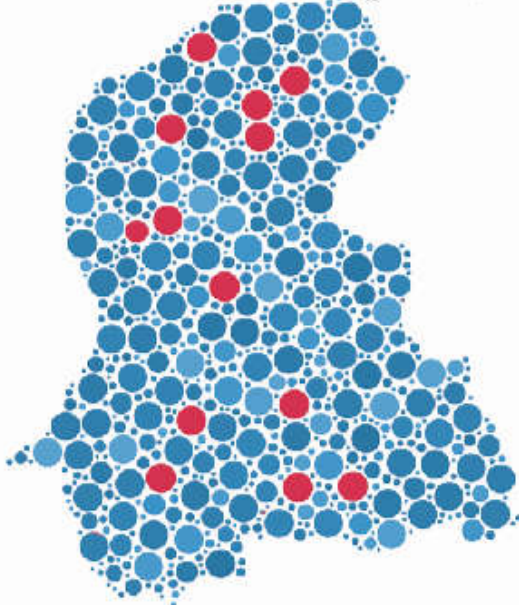




“ PROVIDING SPEEDY AND INEXPENSIVE ADMINISTRATIVE JUSTICE
TO THE PEOPLE OF SINDH ”



ہمارا عزم
آپ کے لیے اندھیروں میں روشنی



ANNUAL
REPORT
2018

PROVINCIAL
OMBUDSMAN
SINDH, PAKISTAN



OMBUDSMAN

SINDH - PAKISTAN

ANNUAL REPORT 2018

PROVINCIAL OMBUDSMAN SINDH, PAKISTAN

Presented to Honourable Governor Sindh

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَإِذَا حَكُمْتُمْ بَيْنَ النَّاسِ أَنْ تَحْكُمُوا بِالْعَدْلِ ط

اور جب لوگوں کے درمیان فیصلہ کرو،
تو انصاف کے ساتھ فیصلہ کرو (النساء: ۵۸)

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

ACKNOWLEDGEMENT

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

EDITOR

Mr. Ishrat Ali Siddiqui - Consultant

SUB-EDITOR

Mr. Masood Ishrat - Registrar

TEAM MEMBERS:

Mr. Muhammad Zafar, Assistant Director

Sh. Muhammad Zeeshan, Computer Section

Mr. Asadullah, Complaint Section

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Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh
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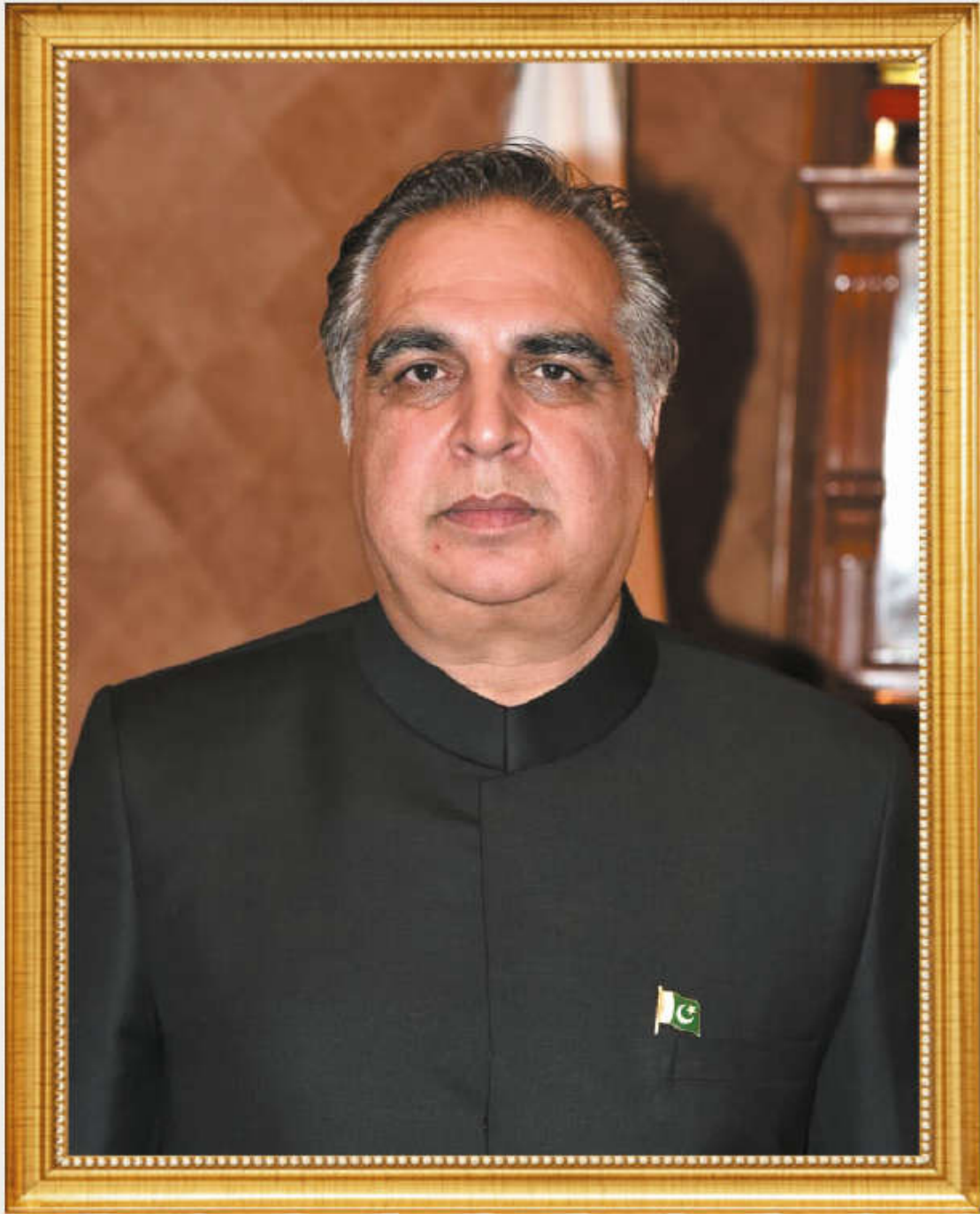
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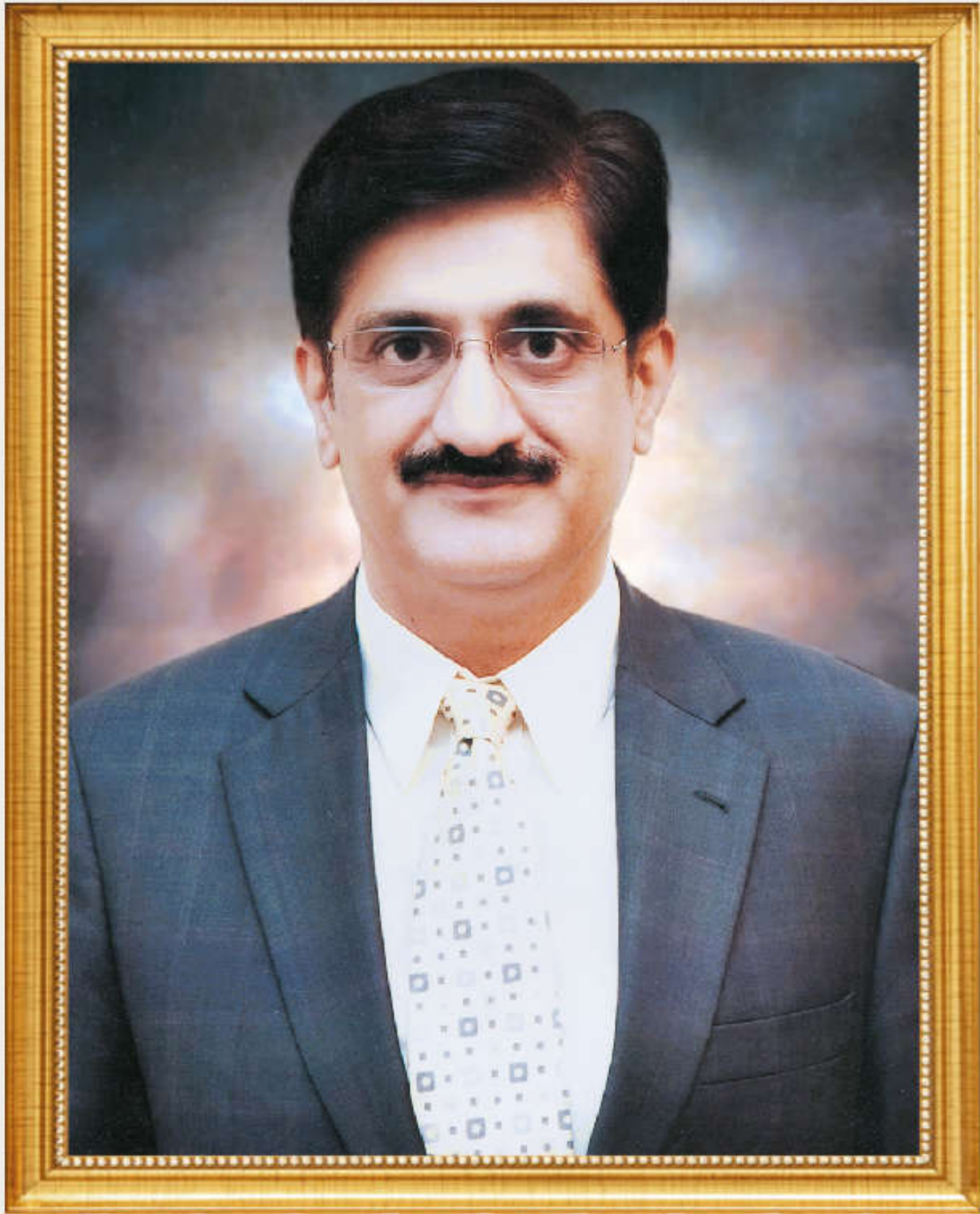


Quaid-e-Azam Muhammad Ali Jinnah

Founder of the Nation



Imran Ismail
Honourable Governor, Sindh



Syed Murad Ali Shah

Honourable Chief Minister, Sindh



Asad Ashraf Malik
Provincial Ombudsman, Sindh



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Asad Ashraf Malik
Provincial Ombudsman
Sindh (Pakistan)

Dear *Mr. Governor,*

The close of year 2018 which impels me to pause and reflect on the contributions made by me and my worthy colleagues for improving the institutional processes for expeditious delivery of justice and meeting the expectations of millions of under privileged co-citizens aggrieved by the arbitrary and unjust acts of the government agencies. The honest self review fills me with immense satisfaction for having served the institution and the common man to the best of my abilities, resulting in acknowledgement from eminent Judges including the Chief Justice of Pakistan, Civil Society, Media and the marginalized segments of society alike.

2. During my entire term our efforts remained focused on capacity building of the institution for expeditious dispensation of justice together with expansion of the institutional outreach for providing justice to the underprivileged at their doorsteps. We initiated several measures for the promotion of institutional efficacy and effectiveness but I will restrict myself to major achievements due to space constraints.

3. The core function of the Ombudsmans office is provision of expeditious dispensation of justice with minimum worry to the complainants and in this context the Information Management System based on modern technology has played a pivotal role in promoting the objectives. The efficient utilization of the system has enabled the Ombudsman Secretariat to maintain continuous liaison with the complainants for providing necessary guidance to them on complaint filing procedures and thereafter apprising them of the status of their cases. Simultaneously the system has also maintained effective communication with various government agencies complained against for ensuring early implementation of decisions referred to them by Ombudsman office. The effective liaison and response of the system has received wide appreciation from complainants.

