختصب“ کے طور پر فرائض کی انجام دہی کرتا رہا جس میں حکومت یعنی وزراء، ملٹری آفیسرز اور حکومتی کارپوریشنز اس کے دائرة اختیار سے باہر تھے۔ تاہم اس استشنا کے باوجود یہ ادارہ شہری حقوق کی گنبد اشت اور عدالتی خرابیوں، جس میں ملزمان کو غیر معمولی مدد تک عدالتی کارروائی کے نامکمل رہنے کے سبب پابند سلاسل رکھا جاتا تھا، کو دُور کرنے میں مستعد و سرگرم رہا۔ 1830ء میں شاہی مختصب نے سینٹرل بورڈ آف فناں کے صدر کے خلاف کارروائی کی جس نے ایک شہری کو کاغذات تک دسترس سے، جسے آج ہم اطلاعات تک رسائی (Right to Information) کہتے ہیں روک رکھا تھا۔

1887ء میں جب ایک ٹاؤن کمیٹی نے ”خاندانی منصوبہ بندی“ کے الفاظ کے استعمال پر پابندی لگائی تو مختصب شاہی نے ذمہ داران کے خلاف کارروائی کی۔ اسی طرح محدود اختیارات کے باوجود 1913ء میں سوئیڈن میں پارلیمانی ریفارم کے مطالبے پر ہونے والے عمومی احتجاج کے مظاہرین پر پولیس کی کارروائی کے خلاف مختصب شاہی نے کارروائی کی کہ کسی شہری کو اظہارِ رائے سے روکا نہیں جا سکتا۔ یہی سبب تھا کہ بڑھتی ہوئی فوجی تعداد اور فوج کے اندر انتظامی معاملات کی خرابی کو دُور کرنے کے لیے 1915ء میں سوئیڈن میں ملٹری مختصب کا ایک نیا ادارہ قائم کیا گیا۔

جنگِ عظیم اول نے انسانی حقوق، شہری آزادی اور انتظامی خرابیوں پر حکومتی توجہ مبذول کرائی کہ کس طرح ریاست اپنے سفر کو پُر سکون انداز میں جاری رکھ سکے۔ سب سے پہلے 1919ء میں فن لینڈ نے ”پارلیمانی مختصب“ سوئیڈن کے نمونے کو کاپی کیا اور حکومتی سطح پر مختصب کا ادارہ ان ہی خطوط پر قائم کیا جیسا کہ سوئیڈن میں ہے۔ جنگِ عظیمِ دوم کی تباہ کاریوں سے نبرد آزماریاستوں نے ایک جمہوری معاشرے کی تشکیل میں مختصب کے ادارہ کی افادیت کو وسیع پیانے پر محسوس کرنا شروع کیا چنانچہ 1954ء میں ڈنمارک اور پھر چند سال بعد ہی ناروے میں اس ادارے کو وجود بخشنا گیا۔ آج یہ دنیا کے بیشتر ممالک میں سرگرم وفعال ہے گو کہ جمنی، برطانیہ اور امریکہ میں ادارہ مختصب کسی اور نام اور دفتر کی شکل میں فعال ہے لیکن ان دفاتر میں قوتِ محکمہ کہ ادارہ مختصب کے بنیادی خود خالی ہی ہیں۔



## ادارہ مختصب کی ارتقائی تاریخ

شاہد احمد ہاشمی

عمومی طور پر یہ بات کچھ اس طرح یک سطحی جملے میں بیان کی جاتی ہے کہ مختصب کا ادارہ پہلے 1809ء میں سوئیڈن میں وجود پذیر ہوا۔ گوکہ یہ بیان درست ہے مگر نامکمل ہے۔ دو یہ جدید کے ادارہ مختصب کے قیام کی تاریخ ستر ہویں صدی سے شروع ہوتی ہے اور اٹھارویں صدی کے آغاز پر ہی ”پارلیمانی مختصب“ کے قیام کے ساتھ اپنے سفر کے ایک حصے کو جمہوری انداز میں، آئینی طریقے سے مکمل کرتی ہے۔ مختصب کے ادارہ کو یورپ میں نشأۃ ثانیہ (Industrialization) اور صنعتی بیداری (Renaissance) کی تحریک کو سمجھے بغیر سمجھنا مشکل ہے۔

