



DECISION

Complaint No. : 1- POS/2421/2025/Adv-M
2- POS/2397/2025/Adv-M
3- POS/2510/2025/Adv-M

Name and address of the complainant : 1. Mr. Ismail Shah s/o Gulab Shah, r/o A-309, Street No.2, Muhalla Mohammadi Colony, Behar Colony, Karachi

Name of the Agency Complained against : 2. Mr. Muhammad Aslam, Kohinoor Soap & Detergents (Pvt) Ltd. Employees Union, F-70, SITE, Karachi
3. Mr. Saleem Ahmed, Dow Marker Ltd.

Name & Designation of Investigating Officer : Sindh Workers Welfare Board

Vetted by : Mir Hussain Ali
Advisor-M

Subject : DELAY IN DOCUMENTATION AND TRAINING OF THE WORKERS SUCCESSFUL THROUGH DRAW FOR HAJ UNDER THE SPONSORSHIP OF SINDH WORKERS WELFARE BOARD.

Complaint:

Mr. Ismail Shah and nine other affectees have filed these three complaints against the Sindh Workers Welfare Board, as the documentation and training of the workers selected for Haj under the sponsorship of Sindh Workers Welfare Board was being delayed. He had therefore prayed for intervention of this Institution in the matter.

Proceedings:

2. The complaints admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 were referred to the Secretary, Sindh Workers Welfare Board, Karachi, for report. In response the Secretary, Labour Department, Government of Sindh, Karachi who holds the charge of Secretary Sindh Workers Welfare Board also, attended the hearing on 28th May, 2025 and informed that since the subject matter has been devolved to the provinces, he needs clarification from the Federal Government. The complainants emphasized that the matter is urgent as the formalities have to be completed before a certain deadline.

3. Subsequently, the Secretary Labour confirmed and submitted a copy of the cheque, stating that the necessary funds have been released.

4. The complainants submitted their application that though the funds have been released, it has not been possible for them to proceed for Haj, as the matter was delayed. They further requested that these ten successful employees selected for Haj this year, should now be sponsored next year on the basis of this year's selection.

Findings:-

4. The above proceedings clearly indicate that due to delay in the release of funds, these ten workers were not able to perform Haj this year.

Decision:

5. 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 Province of Sindh Act, do hereby direct the Secretary, Sindh Workers Welfare Board to issue appropriate orders to ensure that these ten workers who were selected through balloting this year should be sponsored next year positively through the funds released, but which have not been utilized.

"Given under my hand and seal of office"

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 6th August, 2025