4. The varied nature of complaints received by the secretariat have been decided within the given timeline by the investigating officers. But certain cases qualified for special treatment as they related to widows, orphans, disabled persons, pensioners among other deserving cases. Accordingly we have accorded priority to all such hardship cases and ensured their speedy disposal so that the



affected persons get due relief. Other complaints were also speedily decided providing relief to maximum number of complainants. The investigating officers have applied themselves diligently in accordance with the law in dealing with complaints therefore representation against decisions of this office have been negligible and in most of the cases judgments delivered by this office have been upheld by the appellate authority.

5. I consider initiatives during my term in respect of regional offices and the establishment of Child Complaint Office at the Ombudsman secretariat as important milestones. The Ombudsman office which is also known as poor mans court was unable to provide relief to indigents living in the remote areas of the province. Due to financial constraints large number of complainants living in those areas were unable to get their grievances redressed as travelling to Karachi entailed considerable costs. To bring relief within the reach of significant number of marginalized population my worthy predecessors had opened a number of regional offices in the province. But more offices were required to provide coverage to the left out areas therefore regional offices were setup at Mithi, Thatta , Jacobabad, Khairpur, Gothki and Karachi South during my tenure. I had submitted proposals for setting up of more offices but due to financial constraints it has not been approved so far. However I am Hopeful that my successor will add to the existing strength of the regional offices thereby extending the outreach to the remaining population of the province.

6. The opening of regional offices by itself, it was realized, would not attract complainants unless they are made aware about the aims and objectives of the regional offices especially its cost free dispensation of justice. For the purpose besides developing communication strategy for the institution as a whole we enlisted the support and cooperation of a number of recognized NGOs together with relevant provincial agencies and organized series of seminars and awareness campaigns at the centre and in the interior of the province. The initiative paid rich dividends reflected in the growing number of complaints both at the regional level and at the HQs.

7. Children happen to be the most vulnerable segment of the population. Being voiceless and weak they exist at the mercy of the society. Children in Pakistan constitute significant percentage of the population yet it is distressing to note that we are extremely deficient in adopting measures for protecting child rights which mainly relates to health, education, safety and there overall well being. The situation persists despite the fact that Pakistan was among the first 20 countries to ratify the United Nations Convention on the child rights. The Provincial Ombudsman Secretariat established Children Complaint Office at its secretariat in 2009 in collaboration with the UNICEF. The CCO aims to create a child protective environment by combating exploitation and abuse in treatment of children by public bodies. The CCO has undertaken several measures for highlighting the issue before the government, civil society, media and other concerned bodies. The CCO personnel have undertaken field visits especially to schools in rural areas for promoting awareness on the child right issues. We have been organizing seminars and training programs for NGOs and other relevant bodies in coordination with UNICEF at frequent intervals for raising awareness about the child right issues in general. While the CCO is making best efforts for improving the situation in the province but the scope of its operations are limited as it can take cognizance matters that relates to public agencies only. Considering the magnitude and dimension of the issue the UNCRC convention has emphasized states commitment to protect child rights and placed obligations on the state for ensuring compliance with the treaty. In view of the position a comprehensive policy both at the federal and provincial levels for monitoring child rights situation and for the implementation of obligatory UN convention needs to be formulated.



8. Though our efforts have brought improvement in the implementation of decision referred to the agencies by this office and a limited decline has also been noticed in registered complaints against some of the agencies yet the situation by and large remains unsatisfactory. I have in my earlier reports stressed the need for a review of the existing rules, procedures and structures of the existing public dealing agencies for streamlining their operations and improving their efficiency. In this context I had earlier mentioned in my annual reports that Pakistan is Poised to attain global connectivity therefore our institutions must accordingly be reformed to harmonize their roles with the requirements of the time. I had also suggested that Ombudsmans platform could be used for undertaking the exercise. I hope my successor will pick up the thread and pursue the matter in the best interest of the country and the province.

9. We are living in a global village with rapidly increasing interactions among nations on multiple issues of common concern and thereby sharing respective practices and ideas with each other. The institution of Ombudsman enjoys worldwide recognition as an effective mechanism for resolving common mans problems. For sharing experiences International Ombudsman Institute and Asian Ombudsman Association offer their platforms to the member countries. In my capacity as Ombudsman Sindh I have been interacting with the representatives of the member countries and have actively participated in the meetings of the two forums and thereby raised the profile of Pakistan in the member countries. In recognition of my services I have been elected President of the Asian Ombudsman Association.

10. Institutions like time are never static they keep moving and with vision and commitment we can move the institutions forward in fulfillment of its objectives. The Ombudsman Sindh is faced with multiple challenges in fulfillment of its role. I have together with my able colleagues taken various initiatives for improving the effectiveness and profile of the institution for enabling it to provide relief to the common man. However it is for the posterity to judge the value of contributions made by their predecessors.

The endeavours of my team will continue unabated, I assure!

With Kind Regards,

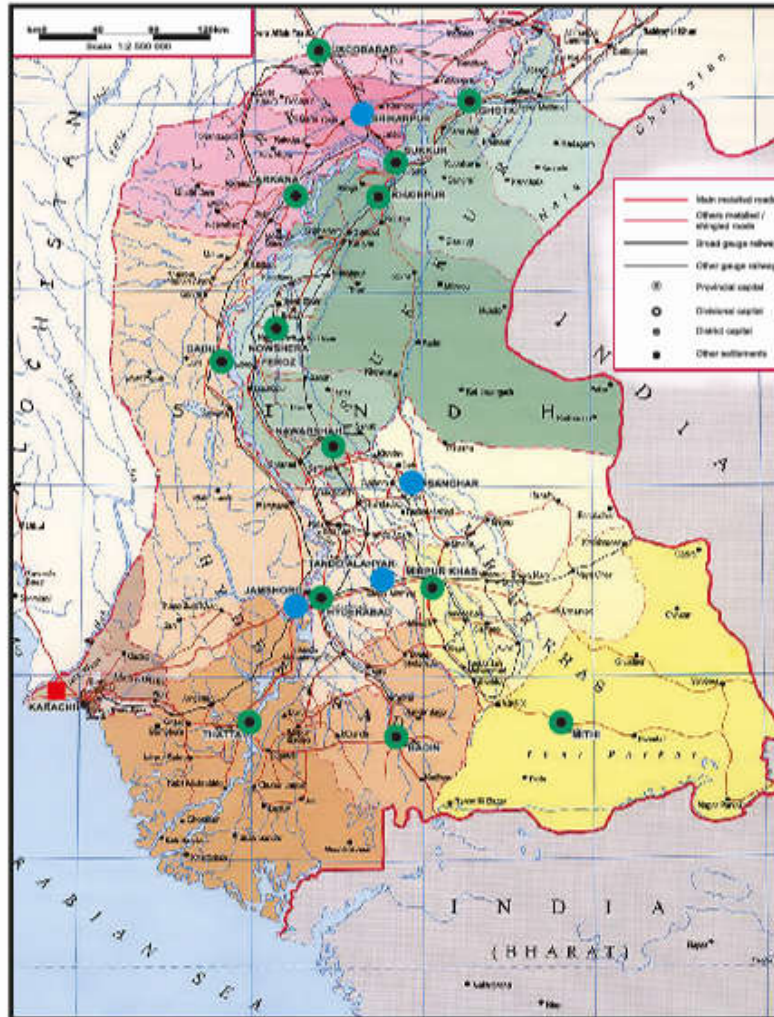
Yours *Sincerely,*

ASAD ASHRAF MALIK

Honourable Mr. Imran Ismail
Governor of Sindh,
Karachi.



Provincial Ombudsman Sindh Offices



POS Head Office + Regional Offices Karachi (Central, East and South)

Existing Regional Offices

- Karachi - Central
- Karachi - East
- Karachi - South
- Hyderabad
- Badin
- Mirpurkhas
- Dadu
- Sukkur
- Khairpur Mir's
- Shaheed Benazirabad (Nawabshah)
- Larkana
- Thatta
- Naushahro Feroze
- Jacobabad
- Tharparkar @ Mithi
- Ghotki

To be opened shortly

- Tando Allahyar
- Sanghar
- Jamshoro
- Shikarpur



SINDH OMBUDSMAN IS PROVIDING FREE AND SWIFT JUSTICE TO THE MASSES

By S.Sajid Aziz

Ombudsman Institution, one of the most respected and prestigious Institution in Pakistan has been established in Sindh since 1991 as a swift and in expensive source of justice. Pakistan was the first country in Asia to establish the office of Ombudsman in 1983 to redress public grievances against maladministration of government institutions and ministries.

2. Over the decades, the Institution of Sindh Ombudsman has performed extremely well and won appreciation from the general public. Even the former Chief Justice of Supreme Court was on record to commend the performance of the institution in delivering fast and free administrative justice to the poor and under prevailing people. International recognition can be assessed by the fact that the Secretariat of the Asian OIC Ombudsman Association is in Islamabad and the Pakistan Ombudsman is its current elected chairman. The most satisfying feature of the institution is the confidence and of the masses due to unbiased and prompt redressal of their grievances.

3. Ombudsman has consistently been redressing public grievances effectively. At time even SHC also referred certain cases of mal-administration of some provincial agencies for adjudication which reflects the amount of trust enjoyed by this Institution. This intrusion into the sacrosanct domain may have upset some over-possessive.

4. Sindh's Ombudsman has taken several decisions on cases against maladministration, majority (about 80%) of which are in favour of complainants. This position illustrates the importance of such grievance redressal system as pillars of good governance, providing foundations for accountability and delivery of public services. The Ombudsman institution's power of persuasion and force of investigation are considered powerful tools, especially as this power originates from the citizens – the poor and marginalized.

5. During the course, it was realized that there are significant weakness in many public sector institutions. The biggest is low capacity, making it difficult to implement the new laws as the institutions are not able to meet the performance standards, lacking necessary human and technological resources to address complaints.

6. The lack of awareness among the general public about this Institution also results in filing of less complaints, especially from marginalized segments of society who can benefit most from this accountability system.

7. Ombudsman institution can act as gateway for citizens into governments, providing prompt and speedy relief to people. These efforts seek to strengthen the pillars of good governance in Pakistan, by tapping the potential of these institutions to investigate / administrative malpractices, and mitigate conflicts the overall building trust between citizens and the state.



8. The concept of Mohtasib (Ombudsman) is an ancient Islamic concept and many Islamic states had established the office of Mohtasib to ensure that no wrong or injustice was done to the citizens. The Holy Prophet (Peace be upon him) was the first to introduce the system of accountability. He as well as his companions presented their public and private life and conduct for accountability. Now a day's almost all the western states have adopted concept of Ombudsman.

9. The Ombudsman has the same powers as are vested in a civil court in respect of summoning and enforcement of attendance of any person and examination on oath, compelling the production of documents, receiving evidence on affidavit and issuing commission for the examination of witnesses.

10. The Ombudsman or any member of the staff authorized in this behalf can enter into any premises for the purposes of any inspection or investigation where he has reason to believe that any article book of account or any other document relating to the subject matter of inspection or investigation would be found.