یہ بات اہم ہے کہ سوئیڈن میں یہ ادارہ پارلیمانی تصدیق اور آئینی تحفظ کے بغیر 1809ء سے پہلے ہی موجود تھا۔ یورپ کی تاریخ میں یہ ادارہ سب سے پہلے سوئیڈن میں ہی مطلق الغنان شاہ چالس دوازدهم (XII) نے 1713ء میں قائم کیا تھا جو ان ہی دنوں کم و بیش 13 سالہ تخت حکمرانی کی کشمکش کے دوران سلطنت عثمانیہ جسے آج ”ترکیہ“ کہتے ہیں قیام پذیر ہا۔ دوران قیام شاہ چالس نے ”ترکیہ“ میں ”مختصب“ کے ادارہ کو بغور دیکھ رکھا تھا۔ شاہ چالس نے نامزد ”مختصب“ کو سوئیڈن میں اپنی نیابت کے لیے مقرر کیا۔ تب شاہی مختصب کی ذمہ داری تھی کہ وہ عدالتوں اور سرکاری اہلکاروں کی مروجہ قوانین کے تحت فرائض کی ادائیگی پر نظر رکھے۔ ادائیگی فرائض میں قوانین سے انحراف پر مختصب شاہی کو اختیار حاصل تھا کہ گناہ گار (Delinquent) کے خلاف قانونی چارہ جوئی کا آغاز کر سکے۔ 1719ء میں مختصب کو ”چانسلر آف جسٹس“، کاظطب دیا گیا۔ آج چانسلر آف جسٹس کا یہ دفتر ہی اپنی نئی شکل میں موجود ہے۔

سوئیڈن میں مختصب کے دفتر کی تنظیم نو 1809ء میں بذریعہ آئینی دستاویزات عمل میں آئی۔ 1809ء میں پارلیمان (Riksdag) نے آئینی مسودے کے ذریعے اختیاراتِ حکمرانی کو بادشاہ اور پارلیمنٹ کے مابین تقسیم کیا جس کے تحت آئین کی دفعات 101 سے لے کر 106 تک مختصب کے کردار کا تعین کیا گیا۔ اپنے ابتدائی



جن میں دو کراچی (کیاڑی/غربی اور کورنگی) اور ایک ضلع سانگھٹر میں قائم کیا گیا یہ دفاتر بھی اپنے فرائض منصی بحسن و خوبی انجام دے رہے ہیں اور سرکاری مکملوں سے جنم لینے والی شکایات کا حل عوام کو ان کی دہیز پر فراہم کر رہے ہیں۔ علاوہ ازیں حکومتی مکملوں سے سبکدوش ملازمین اور ان کے لوحقین کی شکایات کے سلسلہ میں بھی مختصہ سندھ ان کا مددگار ہے۔ پینشرز کو پینشن کی ادائیگی کے سلسلے میں رکاوٹوں کو دو کرنے میں بھی یہ ادارہ پیش پیش ہے۔ اس کے ساتھ ساتھ بچوں کو درپیش مسائل، شکایتی مرکز کی کارکردگی کو بہتر بنانا اور شکایات کے ازالے کے طریقہ کارکو مستحسن شکل دینا بھی اس میں شامل ہے۔ یہی وہ ادارہ ہے جہاں سرکاری اداروں کے نااہل عملہ کی باز پرس اور گرفت کی جاتی ہے۔

اللہ کا شکر ہے کہ مختصہ کا ادارہ عام لوگوں کی شکایات کا ازالہ کے لئے اپنی کاؤنٹیں بخوبی اور توقعات کے مطابق سرانجام دے رہا ہے۔ یہ ادارہ صوبائی مکملوں کے خلاف شکایات کی آزادانہ طور پر تفتیش کرتا ہے اور اس کی روشنی میں فیصلہ کر کے متاثرہ لوگوں کو انصاف بھی فراہم کرتا ہے۔ یاد رہے کہ موجودہ مختصہ جناب اعجاز علی خان اس ادارے کے چھٹے سربراہ ہیں جو تمام تر توجہ کے ساتھ شکایت کنندگان کی جائز شکایات کے حل کے لئے شب و روز کوشش ہیں۔





حقوق سے محروم ہوں گے وہاں منفی اور باغیانہ عزم کے ساتھ افراتفری، قتل و غارت گری، لوت مار کے سوا کچھ نہیں ملے گا۔ جان و مال کا تحفظ ریاستوں کی بنیادی ذمہ داریوں کے زمرے میں آتا ہے۔ اس کمپرسی کے عالم میں ترقی تو دُور کی بات بلکہ اپنی جان کا تحفظ بھی داؤ پر لگ جاتا ہے۔ ریاست کے فرائض منصبی میں ان ہی جیسے فرائض و مقاصد کو منظر رکھا جاتا ہے۔ ایسی ہی ریاستیں فلاجی، جمہوری اور اقتصادی کہنے کی حقدار ہوتی ہے۔ اچھی طرز حکومت کی بنیاد قانون کی بالادستی اور سرکاری دفتری نظام کی بہتری پر منحصر ہے جس کے ذریعہ ایک قبل اعتماد طرز حکومت کی راہ ہموار کی جاسکتی ہے تا کہ غریب، پسمندہ، بے سہارا ضرورت مندا فراد کو انصاف فراہم کر کے انھیں معاشرہ میں ان کا جائز مقام دلایا جاسکے۔ اس کے لئے ایسے ادارے کی ضرورت ہے جس تک ہر آدمی با آسانی رسائی کر سکے۔