11. The Ombudsman can also constitute an inspection team for the purpose of any of his function. He can establish standing or advisory committees with specified jurisdiction for performance of such of his functions as are assigned to them from time to time.

12. Ombudsman bridges gap between administrators and citizens. This role improves friendly relations and paves a way for better administration of public affairs by administrators and for better citizen's understanding of administration of public affairs. Ombudsman is to improve administrative process and procedures so as to check misuse of administrative powers and to save citizens from misuse of administrative powers. Ombudsman plays an important role in checking misuse of discretionary powers.

13. To conclude, the office of Ombudsman is an effective agency to tackle administrative corruption and maladministration. Concerned with the diagnosis, investigation, redressal and rectification of any injustice done to a person committed by provincial government agency. In short institution of Ombudsman provides safety and security to public against maladministration.





A REVIEW OF OMBUSMAN

The concept of Mohtasib (Ombudsman), it is not new, If we go through the pages of history, and come to know that it was out Holy Prophet (P.B.U.H) bequeathed to the Ummah, an organized and responsible administrative system based on the Principles of Equity-Justice and Accountability. The Holy Prophet (P.B.U.H) said **“Take account of your deeds before you are subjected to accountability”**. The caliph Hazrat Umar, who first introduced administrative controls and established an institution of MOHTASIB, to supervise and settle dispute in towns and market places to ensure that the customers were not cheated. In the era of caliph Hazarat Ali, the institution of MOHTASIB was at the level of its perfection.

2. The Modern institute of Ombudsman (MOHTASIB) was set up in 1809 in Sweden that gave very positive result in very short period of time in disbursing justice to aggrieved person against the excess of government functionaries. That's why now hardly any country is left, where institutions of Ombudsmen have not been set up.

3. The constitution of Pakistan 1973 provides for appointment of Ombudsman (Mohtasib) at Federal level. Overcoming hindrances, institution of Ombudsman was set up in 1983 at Federal level, the Sindh Province pioneered in appointing Provincial Ombudsman through Act No.1 of 1991. The newly establish is functioning since then, very successfully. The main aim for setting up of Ombudsman institution is to provide “inexpensive” expeditious dispensation of justice at door step with NO COST.”

4. The quantum of litigation is fast increasing due to deficient judicial personnel and requisite infra-structure. The complaints that are brought before the Ombudsman are expeditiously disposed without hiring the services of a lawyer which saves the complainant from cumbersome procedure of formal courts and ensures prompt relief to the complainant. Complaints entertained by the Ombudsman are against mal-administration of provincial government department and provides easy access to the people.

5. The Ombudsman adopted a simple and direct process for investigation to ensure expeditious disposal of complaints through grievance officers, (I/O), who have vast experience of judiciary and administration. I/Os are familiar with obstruction un-necessary created by government functionaries and find simple and easy way to provide relief to the complainant. The grievance officers play an essential part in ensuring that government remains on track and focused on delivering relief to common man and sometime adopted non-traditional procedures and methods for early relief.

6. In 2017, Ombudsman Sindh, institution is enjoying its silver Jubilee through this period, the Ombudsman has successfully developed his roots in the heart of common / poor man, who are now approaching him without any fear being the last resort of hope. Government functionaries also realized that in the presence of Ombudsman, they are accountable.



CHILDREN'S COMPLAINT OFFICE AND CHILD PROTECTION

By: Danish Khan, Deputy Director (CCO)

Ombudsman Sindh has the distinction of establishing first Child Complaint Office (CCO) among the provinces of Pakistan. CCO offices have been set-up in all the regional offices and designating a senior officer as Child Right Commissioner.

Child protection is the protection of children from violence, exploitation, abuse and neglect. Article 19 of the UN Convention on the Rights of the Child provides for the protection of children in and out of the home.

Child protection systems

In compliance of the UN convention every country has developed child protection system which are a set of usually government-run services designed to protect children and young people who are underage. UNICEF defines a 'child protection system' as:

"the set of laws, policies, regulations and services needed across all social sectors – especially social welfare, education, health, security and justice – to support prevention and response to protection-related risks. These systems are part of social protection, and extend beyond it. At the level of prevention, their aim includes supporting and strengthening families to reduce social exclusion, and to lower the risk of separation, violence and exploitation. Responsibilities are often spread across government agencies, with services delivered by local authorities, non-state providers, and community groups, making coordination between sectors and levels, including routine referral systems, a necessary component of effective child protection systems."

Exposure to Risk and Vulnerability

Due to economic reasons, especially in poor countries, children are forced to work in order to survive. Child labour often happens in difficult conditions, which are dangerous and impair the education of the future citizens and increase vulnerability. It is hard to assess exactly the age and number of children at work. At least 152 million children worked in 2016, which is underestimated because domestic labour is not counted.

Due to their tender age children are exposed to all kind of abuse and hazards which demand a responsible and sensitized society to develop and provide a social safety network for protection of the children. Unfortunately the child abuse is pervasive in all the societies, whether developed or under developed. Child abuse ranges from child labour to child prostitution, infanticide of girl child and employing them as child soldier. These are few manifestation of child exploitation.

Child abuse cases

Child abuse has been highlighted through media the world over and the realization to meet this challenge effectively, almost all the nation are engaged in developing systems in their respective society to create conducive and child friendly environment. Pakistan, Sindh are not oblivious of the menace of child abuse. Government, NGO and Civil Society had responded to meet this challenge. A large number of NGOs are working for the interest of children in the urban and rural areas. This phenomenon is visible in the cities and villages of Sindh basic reason being the poverty. With concrete efforts by NGOs and Government it could be overcome with consistent and long term efforts.



Child Protection System in Sindh

Being conscious of prevailing low socio economic indicators and absence of formal institutional frame work for child protection, government of sindh initiated legislation in this regards Several legislations over the years were framed and implemented for prevention of child abuse and creating favourable environment for child welfare. In pursuance Sindh Government has legislated following laws for Child Protection:

1. The Sindh Child Protection Authority Act, 2011.
2. Sindh Child Marriage Restraint Act, 2013.
3. The Sindh Right of Children to Free and Compulsory Education Act, 2013.
4. The Sindh Protection and Promotion of Breast-Feeding and Child Nutrition Act, 2013.
5. Sindh Bonded Labor System (Abolition) Act, 2015.
6. The Sindh Prohibition of Corporal Punishment Bill, 2015, and
7. The Sindh Prohibition of Employment of Children Act, 2017.

The legislature framework provided by Government of Sindh would be an ideal safety network for children, if effectively implemented.

Children's Complaint Office

In the year 2009 a bold initiative of setting up of Children's Complaint Office (CCO), was taken-up with the support of UNICEF focusing on crucial but so far neglected issues related with children's predicament which unfortunately was not very enviable. Though, Pakistan is a signatory to the Convention of the Rights of the Child but ground realities are very grim and bitter. This initiative would materialize with active moral and material support of the UNICEF coupled with our own concern towards the pathetic plight of our children. The CCO provided unique opportunity of creating awareness and formulating child friendly policies, which could create conducive environment for realizing the ideals, enshrined in the Convention on the rights of the Child. As a preliminary step all Regional Directors have been instructed to start a children's complaint cell in their respective offices to take cognizance of child related complaints. Thus the CCO initiative bridges an existing gap in terms of a children-specific mechanism of grievance redressal in the administrative justice sector in Sindh and also accord Sindh the privilege of establishing the first children's Regional Ombudsman office in Asia (only second after Federal Ombudsman).





ACCOUNTABILITY OF THE INSTITUTIONS OMBUDSMAN AS ROLE MODEL

The world over a large number of institutions of the system like that of Ombudsman have been established and on the whole experiment has been extremely successful. By and large such institutions are regarded as an effective forum dispensing early and effective relief. Invariably the constitutions of the countries all over the world, whether written or unwritten based on age traditions and practices, have also committed to their citizens the economic, social and individual justice. This could be well achieved through the system of Ombudsman, which unlike other institutions obliges the Agencies to act expeditiously for redressal of grievance. In fact the institution of Ombudsman has emerged as a *sine qua non* of people's welfare.

2. The system is no longer in its embryonic stage and is now universally regarded as an effective device for controlling the bureaucracy. It is an important institution of the Parliament in most of the countries in the west. Though accountability of the executives and administrators for a cleaner administration is the cardinal point of Ombudsman's institution, yet it has been known for its cheap, informal, friendly and quick disposal of the grievances. Its accessibility, its democratic disposition and helpful attitude and its binding influence on the administration all provide the governmental machinery with legal basis for further action. This institution has profoundly impacted the conduct and attitude of bureaucracy. In fact the real potential strength of Ombudsman lies in his informal investigation and accessibility to the common man.

3. Ombudsman is a role model in the domain of informal dispensation of justice and puts strenuous demands on the person of Ombudsman. Universally acknowledged qualities liked justice, fairplay, neutrality accompanied by legal and moral acumen are major components of his personality facilitating his mission of quick and inexpensive dispensation of justice. An Australian Professor has described him "as one combining and intimate knowledge of his country's government and leading political and administrative personalities with a profound belief in freedom and democracy".

4. One is sometimes misled by the informal proceedings in a tension free atmosphere and at first glance considers the institution a sword without a sharp cutting edge but factually as quiet, precise & deep as LASER. The Ombudsman by and large is a potent and versatile wepone normally the Ombusman in most of the countries are concerned with his reformatory role and take steps to put the wayward bureaucracy and other government machinery on track and seldom overturns a decision it finds to be erroneous, as the overturning are mostly left to the concerned department themselves. In so doing the Ombudsman's authority is exercised in a subtle & discrete manner without traditional fan fare but its influence is nevertheless strongly inbuilt in his orders and decisions and recommendations. Ombudsman's authority is exercised through persuasion rather than coercion, binding the Agencies legally & morally to rectify their acts unlike other traditional institutions.

5. As a new institution, the Ombudsman initially faced resistance and was seen with suspicion and doubt. For example the labour parties in Europe and so in Newzealand were initially highly critical and opposed to the Ombudsman system. They viewed that the system would tend to benefit the wealthy and rich in their rear-guard actions. It took time to convince the labour parties who were than persuaded by the arrangements of the Civil Services Unions, who had feared that Ombudsman would add to their problems and feed public attitudes already inclined to be unfriendly towards the civil servants". The adequate understanding of the Ombudsman's institution and its role can however be gauged by various names and titles given to it and incidentally each reflects one or the other distinguishing characteristics of the Ombudsman. These names signify Ombudsman's helpful and constructive role in the investigation of the individual problems in the same manner as he view the problems of general public interest.



6. In Pakistan, emergence of this institution due to its inherent quality of a public - friendly attitude and tremendous efforts put in by the early and subsequent incumbents it received a positive and enthusiastic response. Consistency, positive approach and expeditious disposal have given sound foundation to this institution in Pakistan.

7. Mr. Hafizur Rehman – a reputed journalist who had once remained associated with the Wafaqi Ombudsman's Secretariat, in his column appeared in DAWN dated 5th June, 1999 while recounting the role model of the Ombudsman, enlisted glowing tributes to Justice (R) Abdul Shakoorul Salam on the eve of his departure and on completion of his tenure as Wafaqi Mohtasib (Federal Ombudsman). He portrayed his pen pictures in the following words.

"It goes to Mr. Salam's credit that he invested his office with his own integrity and it acquired esteem after a long time as Farashta-e-Rehmat (Angel of Mercy) as complainants use to call it once."