ان ہی جیسے گھمبیر مسائل کے حل کے لئے مختص کا ادارہ قائم کیا گیا جس کا بنیادی مقصد نہ صرف شکایت کنندگان کو فوری اور بلا معاوضہ انصاف کی فراہمی ہے بلکہ مختلف سرکاری مکملوں کی طرف سے درپیش شکایات اور ان کے جلد ازالہ کے لئے کاوشیں اس ادارہ کا نصب لعین ہے۔ اس ادارہ کے فرائض منصبی نہ صرف سائل کے مسئلہ کا حل ہے بلکہ یہ ادارہ ان عوامل پر بھی گہرائی سے مطالعہ کرتا ہے جو شکایت کا سبب بنتے ہیں۔ اس ضمن میں یہ ادارہ ان شکایات کی روشنی میں سندھ حکومت کے ہر شعبہ سے متعلق اپنے تجربات کی روشنی میں تجزیات پیش کرتا ہے اور ان کے حل کے سلسلہ میں اصلاحی تجاویز فراہم کرتا ہے تا کہ آئندہ اس قسم کی شکایات میں کسی حد تک تخفیف ممکن ہو سکے۔

پاکستان میں مختص نظام کا آغاز مرکزی سطح پر اسلام آباد میں 1983ء میں وفاقی مختص کے دفتر کے قیام سے ہوا جب کہ قدیم تاریخی روایات کے حامل صوبہ سندھ میں صوبائی مختص کا ادارہ 1991ء میں کراچی میں قائم ہوا جس کا اصل مقصد صوبہ میں رہنے والے افراد کو بلا معاوضہ اور جلد انتظامی انصاف فراہم کرنا ہے۔ شکایات کے بڑھتے ہوئے تناسب کو مد نظر رکھتے ہوئے کراچی میں مزید علاقائی دفاتر کے قیام کی اشد ضرورت محسوس کی گئی اور ابتداء میں کراچی و سطحی، شرقی اور جنوبی کے ضلعی دفاتر قائم کئے گئے۔ اسی طرح اندر وہ سندھ حیدر آباد، ٹھٹھہ، بدین، میر پور خاص، جیکب آباد، لاڑکانہ، نو شہر و فیروز، خیر پور میرس، گھوکی، شہید بے نظیر آباد (نواب شاہ)، دادو اور مٹھی تک علاقائی دفاتر کو وسعت دی گئی اور لوگوں کی مشکلات کو لمحو ناظ خاطر رکھتے ہوئے حال ہی میں تین مزید علاقائی دفاتر

## محتسب اور احتساب

فصح اللہ دین خان

ہمارے معاشرہ میں عام آدمی کی زندگی کا دار و مدار بیادی ضروریاتِ زندگی کے بر وقت حصول پر ہے۔ جسمانی نشوونما کے لئے خوراک کی فراہمی، رہائشی ضروریات، اچھی اور معیاری علاج معالجہ کی سہولیات اور سب سے بڑھ کر انسانوں کے ساتھ ہونے والی زیادتیوں کا بر وقت ازالہ۔ حقیقت کا آئینہ ہمیں دکھاتا ہے کہ دنیا میں مسائل کے بغیر زندگی نہ صرف نامکمل ہے بلکہ ہر شخص بے شمار مسائل میں بستلا ہے۔ بقول شاعر

ہم مسائل کے سمندر میں گھرے لگتے ہیں

ہیں تو ساحل پہ مگر ڈوبے ہوئے لگتے ہیں

لیکن بعض مسائل ہماری غفلت اور اعلیٰ کی وجہ سے جنم لیتے ہیں۔ انسان کی زندگی جہدِ مسلسل ہے۔ ان مسائل سے مکمل طور پر چھکارا تو حاصل نہیں کیا جاسکتا مگر کسی حد تک وہ اپنی کوششوں سے ان پر قابو پانے میں کامیابی ضرور حاصل کر سکتا ہے۔ گوکہ زمانہ قدیم ہی سے انسان کو کھسے گور تک مسائل کا پتلار ہا ہے۔ مسائل کی بے شمار اقسام ہیں مگر یہاں ہم وہ مسائل زیر بحث لاتے ہیں جو سرکاری اہلکاروں کی لاپرواہی سے جنم لیتے ہیں۔ ان مسائل کے حل کے سلسلہ میں عوام میں آگاہی کی مہم کو انجام کرنے کی اشد ضرورت ہے۔ انصاف کے حصول اور عدل کے نظام پر تبصرہ کرتے ہوئے قدیم یونان کے شہرہ آفاق فلاسفہ اس طبقاً کیا تجویزیاتی الفاظ کہہ گیا وہ کہتا ہے کہ:

”جو معاشرہ عدل و انصاف کی بناء پر قائم کیا جائے اس میں تمام افراد کے اخلاق خود بخود سدھر

جاتے ہیں۔ دوسری طرف جس معاشرے میں نا انصافی ہوگی اس میں پند و نصیحت اور وعظ و ارشاد

سے افراد کے اخلاق کو سدھارنے کی تمام کوششوں بے سُود ثابت ہوں گی۔“

ترقی یافتہ دنیا نے سب سے پہلے اپنی عوام کے بنیادی حقوق کا خیال رکھتے ہوئے فلاہی ریاستوں کے قیام کا تصور پیش کیا اور انہی تصورات کی بنیاد پر قوموں نے نہ صرف ترقی کے منازل تیزی سے طے کیے بلکہ بعض ترقی یافتہ قوموں نے معاشی و اقتصادی طور پر پسمندہ ممالک کو معلوم بناؤالا۔ یہ ابدی حقیقت ہے کہ جہاں عوام ان بنیادی



رہے ہیں جس کے نتیجہ میں صورتِ حال کی بہتری، حوصلہ افزائے۔

اسی طرح علاقائی سطح پر مکمل صحت، ضلعی انتظامیہ اور مکملہ جیل خانہ جات کے افسران پر مشتمل کمیٹی ریجنل ڈائریکٹرز کی سربراہی میں جیلوں کا دورہ کرتی ہے اور معاملات پر نظر رکھتی ہے۔

اب تک پانچ مختلف اصحاب اس ادارے کی سربراہی کر چکے ہیں۔ جناب اعجاز علی خان اس کے چھٹے سربراہ ہیں۔ انتظامی صلاحیتوں کے حامل جناب اعجاز علی خان نے جو وفاتی سیکریٹری بھی رہ چکے ہیں، ذمہ داریاں سنبھالتے ہی ادارہ کو از سرتو منظم کرنے کی طرف توجہ رکھی۔ زیر التواء 18,264 ہزار شکایات نمٹائیں۔ شکایات کے اندر اراج کے طریقہ کار کو مزید سہل بنایا اور بوقت شکایت حلف نامہ داخل کرنے کی شرط کو ”بیان قطعی“ (Solemn Affirmation) سے تبدیل کر دیا جس میں شکایت کنندہ اپنے حرف شکایت کی آپ ہی تصدیق کرتا ہے اور اس بات کا اقراری ہوتا ہے کہ متعلقہ شکایت کسی اور فرم میں زیر سماعت نہیں ہے۔ غرض یہ کہ صوبائی مختصہ کا دفتر عوامی شکایات کے ازالے کے لیے عام شہریوں کو ہمہ وقت اپنی خدمات فراہم کرتا ہے۔





ملازمتی امور، کسی عدالتی فورم میں موجود زیر سماحت مقدمات اور ایسے دیگر معاملات جسے قانون دیوانی معاملات (Civil Matters) قرار دیتا ہے ادارہ مختص کے دائرة اختیار، سماحت و تئیش سے باہر ہے مگر ہر وہ شکایت جس میں ادارہ کی "بدانتظامی" اور "خرابی" (Maladministration) کا پہلو موجود ہو وہ لائق غور (Admissible) ہے۔

ادارہ مختص کے اپنے صدر دفتر واقع سندھ سیکریٹریٹ، کراچی کے علاوہ 19 علاقائی دفاتر صوبہ کے جملہ ڈویژنز اور پیشتر اضلاع میں قائم ہیں جہاں شہری مقامی سطح پر اپنے دروازے کی دلیز پروقت کے زیان، سرمایہ کے اسراف یا دیگر انجمنوں میں بنتا ہوئے بغیر ازالہ شکایات کے لئے رجوع کر سکتے ہیں۔

ادارہ مختص کی بتیس سالہ کارکردگی پر اگر ایک اجمانی نظر ڈالی جائے تو یہ ادارہ اپنی کارکردگی پر سر بلند ہے۔ کسی بیوہ کو بروقت پینشن کا اجراء، ملازم کو ریٹائرمنٹ پرواجبات کی ادائیگی یا دورانِ ملازمت وفات پا جانے والے ملازم کے کسی ایک بچ کو سرکاری پالیسی کے مطابق ملازمت کی فراہمی کو ممکن بنانا بلاشبہ ادارہ کے فعال اور مفید ہونے کا لائق تحسین پہلو ہے۔ تعلیمی اداروں میں طلبہ کے ساتھ ہونے والی اسکول انتظامیہ کی بے ضابطگی اور بچیوں کی تعلیم کے فروع کے لیے کی جانے والی کوششیں اس ادارے کے کردار کو نمایاں کرتی ہیں۔