8. Similarly (Mr. Rehman) has praised Sadar Muhammad Iqbal, First Wafaqi Mohtasib (1983-86) for the way he laid the foundation of Wafaqi Mohtasib's Secretariat, designed its working, devised the procedures, pursued complaints, met his officers every day and held daily meetings with any complainant who happened to be around. The pioneer work done by the First Ombudsman Sindh Mr. S.M. Wasim was acknowledged and applauded profusely by the public and media both. His long and varied experience as senior civil servant & his previous association with the Wafaqi Mohtasib – before he was chosen for this exalted position had also immensely contributed to the building of the reputation of this institution. The people who were craving and crying for such an institution since years, found him a forum of the last resort. In fact he had put the Institution on even keel, which facilitated the job of his successors.

9. Due to its versatile services and valuable contribution to the welfare of people, Ombudsman's institution has been acclaimed & appreciated the world-over due to its efficient dispensation of administrative justice to all segments of society, specially to the marginalized people.



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 Amendment Act, 2012.

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 Harassment of women at work place.

Q. Can I lodge a complaint with the Ombudsman?

A. Anyone can lodge a signed complaint in this office on a plain piece of paper. 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 and Regional Offices 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 two (2) to (3) months, but the timeframe is flexible depending on the case.

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. Your case shall be processed wherever you file your complaint.



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 through a partnership with UNICEF to exclusively address Child rights issues relating to maladministration in any Provincial Govt. Agency.
- Q. Why do we need a separate the 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 Amendment Act, 2012.
- 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.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 01.02.2018



PAKISTAN | Ombudsman Sindh addresses seminar on “Challenges of Health Care System Sindh”

The Ombudsman Sindh Mr. Asad Ashraf Malik organized a seminar on “Challenges of Health Care System in Sindh – Role of Provincial Ombudsman Sindh” which focused on the existing health facilities, identifying gaps and devising innovative strategies for improved service delivery, effective polio immunization campaign in Sindh Province.

The Seminar was presided over by the Hon’ble Ombudsman Sindh and was also attended by the legislators, NGOs, members of Civil Society, Women & Children Organizations, General Public and Provincial Health authorities. The Seminar was held on 14th September 2017 at Mirpurkhas an important developing city of Sindh. Speakers pointed out that corruption was afflicting health sector and this situation was disastrous, a matter of concern demanding immediate remedial measures. It was reported that numbers of children died of malnutrition due to lack of health facilities in district Tharparkar. That was an alarming situation and required urgent action. Due to procurement of spurious medicines serious consequence were being faced by the people. Members of civil society emphasized that no one should be allowed to play with the people’s life. Health facilities provided by the Government were functioning but required up-gradation and improvement by ensuring regular attendance of doctors & paramedics, adequate supply of medicines and vaccine for children.

Continue...



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
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Most of the stakeholders stated that Medical facilities suffered due to absenteeism of doctors and paramedics, inadequate supply of medicines, dysfunctional X-rays machines, ultrasound and ECGs, non-viability of polio vaccine and malnutrition. The stakeholders recommended that defiance's pointed out by the civil society should be conveyed to the Health Department for immediate remedial measures.

In the concluding remarks the Honourable Ombudsman Sindh emphasized the role of civil society and specially women was crucial for ensuring improvement in local Health facilities. He suggested that the community should form local committees in coordination with health authorities to jointly oversee the working of health outlets. He also stressed to adopt preventive measures and creating healthy environments.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 28.02.2018



PAKISTAN | Local government department clear service dues to retired servant on orders of Ombudsman Sindh

A retired Medical Officer approached the Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik with the complaint that Sindh Local Government Board did not pay her pension dues, despite the completion of requisite formalities and the department was delaying the matter on flimsy pretext.

To redress grievance of the complainant Ombudsman Sindh, Mr. Asad Ashraf Malik issued directives to the authorities concerned to initiate enquiry against the officers/officials responsible for inordinate delay in resolving the matter of the lady doctor. On the intervention of the Ombudsman, scrutiny process was expedited and the entire outstanding dues amounting to Rs. 66,06,144/- were paid to retired medical officer.

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



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 09.04.2018



PAKISTAN | Provincial Ombudsman Sindh extends help to UN-Women setup in Sindh

The Ombudsman Sindh Mr Asad Ashraf Malik, who is also the President Asia Region of the IOI, welcomed a four member delegation of UN-Women, led by Mr Jamshaid Qazi, Country representative UN-Women Pakistan, on 8 April 2018.

The Ombudsman Sindh briefed the delegation about the working of his Secretariat and said that the basic responsibility of the institution was to check the mal-administration and to ensure redressal of public grievance by providing administrative justice. He also gave an overview of the performance and achievements of the institution and his efforts to mobilize the Government and Civil Society to the problems and issues being faced by the people at grass root level.

The Ombudsman further extended help and cooperation to UN-Women. The delegation discussed the matters of mutual interest including holding of joint seminar with Provincial Ombudsman regarding his role in administration of essential services to survivors of atrocities. It was also decided to launch joint communication campaign of awareness through Print and Electronic Media.

Mr. Malik informed the delegation that Sindh Ombudsman has been tackling women related issues on priority and redressing their grievances.

Continue...



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
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A seminar on Honour Killing was aimed at sensitizing the society on this grave issue. It was decided that a 24/7 telephone line for women will be set-up in Ombudsman Office and a women complaint cell/desk would be established at Ombudsman Secretariat, in collaboration with UN-Women.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 14.05.2018



PAKISTAN | Ombudsman Sindh saves career of NED University student

A student of NED University and some of his colleagues approached Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh, stating that NED University of Engineering & Technology announced a B.Tech Conversion Programme for students who had completed B.Tech (Pass) in a different field of engineering which entitled them for admission in 3rd year Bachelor of Engineering (B.E). But on the contrary to their announced programme, the university declined admission to them. The university authorities were confronted with their admission notice published in the press. They disclosed that the Pakistan Engineering Council (PEC) had imposed restrictions on the conversion programme, hence admission was denied.

Being the custodian of public interests, Ombudsman Sindh Mr. Asad Ashraf Malik issued directives to the management of NED University for enquiry and report. The enquiry revealed that NED University had discontinued the conversion programme due to restriction imposed by PEC in December 2015, whereas the university admission was announced in January 2015. The PEC restriction was arbitrary which deprived students of opportunity of acquiring higher academic qualification and better future prospects.

After the enquiry, Ombudsman Sindh issued directives to Vice Chancellor, NED University of Engineering & Technology, Karachi to allow admission to the students of B.Tech (Pass) Conversion Programme Batch 2014-2015 in 3rd year of B.E in order to safeguard their career, to settle the issue with

Continue...

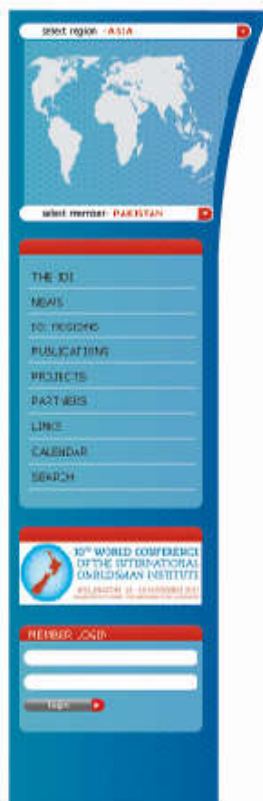


INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



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PEC, and ensure enrolment of the students as Registered Engineers on their successful completion of B.E. He further directed VC to streamline procedure of admission in the university so that no students should suffer in future.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 20.07.2018



PAKISTAN | Ombudsman Sindh takes action against discrimination in Police department

Mr. Haseeb Ahmed approached the Provincial Ombudsman Sindh Mr. Asad Ashraf Malik stating that he was son of a Police Officer who laid down his life in line of duty. He was appointed as Police Constable against shaheed (martyr) quota and was not considered for appointment as Assistant Sub-Inspector of Police, whereas 45 other persons were appointed as ASI under same quota and he was ignored & discriminated. He was eligible to be appointed as ASI as he fulfilled the required qualification. This was a glaring example of discrimination.

To redress grievance of the complainant Ombudsman Sindh Mr. Asad Ashraf Malik issued directives to the authorities concerned to initiate enquiry against the Officers / Officials responsible for delaying the matter. Due to intervention of the Ombudsman, process and procedure of scrutiny by the concerned departments of Police were expedited and case of the complainant was sent to the appointment and promotion committee for consideration. Resultantly the committee found that complainant met the criteria laid down for appointment as ASI and was accordingly appointed.



INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWS LETTER



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 26.09.2018



PAKISTAN | Karachi Development Authority pays service dues on orders of Ombudsman Sindh

A retired government employee approached the Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik, with the complaint that Karachi Development Authority (K.D.A) did not pay his outstanding pension dues amounting to Rs.27,63,379/- and was delaying the matter on one pretext or the other.

To redress the grievance of the complainant Ombudsman Sindh Mr. Asad Ashraf Malik issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of Ombudsman's timely intervention the scrutiny process was expedited by the agency and entire outstanding dues amounting to Rs.27,63,379/- were paid to the retired government servant.

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



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

Dated: 16.01.2019



PAKISTAN | Shah Abdul Latif University pays service dues on orders of Ombudsman Sindh

A retired government employee approached the Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik with the complaint that Shah Abdul Latif University, Khairpur did not pay her outstanding pension and commutation dues and was delaying the matter on one pretext or the other.

To redress the grievance of the complainant Ombudsman Sindh Mr. Asad Ashraf Malik issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of the Ombudsman's timely intervention the scrutiny process was expedited by the agency and the entire outstanding pension dues amounting to Rs.56,40,785/- and commutation dues amounting to Rs.4,87,461/- were paid to the retired Professor.

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



"The strongest among you
is the one who controls
his anger."

- Muhammad (s.a.w.s.)



*OPINIONS OF
CROSS SECTION
OF CIVIL SOCIETY*



Dr. Mahnaz Naveed Shah, M.D. (USA), F.A.A.O.
Diplomate American Board of Ophthalmology
Consultant, Ophthalmology & Eye Surgeon
South City Hospital
Aga Khan University Hospital

The Eye Centre
Dr. Mahnaz Naveed Shah & Associates
In Association with South City Hospital



Dec 4th, 2018

Dear Sir,

Thank you for the copy of the Annual Report 2017, which I received recently. I am writing to express my gratitude to Mr. Asad Ashraf Malik, the Provincial Ombudsman, Sindh and his team for providing expedient, unbiased assistance, to the population at large, especially to marginalized segments within it and liaising with various government offices to ensure that timely justice is not only promised but also delivered to residents of our province.

The Honorable Ombudsman's devotion to civic duty and his integrity are worthy of great respect.

With regards

Dr. Mahnaz Naveed Shah, MD, F.A.A.O.
Diplomate American Board of Ophthalmology
Consultant Eye Surgeon
Aga Khan University Hospital
Director and Consultant Eye Surgeon
The Eye Centre
South City Hospital
Karachi, Pakistan
mail@eyecentre.com.pk



Saeed Ghani
Minister

NO. PS/MINS/LG/PHE/KATCHI ABADIS/ II-1 /2018⁹

Local Government, Public Health Engineering &
Rural Development and Katchi Abadi Departments
GOVERNMENT OF SINDH

Karachi, dated the 11th Jan, 2019

SUBJECT: ANNUAL REPORT-2017 OF THE PROVINCIAL OMBUDSMAN SINDH

Dear

It is indeed a great pleasure receiving a copy of Annual Report of Provincial Ombudsman, Sindh for the year 2017.