مختصر ایک مختص کا ادارہ سرکاری مکملوں میں موجود "بگاڑ" کے خلاف ایک موثر دفاعی نظام (Safety Valve) ہے جو شکایت کے داخل ہوتے ہی فعال ہو جاتا ہے۔ بتیس سالہ تجربہ نے ادارہ کو ایسے بے شمار معاملات میں بھی پیش قدم رکھا ہے جس میں ادارہ نے اپنے تیئیں (On Own Motion) انتظامی لاپرواہی اور مکملہ جاتی غفلت کے خلاف کارروائی کی۔ تھرپار کر میں غذائی قلت کا شکار نومولود بچوں کی اموات ہوں یا اندر وہ سندھ بچیوں کی تعلیم میں مناسب سہولیات کی عدم وستیابی کا مسئلہ ہو یا پھر جیل خانہ جات میں موجود خواتین قیدیوں اور ماؤں کے ساتھ موجود بچوں کے حوالے سے تکلیف دہ مسائل ہوں ان جملہ معاملات پر مختص اعلیٰ سندھ نے از خود نوٹس لیے اور صورتِ حال کے مکمل ادراک اور حل کے تعین کے لیے سائنسی بنیاد پر "مطالعہ" کروایا ان تمام مطالعات (Studies) کی جامع رپورٹ وزیر اعلیٰ سندھ کو پیش کی جاتی رہیں اور نتیجتاً ایسے حکومتی اقدامات اٹھائے جاتے



## دفتر مختص

### سرکاری دفاتر کے خلاف ازالہ شکایات کا موثر ادارہ

شاہد احمد ہاشمی

1991ء میں قائم ہونے والے صوبائی مختص اعلیٰ سندھ کے ادارے کو بیس سال ہو چکے ہیں۔ حکومتی مکملوں کے خلاف عام شہریوں کی شکایات کے ازالے کے لیے قائم کیے گئے اس ادارہ کے اغراض و مقاصد میں ان شکایات کی تحقیق و تفتیش کرنا شامل ہے جو کسی شہری کی جانب سے حکومت سندھ کے کسی مکملے یا اُس کے کسی اہلکار کے رویے یا مکملے کے خلاف دائر کی جائے۔ ایک عام شہری پولیس کے مکملے سے لے کر روپنیو، تعلیم، صحت کے مکملہ جات اور بلدیاتی اداروں سے لے کر ضلعی انتظامیہ، صوبائی حکومت کے زیرِ تخت چلنے والے کسی بھی مکملے، خود مختار کار پوریشن یا دیگر اداروں سے متعلق کسی بھی نوع کی شکایات کو جو مکملہ کی ”خرابی“ (Maladministration) کے حوالے سے ہو، دائر کر سکتا ہے۔ شکایات کے اندر اس کا طریقہ انتہائی سادہ، سہل اور آسان ہے۔ شکایت ایک سادہ کاغذ پر تحریر کر کے داخل کی جاسکتی ہے تاہم شکایت کنندہ کے لیے متاثر ہونا ضروری ہے۔

گوکہ مختص کا ادارہ اور ”عدالت ہائے انصاف“ (Court) نہیں ہے مگر یہ امر اس کے لیے کسی کمزوری کا نہیں بلکہ خوبی کا سبب ہے کیوں کہ عدالتی نظام ہائے انصاف میں وکیل کی ضرورت، گواہیوں اور شہادتوں کا مہیا کرنا اور وسائل کا اسرا ف وقت کی طوالت اور پھر تکنیکی امور پر مقدمے کا فیصلہ، یہ سب کچھ بہت نمایاں ہے۔ اس کے برعکس مختص کا ادارہ عدالتی اختیارات کے باوجود حکومتی مکملوں اور سرکاری اہلکاروں کی بے انصاف روشن اور فرائض سے غفلت کے خلاف دائر شکایات کو بناء کسی وکیل کی معاونت اور تکنیکی اعتراضات کے نمٹاتا ہے۔ مہنگی فیسوں اور قانونی موشگاں فیلوں سے قطع نظر یہ ادارہ ایک عام شہری کو مکملہ کی بے ضابطگی اور زیادتی کے خلاف گھر بیٹھے انصاف فراہم کرنے میں بے مشل ہے۔

ہر چند کہ بعض نوع کی شکایات جس میں ذاتی رنجش، عائیلی معاملات (Family Matters)،



محتسب جناب اعجاز علی خان نے اس پر بھی توجہ دی اور حکومتِ سندھ سے محتسب سندھ کے اپنے دفاتر کے لیے تعمیراتی اسکیم منظور کرائی۔ ان کی کوششوں سے امید ہے انشاء اللہ لاڑکانہ، ٹھٹھ، سکھر اور حیدر آباد کے دفاتر جلد ہی صوبائی محتسب سندھ کے حوالے کر دیے جائیں گے۔