2. The Annual Report reflects serious efforts of Provincial Ombudsman Secretariat in providing administrative justice to the people of Sindh through convenient & inexpensive process. Besides, the report is very comprehensive and provides valuable information in general.

3. It is hoped that continuation of such efforts will be very helpful in bringing about good governance in government institutions and we assure our best role in achieving aimed goals in the public interest. The Statics mentioned in year report show that the number of complaints pertaining to local Government & House Town Planning Department upto the year 2017 rank third highest in the province which is alarming but I am hopeful that with our continuous efforts the Government administration would improve & the No. of complaints would decrease.

4. Nevertheless, please accept my greatest compliments to the contributions made by your team in preparing this report and much regards to the Honourable Ombudsman Sindh who is spearheading this work.

With regards.

Sincerely Yours


(SAEED GHANI) 11/1/19

SYED FARRUKH HABIB

Secretary,
Provincial Ombudsman (Mohtasib) Secretariat,
Sindh.

Barrack No 15, Sindh Secretariat No.4-A, Karachi.
Tel : 021-99205906, 99205907, Fax No. : 021-99205908 Cell : 0300-9228120
Email: saeedghani@hotmail.com saeed.g.k@gmail.com



Austrian Honorary Consulate (Sindh)

7th February, 2019

Syed Farrukh Habib
Secretary
Secretariat Provincial Ombudsman (Mohtasib)
Shahrah-e-Kamal Ataturk
Opp. Sindh Secretariat
Karachi.

SUB: ANNUAL REPORT – 2017 OF THE PROVINCIAL OMBUDSMAN SINDH

Dear *Farrukh Habib Sahib*

The Honorary Consulate of the Republic of Austria (Sindh) in Karachi presents its compliments to the Secretariat Provincial Ombudsman (Mohtasib) Sindh and has the honor to present its felicitations.

The delayed reply is regretted as I was away from Pakistan for the last two months. I am delighted to have received this very informative annual report and highly appreciate the important role and noble performance of your esteemed institution in providing inexpensive and quick administrative justice to the poor and needed people of Sindh.

The Honorary Consulate of the Republic of Austria (Sindh) remain available for contribution its diplomatic part for provision of every possible relief to people of Sindh.

Thanking you and assuring you of our best services at all times.

Yours truly,

KAMRAN TAJAMMUL BABAR
Hon. Consul

Austrian Consulate General (EU)
No. 1, Khayaban-e-Sahila,
Phase V, DHA, Karachi 75500
Phone: +9221 35340214 35688686
Fax: +9221 35340677
E-mail: sdi@cybernet.pk
sdi@cybernet.pk

City Office:
123 Central Hotel Annex,
Abdullah Hameed Road, Karachi.
Phone: +9221-35800611 - 12
Mobile: +92300-8234777
URL: www.solar-dynamics.net

The Embassy for the Republic of Austria
House No. 7-A, Street No. 21, F-5/2
Islamabad-44000
Phone: +9251-2816421
Fax: +9251-4550382



**КОНСУЛИ ФАХРИИ
ҶУМҲУРИИ ТОҶИКИСТОН
ДАР ҶУМҲУРИИ ИСЛОМИИ
ПОКИСТОН**



*Honorary Consulate General
of the Republic of Tajikistan in
the Islamic Republic of Pakistan*

November 22, 2018

Mr. Asad Ashraf Malik
Provincial Ombudsman (Mohtasib) Sindh
Sharah-e-Karnal Ataturk
Opp Sind Secretariat
Karachi



Re: Annual Report 2017 of the Provincial Ombudsman Sindh

Dear Mr. Asad Ashraf Malik,

I received your Annual Report 2017, details of which looks great, I see what good job the Ombudsman is doing. I wish one could stop going to court and come to the Ombudsman (Mohtasib) to get an early decision.

I have a glimpse and read some of your decisions which are so positive and in detailed you have answered them.

Regards,

Irshad Kassim
Honorary Consul General

Consulate Address

F20 Block 7 Scheme 5 Kehkashan, Clifton Karachi, Pakistan 75600

Correspondence Address

BC 6 Block 5 Scheme 5 Kehkashan, Clifton Karachi, Pakistan 75600

Phone: (92-21) 35865561-64 Fax: (92-21) 35865571 Email: cgrrt.khi@gmail.com



ALTAMASH INSTITUTE OF DENTAL MEDICINE

ST-2B, Block 3, Shahrah-e-Firdousi,
Clifton, Karachi-75600 - Pakistan
Tel: +(92 21) 35874070-71
Fax: +(92 21) 35874074
Email: dmaltamash@gmail.com

Prof. Dr. Mohammad Altamash

B.D.S. Dr. med. dent (Germany)
F.A.C.D. (USA)
Sitara-e-Imtiaz
President / Principal

November 23, 2018

Mr. Asad Ashraf Malik
PPM, PSP
Provincial Ombudsman
(Mohtasib-e-Aala)
Sindh, Pakistan



Dear Mr. Asad Ashraf Malik,

I would like to thank you and acknowledge that we have received Annual Report- 2017 of the Provincial Ombudsman Sindh.

I would like to take this opportunity to appreciate the commendable efforts and great work that you and your team have been doing.

Wishing you all the best for future endeavors.

Regards,

Prof. Dr. Mohammad Altamash
Sitara-e-Imtiaz



Cable : TELECAST, KARACHI
Phones : 99230144
Tolox : 29767 PTVCS PK.
Fax : 99230143

PAKISTAN TELEVISION
CORPORATION LIMITED,
KARACHI CENTRE
Shaheed Sibghatullah Shah
Pir Pagara Road, Karachi,
Postal Code No. : 74800



Ref.No. KTV/GM/1/2018

18th November, 2018


Subject: ANNUAL REPORT-2017 OF THE PROVINCIAL OMBUDSMAN SINDH

Dear Sir

We receive with thanks the above mentioned Annual Report. This will be a great addition in our library for reference and record and also help us to use its contents in our Current Affairs programmes.

With Regards,

Yours sincerely,


(MUHAMMAD AMEEN MEMON)
General Manager

Mr. S. Farrukh Habib,
Secretary,
Seceretaariat Provincial Ombudsman(Mohtasib)
Shahrah-e-Kamal Atarurk,
Opp. Sindh Secretriati,
Karachi.



سعدیہ راشد
SADIA RASHID
President

Hamdard Foundation Pakistan

Al-Majeed, Hamdard Center,
Nuzimabad-3 Karachi-74600, Pakistan
Phone Office: 36616001-4, 36620945-9
Telefax: (92-21) 36611755
e-mail: chairperson@hamdard.com.pk

December 28, 2018

Mr. Asad Ashraf Malik
Provincial Ombudsman, Sindh
Shahrah-e- Kamal Atatürk (Opp. Sindh Sectt)
Karachi

Subject: Annual Report 2017

السلام علیکم ورحمة الله وبرکاته

Please accept my thanks, and convey the same to Syed Farrukh Habib Sahib, for sending me a copy of the above Annual Report. Well produced, as it never fails to be.

As always, I am so pleased that there is at least one office in officialdom to which the helpless can turn for help --- especially when officialdom itself has let them down! I am sure the grateful prayers of those whose burdens you have eased, will serve to keep you going strong.

The only suggestion I have to offer is that you devote a whole page to highlighting the total number of calls for help your Secretariat has received in the year, and how many problems it has succeeded in resolving. This would, in fact, highlight the essence of your success.

Sincerely
Sadia Rashid
Sadia Rashid



UNIVERSITY OF SINDH
JAMSHORO SINDH, PAKISTAN

Prof. Dr. Fateh Muhammad Burfat
VICE-CHANCELLOR

No.VC/O/ 9551 /2018
Dated: 31/12/18

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

Subject: - Annual Report – 2017 of the Provincial Ombudsman Sindh

My dear Syed Farrukh Habib Sahib,

Assalam-o-Alaikum!


I take it as my honor to communicate to you my heartiest felicitations for taking stringent and effective remedial measures for redressal of problems of the poor masses of Sindh. I congratulate you and Secretariat of Provincial Ombudsman Sindh on this noble effort, and submit my sincere appreciation for publishing such an excellent piece of work.

The quality of contents, lay out, design and paper of the report stand plus.

I thank you profusely for sending me a copy of the report.

With regards,

Yours sincerely


Prof. Dr. Fateh Muhammad Burfat
Vice-Chancellor



*PERFORMANCE
REVIEW*



RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2018

Provincial Government Agencies	5,918
Federal Government Agencies	403
Total	<u>6321</u>

ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES

Admitted for investigation u/s 10	2,402	} 2,449
Admitted for investigation (complaint of children issues)	41	
Suo-Moto	01	
Admitted U/s. 33	05	
Forwarded to the Agencies for necessary action (including 11 children complaints)	1064	
Not entertained (Deferred/Anonymous/Pseudonymous)	867	
Advised to approach the concerned higher authorities or await action by authorities	1538	
Total	<u>5,918</u>	

NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Service matters	127
No case of mal-administration	338
Subjudice	06
Anonymous/Pseudonymous	365
No personal grievance	02
Time barred	29
Total	<u>867</u>



AGENCY WISE COMPLAINTS DURING THE YEAR 2018

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1,149
2	Education & Literacy Department	767
3	Revenue Department	446
4	Karachi Metropolitan Corporation	421
5	Local Government and Housing Town Planning Department	416
6	Karachi Water & Sewerage Board	323
7	Sindh Building Control Authority	251
8	Irrigation Department	250
9	Health Department	245
10	Karachi Development Authority	196
11	Works & Services Department	129
12	Accountant General Sindh	81
13	Auqaf, Religious Affairs Zakat & Ushr Department	58
14	Agriculture, Supply & Prices Department	55
15	Malir Development Authority	54
16	Excise, Taxation and Narcotics Department	54
17	Public Health Engineering and Rural Development Department	52
18	Hyderabad Development Authority	48
19	Cooperation Department	45
20	Industries & Commerce Department	40
21	Food Department	37
22	Transport & Mass Transit Department	29
23	Forest & Wild Life Department	24
24	Sindh Employees Social Security Institution	22
25	Sindh Public Service Commission	16
26	Labour and Human Resources Department	15
27	Services, General Administration & Coordination Department	14
28	Lyari Development Authority	14
29	Finance Department	13
30	Enquiries & Anti Corruption Establishment	12
31	Home Department	12
32	Social Welfare Department	10
33	Live Stock & Fisheries Department	7
34	Environmental Alternate Energy	7
35	Population & Welfare Department	6
36	Law and Parliamentary Affairs Department	5
37	Culture, Tourism and Antiquities Department	4
38	Sports & Youth Affairs Department	3
39	Mines & Mineral Department	3
40	Information Science & Technology Department	3
41	Information & Archives Department	1
42	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	581
43	Federal Government Agencies	403
	TOTAL	6,321



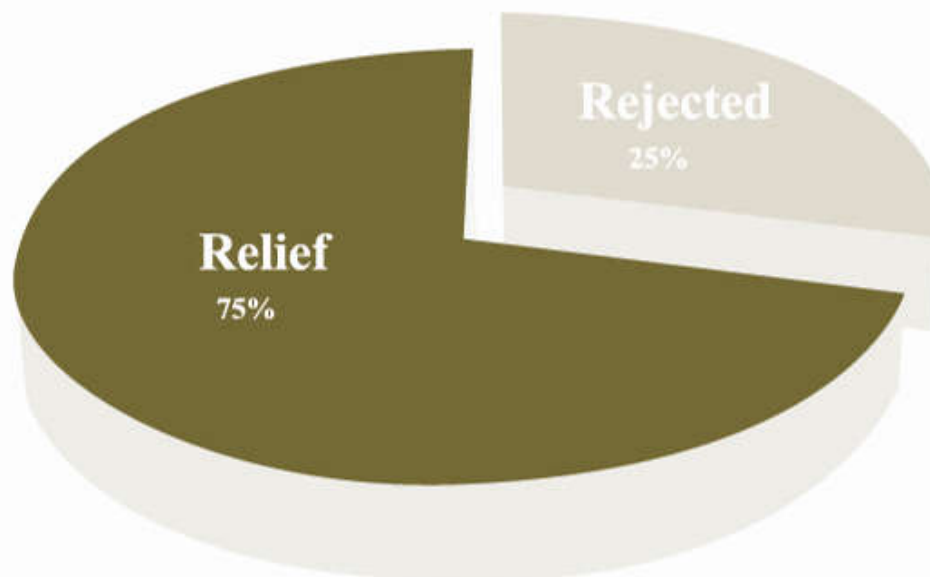
AGENCY WISE ADMITTED CASES DURING THE YEAR-2018

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	314
2	Education & Literacy Department	309
3	Karachi Metroploitan Corporation	302
4	Karachi Water & Sewerage Board	256
5	Revenue Department	195
6	Local Government and Housing Town Planning Department	183
7	Sindh Building Control Authority	146
8	Irrigation Department	141
9	Karachi Development Authority	140
10	Work & Services Department	70
11	Health Department	69
12	Accountant General Sindh	58
13	Malir Development Auhtoirty	36
14	Public Health Engineering and Rural Development Department	32
15	Agriculture, Supply & Prices Department	31
16	Excise, Taxation and Narcotics Department	25
17	Cooperation Department	19
18	Industries & Commerce Department	17
19	Food Department	13
20	Lyari Development Authority	13
21	Transport & Mass Transit Department	13
22	Hyderabad Development Authority	12
23	Auqaf, Religious Affairs Zakat & Ushr Department	9
24	Finance Department	8
25	Sindh Employees Social Security Institution	5
26	Services, General Administration & Coordination Department	5
27	Forest & Wild life Department	4
28	Sindh Public Service Commission	4
29	Enquiries and Anti Corruption Establishment	3
30	Live Stock & Fisheries Department	3
31	Labour and Human Resources Department	2
32	Sports & Youth Affairs Department	2
33	Environmental Alternate Energy	2
34	Culture & Tourism Department	2
35	Social Welfare Department	2
36	Mines & Mineral Department	2
37	Home Departmen	1
38	Information Science& Technology Department	1
TOTAL		2,449



DECISIONS TAKEN DURING THE
PERIOD FROM
JANUARY TO DECEMBER 2018

Relief	Rejected	Total
1,981	* 674	2,655
75%	25%	



* This also includes the cases closed on account of non-prosecution.



**AGENCISE-WISE CHILDREN COMPLAINTS
DURING THE YEAR 2018**

S. No.	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	46
2	Police Department	2
3	Local Government and Housing Town Planning Department	1
4	Health Department	1
5	Auqaf, Religious Affairs Zakat & Ushr Department	2
TOTAL		52



**AGENCIES-WISE CHILDREN COMPLAINTS
(SEPTEMBER-2009 TO DECEMBER-2018)**

S. No.	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	493
2	Police Department	100
3	Health Department	22
4	Zakat & Ushr Department	5
5	Revenue Department	5
6	Works & Services Department	8
7	Karachi Metropolitan Corporation	11
8	Irrigation Department	1
9	Local Government Department	5
10	Labour Department	1
11	Public Health Engg. Department	1
12	Karachi Water & Sewerage Board	2
13	Excise & Taxation Department	3
14	Auqaf, Religious Affairs Zakat & Ushr Department	2
15	Malir Development Authority	1
16	Federal Government Agency	1
TOTAL		★ 661

**★ Admitted - 537
Decided - 423**



**CHILDREN COMPLAINTS REGION-WISE
2009 TO 2018**

S.No	NAME OF REGION	NUMBER OF COMPLAINTS
1	Headquarter	275
2	Shaheed Benazirabad (Nawabshah)	55
3	Hyderabad	53
4	Mirpurkhas	44
5	Larkana	33
6	Karachi East	24
7	Karachi Central	24
8	Khairpur	23
9	Jacobabad	22
10	Naushahro Feroze	20
11	Thatta	20
12	Badin	18
13	Dadu	16
14	Sukkur	14
15	Ghotki	11
16	Tharparkar @ Mithi	5
17	Karachi-South	4
	TOTAL	661



DETAILS OF REPRESENTATIONS TO GOVERNOR

	Jan to Dec. 2018	Oct. 1991 to Dec. 2018
Representations received	58	583
Representations decided	42	567
Accepted	06	64
Upheld the Decision	36	503
Pending with Governor Sectt.	16	16



AGENCY WISE DECISION DURING THE YEAR 2018

S.NO	NAME OF AGENCY	TOTAL
1	Karachi Water and Sewerage Board	844
2	Education & Literacy Department	379
3	Police Department	255
4	Revenue Department	182
5	Local Government and Housing Town Planning Department	170
6	Karachi Development Authority	109
7	Karachi Metropolitan Corporation	91
8	Irrigation Department	74
9	Health Department	74
10	Works & Services Department	65
11	Sindh Building Control Authority	63
12	Accountant General Sindh	51
13	Malir Development Authority	42
14	Food Department	37
15	Agriculture, Supply & Prices Department	26
16	Industries & Commerce Department	24
17	Excise, Taxation and Narcotics Department	19
18	Forest & Wild Lift Department	15
19	Finance Department	15
20	Public Health Engineering and Rural Development Department	14
21	Auqaf, Religious Affairs Zakat & Ushr Department	14
22	Hyderabad Development Authority	13
23	Sindh Employees Social Security Institution	12
24	Cooperation Department	12
25	Social Welfare Department	7
26	Labour and Human Resources Department	7
27	Population & Welfare Department	6
28	Transport & Mass Transit Department	5
29	Services, General Administration & Coordination Department	5
30	Sports & Youth Affairs Department	3
31	Live Stock & Fisheries Department	3
32	Information Technology Department	3
33	Home Department	3
34	Sindh Public Service Commission	2
35	Mines & Mineral Department	2
36	Lyari Development Authority	2
37	Enquiries & Anti Corruption Establishment	2
38	Culture, Tourism and Antiquities Department	2
39	Law Department	1
40	Information & Archives Department	1
41	Environmental Alternate Energy	1
TOTAL		2,655



AGENCY WISE COMPLAINTS UP TO THE YEAR 2018

S.NO	NAME OF AGENCY	NO. OF COMPLAINTS
1	Police Department	30,157
2	Education & Literacy Department	23,959
3	Local Government and Housing Town Planning Department	19,211
4	Revenue Department	17,606
5	Federal Government Agencies	14,485
6	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	18,456
7	Irrigation Department	10,526
8	Karachi Metropolitan Corporation	10,094
9	Karachi Development Authority	5,713
10	Health Department	5,311
11	Work & Services Department	4,663
12	Auqaf, Religious Affairs Zakat & Ushr Department	3,041
13	Agriculture, Supply & Prices Department	2,411
14	Karachi Water & Sewerage Board	2,646
15	Labour and Human Resources Department	2,195
16	Excise, Taxation and Narcotics Department	1,928
17	Services, General Administration & Coordination Department	1,583
18	Sindh Building Control Authority	1,722
19	Accountant General Sindh	1,525
20	Food Department	1,276
21	Industries & Commerce Department	1,193
22	Forest And Wild Life Department	1,138
23	Malir Development Authority	1,041
24	Finance Department	953
25	Social Welfare Department	807
26	Population & Welfare Department	660
27	Home Department	452
28	Cooperation Department	376
29	Public Health Engineering and Rural Development Department	288
30	Culture, Tourism and Antiquities Department	274
31	Transport & Mass Transit Department	271
32	Sindh Employees Social Security Institution	251
33	Lyari Development Authority	223
34	Enquiries & Anti Corruption Establishment	194
35	Information & Archives Department	169
36	Environmental Alternate Energy	165
37	Law and Parliamentary Affairs Department	133
38	Sindh Public Service Commission	130
39	Live Stock & Fisheries Department	104
40	Hyderabad Development Authority	93
41	Sport & Youth Affairs Department	44
42	Information Science & Technology Department	24
43	Mines & Mineral Department .	10
TOTAL		187,501



**AGENCY WISE ADMITTED
COMPLAINTS UP TO THE YEAR 2018**

S.NO	NAME OF AGENCY	NO. OF COMPLAINTS
1	Police Department	9,529
2	Education & Literacy Department	8,974
3	Local Government and Housing Town Planning Department	8,716
4	Revenue Department	6,591
5	Karachi Metropolitan Corporation	5,869
6	Irrigation Department	3,859
7	Karachi Development Authority	3,207
8	Karachi Water and Sewerage Board	2,116
9	Works & Services Department	1,919
10	Health Department	1,614
11	Auqaf, Religious Affairs Zakat & Ushr Department	1,587
12	Accountant General Sindh	1,061
13	Sindh Building Control Authority	1,016
14	Labour and Human Resources Department	995
15	Agriculture, Supply & Prices Department	772
16	Malir Development Authority	593
17	Industries & Commerce Department	507
18	Services, General Administration & Coordination Department	470
19	Excise, Taxation and Narcotics Department	458
20	Food Department	456
21	Finance Department	385
22	Cooperation Department	238
23	Public Health Engineering and Rural Development Department	238
24	Forest & Wild Life Department	206
25	Home Department	202
26	Social Welfare Department	171
27	Sindh Employees Social Security Institution	162
28	Transport & Mass Transit Department	133
29	Lyari Development Authority	115
30	Hyderabad Development Authority	111
31	Culture, Tourism and Antiquities Department	82
32	Population & Welfare Department	78
33	Enquiries & Anti Corruption Establishment	66
34	Environmental Alternate Energy	61
35	Live Stock & Fisheries Department	54
36	Sindh Public Service Commission	50
37	Information & Archives Department	32
38	Law Department	26
39	Sports & Youth Affairs Department	19
40	Information Science & Technology Department	17
41	Mines & Mineral Department	6
TOTAL		62,761



**“The best of you are
those who are
best to the women”**

Prophet MUHAMMAD PBUH



*IMAGES &
REFLECTIONS*



Images & Reflections



Brig. (R) Farooq Naseer Awan, Director General, National Accountability Bureau (NAB) called on Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh in his office and exchanged views on various issues, pertaining to mal-administration and bad governance due to corruption in the society.



Brig. (R) Farooq Naseer Awan, Director General, National Accountability Bureau (NAB) presenting crest of the NAB to Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh.