شروع میں محتسب کا دفتر صرف کراچی میں قائم تھا۔ وقت کے ساتھ ساتھ اور بڑھتی ہوئی شکایات کے پیش نظر 16 ضلعی دفاتر قائم کئے گئے جو سکھر، لاڑکانہ، حیدر آباد، میر پور خاص، کراچی وسطی، کراچی شرقی، دادو، شہید بے نظیر آباد (نوابشاہ)، بدین، ٹھٹھ، تھر پارکر، نو شہر و فیروز، جیکب آباد، خیر پور، گھونکی اور کراچی جنوبی میں واقع ہیں۔ کچھ عرصہ قبل تک کراچی میں تین ضلعی دفاتر، وسطی، شرقی اور جنوبی کام کر رہے تھے۔ جو دن بدن بڑھتی ہوئی آبادی اور دور دراز کے فاصلوں کو مد نظر رکھتے ہوئے، انتہائی ناکافی تھے۔ جب کہ اس دفتر کا بنیادی مقصد ہی تیز اور سستا انصاف عام آدمی کی دہنیز پر مہیا کرنا ہے۔ لہذا آبادی کے بڑھتے ہوئے دباو اور کیماڑی/غربی اور کورنگی کے محل وقوع کو مد نظر رکھتے ہوئے ان اضلاع میں نئے دفاتر کے قیام کی ضرورت کو محسوس کیا گیا۔ اس طرح ضلع سانگھڑ میں بھی نئے ضلعی دفتر کی ضرورت محسوس کی گئی تا کہ یہاں کے لوگوں کو اپنے مسائل کے حل کے لئے شہید بے نظیر آباد نے جانا پڑے۔ محتسب سندھ کی کوششوں کے نتیجہ میں تین ضلعی دفاتر سانگھڑ، کراچی کورنگی اور کیماڑی/غربی قائم کر دئے گئے ہیں۔ جہاں افسران اور عملکاروں کا تقریر کر دیا گیا ہے اور ان دفاتر نے با قاعدہ کام شروع کر دیا ہے۔

کریں گے اہلِ نظر تازہ بستیاں آباد

کراچی میں کمال اتاترک سڑک پر واقع صوبائی محتسب کے صدر دفتر کی عمارت کافی پرانی ہونے کی وجہ سے خستہ اور بد نما ہو رہی تھی جو اہل کاروں اور آنے والوں کو کوئی خوشگوار تاثرات نہیں چھوڑتی تھی۔ جناب اعجاز علی خان صاحب نے اس طرف بھی توجہ دی اور زیادہ تر اپنی مدد آپ کے تحت عمارت کے بہت سے گوشوں کی اس طرح ترمیم و آرائش کی کہ آج دیکھنے والے تعریف کئے بغیر رہ نہیں سکتے۔

جناب اعجاز علی خان کی ایک اور نئی کاؤنسل سے ماہی Newsletter کا اجراء ہے جس میں ادارے کی سہ ماہی کارکردگی کی قلمی اور تصویری عکس بندی اس انداز سے کی جاتی ہے کہ عام آدمی بھی ادارے کی سرگرمیوں سے آگاہ ہوتا رہے اور زیادہ سے زیادہ لوگ ادارے سے استفادہ کر سکیں۔ اب تک اس نیوز لیٹر کے گیارہ شمارے شائع ہو کر لوگوں سے داد و تحسین وصول کر چکے ہیں۔



مسلہ زیرالتوا شکایتوں کا تھا۔ بعض شکایتیں انتہائی طویل عرصے سے التوا کا شکار تھیں جو ایک طرف ادارے کے قیام کے بنیادی مقاصد سے متفاصل تھیں تو دوسری طرف شکایت کندگان کے لئے باعث پریشانی تھیں۔ مختصب صاحب نے اس پر خصوصی توجہ دی اور ہنگامی طور پر قدیم زیرالتوا شکایات کے تفصیل کے لئے خصوصی انتظامات کئے۔

2018-19 میں ادارہ مختصب نے سندھ میں لڑکیوں کی تعلیم کے مسائل پر سندھ ایجوکیشن فاؤنڈیشن کے تعاون سے ایک تحقیقی مطالعہ کرایا اس تحقیق کی اہم سفارشات یہ تھیں:

- موجودہ پالیسیوں کا جائزہ لینا اور نگرانی کے عمل کو بہتر بنا
- لڑکیوں کی تعلیم کی اہمیت سے آگاہی کے بارے میں اقدامات کرنا
- پرائمری اسکولوں کو upgrade کرنا
- پرائمری اسکولوں کے بعد بھی لڑکیوں کے تعلیمی سلسلے کو جاری رکھنا
- اسکول میں پنجنٹ کمیٹیوں کا احیاء