Images & Reflections



Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh receiving "Life Time Achievement Award" given by his Alma mater NED University from Mr. Main Sultan Mehmood, Secretary General and Regional President, Prof. Sahibzada Farooq Ahmed of Institution of Engineers Pakistan (IEP), in a function at the NED University. Dr. Sarosh Hesmat Lodhi V.C. NED University is also seen in the picture.



Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh presenting crest of the organization to Mr. Raheel M. Ahmed Assistant Ombudsman, Saskatchewan, Canada.



Images & Reflections



A Delegation of an NGO from Hyderabad "Human Rights Pakistan" called on Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik at his office and apprised him about various civic issues pertaining to Hyderabad.



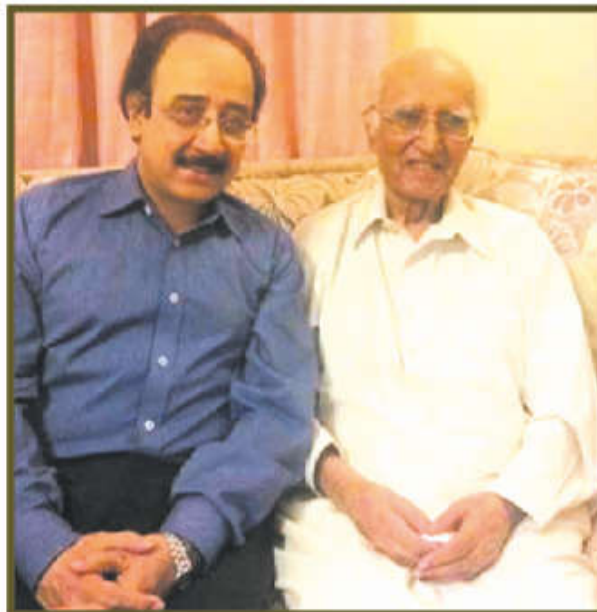
Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh handing over a cheque of Provident Fund to Mst. Nazima Khatoon, Ex-Head Mistress Azeem Girls Lower Secondary School, KMC



Images & Reflections



Mr. Mushtaq Ahmed Sukhera, Federal Tax Ombudsman presenting a shield to Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh on the eve of forum of Pakistan Ombudsmen Meeting in Lahore. Provincial Ombudsman Punjab Mr. Najam Saeed is also seen in the picture.



Ombudsman Sindh with world renowned humourist Mr. Mushtaq Ahmed Yousufi a couple of months before his sad demise.



*SELECTED
CASES*



DECISION

Selected Cases

Complaint No:	POS/4180/2016/D.G-I
Name and address of the complainant:	Mr. Muhammad Ihsan Tabassum Quarter # JJ-20/6, APF Colony, PAC Kamra, District Attock.
Name of the Agency complained against:	Malir Development Authority (MDA)
Name & Designation of Investigating Officer:	Syed Farrukh Habib Director General-I
Subject:	ALLEGED DELAY IN REFUND OF DEPOSITED AMOUNT AFTER CANCELLATION OF RESIDENTIAL PLOT (FILE # 6/57-A, SECTOR-1095/23, 200 SQUARE YARDS).

THE COMPLAINT

Mr. Muhammad Ihsan Tabassum, made a complaint dated 14.12.2016, stated that he had been allotted a residential plot No.1095, Sector-23, New Malir Housing Scheme, Malir Development Authority and had deposited an amount of Rs.70,254/- in installments, but could not pay the remaining installments for some reasons, resultantly such plot was cancelled. He further stated that he had applied for refund of his deposited amount, but despite his best endeavours, the Agency has so far failed to refund his deposited amount. He, therefore, solicited our intervention in the matter and requested that the Agency may be directed to refund his deposited amount.

REPORT OF THE AGENCY

2. The matter was taken up with the Agency. The Assistant Director, New Malir Housing Project-MDA Scheme-1, Malir Development Authority, vide letter dated 05.04.2017 reported that attested copies of original documents were required for processing the case, while the complainant had already been asked for submission of required documents.

3. The complainant was asked through this Secretariat letter 25.4.2017 for fulfillment of Agency's requirement. In response, the complainant sent attested photocopies of documents as required by the Agency, which were forwarded to the Agency, vide this Secretariat letter dated 06.09.2017.

4. The Deputy Director, New Malir Housing Project, MDA, Scheme-1, Malir Development Authority, vide letter dated 25.10.2017 reported that the case of the complainant for refund of his deposited amount had been sent to Finance Department, MDA for clearance of payment as per rules & regulations. The Agency further reported vide letter dated 10.01.2018 that case of the complainant



had been finalized and the complainant had also been informed vide letter dated 15.11.2017 to contact the office of Deputy Director, New Malir Housing Project, MDA, Scheme-1, Malir Development Authority, alongwith original file and CNIC for clearance of amount.

COMPLAINANT'S REJOINDER

5. Copy of Agency's report was forwarded to the complainant for his rejoinder. The complainant vide his rejoinder dated 05.06.2018 informed by extending his gratitude that he had received a cheque of Rs.62,482/- from Malir Development Authority and there was nothing outstanding with Malir Development Authority (MDA).

CONCLUSION

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

Given under my hand and seal of this office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 13th June, 2018



Selected Cases



DECISION

Complaint No:	POS/2785/2013/C-57
Name and address of the complainant:	Mr. Saeed Vira 247, 2 nd Floor, Hashmi Electronic Centre, Abdullah Haroon Road, Karachi
Name of the Agency complained against:	Police/K.M.C./Sports Department
Name & Designation of Investigating Officer:	Sayed Amir Ali Shah ADVISOR-C
Subject:	INORDINATE DELAY IN PAYMENT OF RS.3,46,000/- ON ACCOUNT OF INSTALLATION OF CCTV CAMERAS ON THE OCCASION OF SAAF FOOTBALL GAMES IN THE YEAR 2005

THE COMPLAINT

Mr. Saeed Vira, Proprietor of M/s World Communication, in his complaint dated 29.10.2013 deposed that on the directives of Governor Sindh the D.I.G. Operations South Karachi directed his firm to install CCTV Cameras for 10 days on the occasion of SAAF Football Games held from 07.12.2005 to 17.12.2005 at People Ground Lyari. They also provided other services of communication like internet, PTCL Connection, Photostat and Computer, etc for which DIG (Operations) wrote a letter to the then City District Government for payment of outstanding bill amounting to Rs.3,46,000/- but no heed was paid. Subsequently, he approached D.C.O. CDGK, Secretary Finance, Secretary Sports and finally to Principal Secretary to Governor Sindh. The Governor Sindh directed the Sports Department to clear the outstanding payments but even then nothing was done, as a result he approached this Institution for redressal of his grievance.

COMMENTS OF AGENCY

2. The matter was taken up with the Police Department, Secretary, Sports & Youth Affairs and Commissioner Karachi for comments. The Commissioner Karachi vide report dated 29.11.2013 confirmed the installation of CCTV Cameras by the complainant's firm on the directions of Honourable Governor Sindh and DIG Operations South and further stated that letters were written both by Governor's Secretariat and DIG Operations to Sports Department, Govt: of Sindh for necessary payment while the office of Commissioner Karachi remained unconcerned with the issue.

3. The Section Officer (Admn), Sports & Youth Affairs Department vide letter dated 16.01.2014 requested to the then Administrator, KMC, to resolve the issue being successor of defunct CDGK. However, it was observed that matter was shuffling between the KMC and Sports Department bearing no fruitful result.



HEARING PROCEEDINGS

4. In order to resolve the issue, the case was fixed for hearing on 29.9.2016. The Deputy Director (Admn), Sports & Youth Affairs Department, appeared and produced a copy of summary dated 21.4.2014 sent by the then Secretary, Sports & Youth Affairs Department to Honourable Chief Minister to grant funds amounting to Rs.3,46,000/- for payment to the complainant's firm, as they had no sufficient funds available. In that summary it was conceded by the Secretary Sports & Youth Affairs Department that the Governor's Secretariat vide letter dated 05.8.2008 had advised the Sports Department to settle the outstanding dues of complainant. Consequently, the Secretary Sports was advised to vigorously pursue the summary and finalize the case at its earliest.

5. After a hot pursuit, the representative of Sports Department informed during the hearing held on 24.8.2017 that now their department had plenty of funds and a note was put up to Secretary to Govt: of Sindh, Sports & Youth Affairs Department to get the permission from Finance Department to clear the old liability. The Secretary Sports was again advised to expedite the process of seeking permission from Finance Department. Besides, the matter was also taken up this Secretariat with the Finance Department to expedite process for granting permission.

6. During the hearing held on 10.01.2018, the Section Officer, Finance Department informed that some clarifications were sought from Administrative Department regarding this old liability and as soon as the reply was received, the permission would be granted to them. On 13.02.2018, Mr. Muhammad Shahid, Section Officer (B&E-VIII) reported that they had accorded the permission vide their letter dated 08.02.2018 addressed to Secretary, Sports & Youth Affairs Department, Govt: of Sindh, for paying the old outstanding liability amounting to Rs.3,46,000/- from the budget of current financial year.

7. The Secretary, Sports & Youth Affairs Department was then asked to depute his representative along with cheque of the outstanding amount. Consequently the representative of the Department appeared on 24.4.2018 along with cheque No.1670185479 dated 18.4.2018 amounting to Rs.3,46,000/- which was handed over to the complainant duly acknowledged by him, who paid gratitude to this Secretariat for payment of his old outstanding liabilities.

CONCLUSION

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

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 26th April, 2018



Selected Cases



DECISION

Complaint No:	POS/290/2017-K-06
Name and address of the complainant:	Syed Muhammad Sadiq Flat No.2, Block-H, KDA Flats, Phase-I, Sector 14-A, Shadman Town, North Karachi
Name of the Agency complained against:	Karachi Development Authority (KDA)
Name & Designation of Investigating Officer:	Ghulam Abid Shaikh Advisor-K
Subject:	ALLEGED DELAY IN PAYMENT OF PENSIONARY DUES TO THE COMPLAINANT BY KARACHI DEVELOPMENT AUTHORITY.

THE COMPLAINT

Syed Muhammad Sadiq, Retd. Assistant Karachi Development Authority filed his complaint on 14.11.2017 against KDA regarding alleged delay in payment of pensionary dues amounting Rs.27,63,379/-. He stated therein that after his retirement from service on 24.07.2016 when he approached the Director Finance, KDA for payment of outstanding dues on account of C.P Fund and Commutation, he was told that owing to acute financial problems, the outstanding amount could not be paid in one stroke but assured to pay in installments which was not acceptable for him. Being aggrieved by that, he solicited our intervention in the matter.

REPORT OF THE AGENCY

2. After admitting the complaint under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, report was called from the Director General, KDA against the charges levelled by the complainant vide this office letter dated: 30.11.2017. In response, the Additional Director, Finance & Accounts, KDA vide his letter dated: 13.12.2017 reiterated that due to acute financial crises the payment of outstanding dues to the complainant could not be paid in one stroke but assured to pay it in installments. In pursuance an amount of Rs.800,000/- was paid to the complainant in two equal installments vide HBL cheques dated: 24.01.2018 and 23.02.2018. However, the third cheque amounting to Rs.400,000/- issued by KDA was not accepted by the complainant who insisted that the remaining amount of Rs.19,63,379/- should be paid to him in lump sum.