ذکورہ مطالعہ (Study) کی باقاعدہ افتتاحی تقریب (Launching Ceremony) وزیر اعلیٰ ہاؤس میں 21 اکتوبر 2021 کو وزیر اعلیٰ سندھ سید مراد علی شاہ کی زیر صدارت منعقد ہوئی۔ جس میں وزیر اعلیٰ نے اس سلسلے میں حکومت سندھ کے بھرپور تعاون کا یقین دلایا۔ بعد ازاں مطالعہ کی سفارشات حکومت سندھ کی طرف سے صوبہ کے تمام متعلقہ حکاموں اور اداروں کو بھجوادی گئیں جن پر باقاعدہ اجلاس منعقد کئے جا رہے ہیں اور سفارشات کو عملی جامہ پہنانے کی کوشش کی جا رہی ہیں۔

جناب اعجاز علی خان کی ہدایت پر اور بین الاقوامی مختصب کے ادارہ کے تعاون سے صوبائی محکمہ منصوبہ بندی اور ترقیات نے ایک اور مطالعہ ”تھرپارکر میں غذائی قلت اور بچوں کی نشوونما میں کمی“ کے عنوان سے کرایا۔ اس مطالعہ کی باقاعدہ افتتاحی تقریب بھی مورخہ 13 مارچ 2023ء کو وزیر اعلیٰ ہاؤس میں وزیر اعلیٰ سید مراد علی شاہ صاحب کی زیر صدارت منعقد ہوئی۔ جس کے شرکا میں ادارہ بین الاقوامی مختصب کے صدر اور مغربی آسٹریلیا کے مختصب جناب کرس فیلڈ بطور مہمان خصوصی شامل تھے۔ دیگر شرکا میں وفاقی مختصب جناب اعجاز احمد قریشی، پارلیمانی سیکریٹری برائے صحت جناب قاسم سراج سومرو، چیف سیکریٹری سندھ جناب سہیل راجپوت، چیر مین، محکمہ منصوبہ بندی و ترقیات سید حسن نقوی اور رسول سوسائٹی کے نمائندے شامل تھے۔ اس موقع پر وزیر اعلیٰ سندھ سید مراد علی شاہ صاحب نے اسٹینڈی کی سفارشات پر عمل درآمد کے سلسلے میں اپنے مکمل تعاون کا یقین دلایا۔

صوبائی مختصب کے بہت سے ضلعی دفاتر کرنے کی عمارتیں میں قائم تھے اور بعض آج بھی ہیں۔ موجودہ



(۲) صوبائی مختصب جیسے جب اور جہاں ضرورت ہو، علاقائی دفتر قائم کر سکے گا۔

ادارے کے قیام سے اب تک مندرجہ ذیل اصحاب علم و فکر اس ادارے کو اپنی سربراہی کا شرف بخش چکے ہیں۔

۱-جناب ایں ایم وسیم 17-06-1991

۲-جناب جسٹس (ریٹائرڈ) صلاح الدین مرزا 24-09-1995

۳-جناب جسٹس (ریٹائرڈ) حاذق الحیری 24-09-2003

۴-جناب خان یوسف جمال 03-01-2008

۵-جناب اسد اشرف ملک 02-02-2020 04-01-2008

موجودہ سربراہ جناب اعجاز علی خان صاحب نے ادارے کے چھٹے سربراہ کی ذمہ داری 25-02-2020 کو سنبھالی۔ اُس وقت وہ صوبائی پیلک سروس کمیشن کے ممبر کے طور پر ذمہ داریاں ادا کر رہے تھے۔

جناب اعجاز علی خان نے 1982 میں وفاقی حکومت کا مقابلہ کا امتحان (CSS) پاس کر کے پاکستان کی سول سروس میں شمولیت اختیار کی۔ اپنے تعلیمی کیریر کے دوران انہوں نے جامعہ کراچی سے کامرس میں گریجویشن کیا اور اس کے بعد امریکہ کی Arkansas State یونیورسٹی سے پیلک ایڈمنیستریشن میں ماسٹرز کی سند حاصل کی۔

دوران ملازمت جناب اعجاز علی خان کو بہت سے صوبائی مکھموں کی سربراہی کا اعزاز حاصل ہوا۔ جن میں تو انائی (Energy)، کان کنی (Mining)، خوراک، زراعت اور منصوبہ بندی اور ترقیات کے ملکے شامل ہیں۔

وفاق کی سطح پر جناب اعجاز علی خان، ایڈیشنل سیکریٹری، دفتر وفاقی مختصب، ایڈیشنل سیکریٹری، وزارت پانی و بجلی اور اسٹیٹ لائف انشوئنس کار پوریشن کے ایگزیکیٹو ائریکٹر کی حیثیت سے خدمات انجام دے چکے ہیں۔ بعد ازاں وفاقی سیکریٹری کی حیثیت سے ترقی پا کر نارکوٹکس کنٹرول ڈویزن کے سربراہ مقرر ہوئے۔ اس کے علاوہ جناب اعجاز علی خان حکوم پاور کمپنی، سیکیورٹی پیپرzel میڈیڈ، سندھ ایگرو کول مائینگ کمپنی اور لاکھڑا کول ڈویلپمنٹ کمپنی کے بورڈ ممبر کے طور پر بھی خدمات انجام دیتے رہے ہیں۔ ریٹائرمنٹ کے بعد جناب اعجاز علی خان ایلفا انشوئنس کے مینیجمنگ ڈائریکٹر اور O.E.C. بھی رہے ہیں۔ جناب اعجاز علی خان صاحب ایک فعال اور متھر ک شخصیت کے مالک ہیں۔ وہ جہاں بھی رہے ہیں انہوں نے ادارے میں بامعنی اور انقلابی تبدیلیاں لانے کی کوششیں کی ہیں، جن میں وہ خاصی حد تک کامیاب بھی رہے ہیں۔

جناب اعجاز علی خان نے جب صوبائی مختصب کی ذمہ داری سنبھالی تو مجملہ دیگر مسائل کے علاوہ ایک بڑا



## موجودہ مختصب کی چار سالہ کارکردگی - ایک جائزہ

ضمیر احمد خان

آج سے تقریباً ۳۳ سال قبل صوبہ سندھ میں مختصب کے دفتر کا قیام ایکٹ 1991 کے ذریعے عمل میں آیا۔ اس ایکٹ کے تحت مختصب کا دائرہ اختیار، کارہائے منصبی اور اختیارات درج ذیل ہیں۔

(۱) کسی متاثرہ شخص کی شکایت پر گورنر یا صوبائی اسمبلی جیسی بھی صورت ہو کی طرف سے استصواب پر عدالت عظیمی یا کسی عدالت عالیہ کے سامنے کسی قانونی کارروائی کے دوران اس کی طرف سے کی گئی تحریک پر یا خود اپنی تحریک پر کسی ایجنسی یا اس کے افسران یا ملازمین میں سے کسی کے خلاف بدانظامی کے کسی الزام کی تحقیقات مختصب کی طرف سے کی جاسکے گی۔ مگر شرط یہ ہے کہ مختصب (Ombudsman) کو ایسے معاملات کی تفییش کرنے کا کوئی اختیار نہیں ہوگا۔

(الف) جو استصواب یا تحریک وصول ہونے کی تاریخ پر وہ معاملات پاکستان میں اختیار مجاز کی کسی عدالت یا عدالتی ٹریبیونل یا ایوارڈ میں زیر سماعت ہوں یا

(ب) پاکستان کے امور خارجہ پاکستان کے کسی بیرونی مملکت یا حکومت کے ساتھ تعلقات یا معاملات سے متعلق ہوں، یا

(ج) پاکستان یا اس کے کسی حصے کے دفاع یا پاکستان کی بری، بحری اور فضائی افواج یا مذکورہ افواج سے متعلق قوانین پر مشتمل معاملات سے متعلق ہوں یا ان سے مربوط ہوں۔

(۲) ذیلی شق (۱) میں شامل کسی امر کے باوجود مختصب کسی سرکاری ملازم یا اہل کارکی یا اس کی جانب سے اس ایجنسی سے متعلق امور کے سلسلے میں جس میں وہ کام کرتا ہو، یا کرتا رہا ہو۔ تفییش کے لئے کوئی ایسی شکایت قبول نہیں کرے گا جو اس میں اس کی ملازمت سے متعلق کسی ذاتی تکلیف کے بارے میں ہو۔

(۳) اس ایکٹ کے مقاصد کی تعمیل کے لئے اور، خاص طور پر بعد عنوانیوں اور بے انصافی کے اصل اسباب دریافت کرنے کے لئے مختصب مطالعہ یا تحقیق کرانے کا انتظام کر سکے گا اور ان کے استھان کے لئے مناسب اقدامات کی سفارش کر سکے گا۔

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Shaheed Benazir Abad  
Contact : 0244-930440  
Fax : 0244-930474*
- 10.** *Regional Office,  
Provincial Ombudsman Sindh, **Naushahro Feroze**  
Old EDO Health 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 : 025-9200348  
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**  
Bunglow No. A-38-39,  
Friends Cooperative Housing Society,  
Yousif Masjid, Shikarpur 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 : 0232-920165*
- 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.  
Contract : 0235-542564*

**PROVINCIAL OMBUDSMAN  
Secretariat Provincial Ombudsman Sindh,  
Shahrah-e-Kamal Ataturk,  
Karachi, Sindh, Pakistan**