HEARING PROCEEDINGS

3. To resolve the issue personal hearing was fixed on 05.04.2018 wherein the representative of KDA assured that 50% of the outstanding amount would be paid within a week and remaining



50% payment after two months. By honouring their commitment, the first cheque amounting to **Rs.9,81,690/-** was delivered to complainant on 27.04.2018 and the remaining payment of **Rs.9,81,689/-** was made to him on **17.07.2018**.

CONFIRMATION OF THE COMPLAINANT

4. The complainant vide his letter dated: 18.07.2018 confirmed having received the full and final payment of his outstanding dues on account of C.P Fund and Gratuity and expressed his gratitude to this Institution for support given to him in mitigating his sufferings.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 27th July, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/2948/2013/N
<i>Name and address of the complainant:</i>	Mr. Imtiaz Rasool Senior Joint Secretary (Rtd), H.No. 40/B, 1 st East Street, DHA Phase-1, Karachi.
<i>Name of the Agency complained against:</i>	Works & Services Department, GOS
<i>Name & Designation of Investigating Officer:</i>	Muhammad Naseer Jamali Advisor-N
<i>Subject:</i>	ALLEGED NON REPAIR OF HEAVILY DAMAGED ROADCONNECTING TANDO ALLAHYAR-CHAMBAR ROAD TO VILLAGE ALI AHMED.

THE COMPLAINT

Mr. Imtiaz Rasool filed a complaint dated 26.11.2013, wherein he alleged that the link road connecting Tando Allahyar-Chambar road to village Ali Ahmed was heavily damaged during the rains in 2011. The sugar mills deducted the sugar cess from the growers for repair and construction of roads through concerned Deputy Commissioner. The priority was given to the schemes sponsored by the elected representatives of the area but this road was not considered by the Works & Services department as well as Deputy Commissioner. Aggrieved by that, he solicited intervention of this Institution.

REPORT OF THE AGENCY

2. After admitting the complaint under section 10 of establishment of the office of Ombudsman for the Province of Sindh Act 1991, notice was issued to the Secretaries of Works & Services and Agriculture departments vide letter dated 13.12.2013, followed by reminders. In response, the Executive Engineer, Highway Division Tando-Allahyar informed vide letter dated 24.02.2014 that the re-conditioning of above mentioned road had been divided in two portions as under:

S.No.	Name of Scheme	Rough Cost Estimate / PC-I (Rs. in Million)
1	Reconditioning of link road from Tando-Allahyar Chambar road to Masoo Bozdar via Jarwario Pir mile 0/0-1/6 (1st Phase)	12.4895
2	Reconditioning of link road from Tando-Allah Chambar road to Goth Ali Ahmed via Jawario Pir Mile 1/6-4/3	20.000



The scheme at serial no. 2 involved the jurisdiction of two highway divisions i.e. Tando-Allahyar and Hyderabad. The PC-I of the scheme amounting to Rs. 20 Million was forwarded to the Chief Engineer Highways Hyderabad for onward transmission to the Administrative Department.

3. The DC Tando-Allahyar informed vide his letter dated 03.04.2014 that the scheme at serial No.1 was approved under Sugarcane Cess Fund and would be completed during the year 2013-14.

4. The report of the Executive Engineer Highways Tando-Allahyar was forwarded to the complainant for rejoinder vide this office letter dated 17.03.2014 who responded that the re-conditioning of road should be expedited.

PROCEEDINGS

5. The DC Tando Allahyar informed vide letter dated 16.02.2015 that the scheme at serial No. 1, i.e. Reconditioning of link road from Tando Allahyar-Chambar road to village Ali Ahmed had been completed from Sugarcane Cess Fund in 2013-14. However, the 2nd portion was included in the District Development portfolio of 2014-15 as new scheme but no funds were released by the Government of Sindh during the financial year 2014-15. This scheme was again approved by the District Oversight Committee in the year 2015-16 and the Administrative department was requested by the DC Tando-Allahyar vide his letter dated 08.12.2015 for release of required funds but again no funds were released during the year 2015-16 by the Finance Department as informed by the Superintending Engineer, Works & Services Department Tando-Allahyar.

6. The progress so far was forwarded to the complainant vide letter dated 17.11.2016 who in response, informed vide his letter dated 12.01.2017 that partial relief was provided by the agency. The Administrative Department and DC Tando-Allahyar should be requested to provide the required funds in order to complete the remaining work.

7. Subsequently, the Executive Engineer, Highways Tando Allahyar informed vide his letter dated 06.09.2017 that the portion of the road falling in Tando-Allahyar highway division was completed during the year 2016-17 and the remaining portion was in the jurisdiction of Provincial Highway Division Hyderabad.

8. Accordingly, the Superintending Engineer Highways, Hyderabad was requested for completion of remaining portion, falling in Hyderabad highway division. The complainant also confirmed the said position vide his letter dated 14.11.2017 that the Highways Division Hyderabad may be advised for early completion of remaining work.

9. The Executive Engineer Highway division, Hyderabad informed vide his letter dated 06.12.2017 that Rs. 26.575 Million were sanctioned for completion of the scheme and 50% thereof, amounting to Rs. 13.288 released so far during current FY 2017-18. The remaining portion of the road could be completed before June-2018, if the remaining amount i.e. 50% was released by the Administrative Department during the current financial year.

REJIONDER

10. The report of the Executive Engineer Highway Division Hyderabad was forwarded to the complainant vide this office letter dated 26.12.2017 who responded vide letter dated 28.01.2018 that



the Finance department, GOS should be directed to release the required funds in order to complete the work before June-2018.

DECISION

11. In view of the above, I, in exercise of powers vested in me under section 11 of the office of Ombudsman for the Province of Sindh Act, 1991, here by direct the Secretaries of Works & Services and Finance Departments for timely release of remaining 50 % amount of above scheme in order to complete the same before June-2018.

The compliance report should be submitted inside 45 days hereof.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 07th February, 2018



DECISION

Selected Cases

Complaint No:	POS/182/2017/KC
Name and address of the complainant:	Mr. Zahid Hussain, H. No. R-444, Sector-16-A, Buffer Zone, Karachi.
Name of the Agency complained against:	University of Karachi
Name & Designation of Investigating Officer:	Mr. Zamir Ahmad Khan Advisor-Z
Subject:	ALLEGED NON-REGULARIZATION OF SERVICE, ETC.

THE COMPLAINT

Mr. Zahid Hussain in his complaint filed on 02.06.2017, stated that on 12.04.2011 he was appointed in BS-18 with all compatible benefits, privileges and perks in University of Karachi. However, he had not yet been paid his salaries since April 2016. He added that his services were not regularized whereas over time/inconvenience/computer allowances, M. Phil qualification allowance @ Rs. 5000/- had also not been paid to him. He added that yearly increase due in December, 20% Adhoc Relief and Leave Encashment had also not been paid to him. He stated that despite his repeated requests, his grievances had not yet been redressed. He, therefore, solicited our intervention for the resolution of his legal issues.

REPORTS OF THE AGENCY

2. The matter was taken up with the Agency Registrar, University of Karachi, vide his letter dated 19.06.2017, stated as under:-

- i. Mr. Zahid Hussain (complainant) was hired as Executive Assistant on contract basis in the Office of Director Finance for a period of six months, vide Office Order No. Esst. NTI/2011, dated 12.04.2011 and he joined his duty on 12.04.2011.
- ii. His last term of hiring period was not extended from 01.07.2016. Hence the question of release of his salaries did not arise. Since his appointment was purely on temporary basis, and as such his services could be terminated at any time without assigning any reason. Under the directives of the competent authority, letter No. PA/2016-966, dated 03.08.2016 was issued to Director Finance intimating him that the services of Mr. Zahid Hussain were no more required.



- iii. He was hired purely on temporary basis, because the post of Executive Assistant did not exist in the University Budget. Therefore, his services were not adjusted on regular basis.
 - iv. University of Karachi is an autonomous body and Syndicate is the Executive Body to frame rules and regulations.
 - v. Overtime/inconvenience allowances were admissible to regular/confirmed employees only subject to endorsement by the Sectional Head.
 - vi. All fringe benefits i.e. Qualification Allowance etc. are admissible for regular/confirmed employees working against the budgeted posts. The services of Mr. Zahid Hussain (complainant) were hired purely on temporary basis and, therefore, such allowances could not be claimed as a matter of right.
 - vii. Mr. Zahid Hussain was found ineligible for the post of Deputy Director Finance by the Scrutiny Committee due to lack of his relevant experience in BPS-17.
 - viii. All the appointments in BPS-17 & above are made through Selection Board/Syndicate under prescribed procedure.
 - ix. The complainant was a contractual employee and he had no right to claim any relief related to service.
3. Director (Legal), University of Karachi submitted a letter dated 30.08.2017 wherein he stated as under:-
- i. Complainant's request for regularization of his service could not be considered as his contract period had expired on 30.06.2016 and the contractual employees had no vested right to claim permanent position.
 - ii. The Honourable High Court of Sindh has categorically clarified the University status/appointment in a Constitutional Petition No.D-621/2005. The Hon'ble High Court of Sindh observed that this court cannot sit in judgment over the same because the concerned agencies are best judges in determining what kind of personnel is required and the Honourable High Court of Sindh dismissed this petition in limine.
 - iii. The Honourable High Court of Sindh in another Constitutional Petition No.D-1849/2008 categorically observed that "the contract employees have no right to claim appointment on permanent basis and he can be relieved immediately on the targeted date".
 - iv. The Honourable High Court of Sindh dismissed this petition in favour of University of Karachi and, therefore, the relief claimed by the complainant in the present complaint could not be allowed.
4. The Registrar, University of Karachi had filed their comments on Complainant's Rejoinder as follows:



- a. The term of hiring period of Mr. Zahid Hussain Executive Assitant has been extended time to time on the recommendation of the Director Finance, who is the Sectional Head of financial and purchase matters. Further the post of Executive Assistant was not a budgeted post, hence his request for regularization of service was not considered at that time. Moreover on 03.8.2016 vide letter No. P.A./2016-966/0 competent authority noticed the unauthorized presence of Mr. Zahid Hussain at DF Office. His services were not extended after 01.7.2016. It is to note that service/ personal file of Mr. Zahid Hussain was not traceable, for a period of almost a year.
- b. Budgeted posts in University of Karachi are re-designated on the recommendations of the Sectional Heads, in other cadres, through the Finance and Planning Committee duly approved by the Syndicate.
- c. It is pointed out that he applied for the post of Deputy Director Finance. Despite being not issued a call letter for interview due to ineligibility, but the then administration allowed him to appear before the Selection Board with extra fairness. Mr. Zahid appeared before the Selection Board held on 27.06.2014. Selection Board did not recommend him for appointment as Deputy Director (Finance) duly approved by the Syndicate dated:13.09.2014. Thus at University of Karachi he was given full opportunity for regularization but he failed to qualify/compete.
- d. Mr. Zahid is continuously pointing out that 12 Superintendents appointed on contract basis were confirmed in B-17 however, they were regularized against the post of Superintendent B-16 whereas Mr. Zahid Hussain was given employment on contract basis against non-budgeted post. It may be noted that post of Superintendent has been upgraded from B-16 to B-17 by the Government vide Notification No F. No.(3)R-I/2010/2014 dated: 10-09-2014 so the claim that those were appointed/regularized directly without Selection Board in B-17 is not true.
- e. It may be noted that Mr. Abdul Samad was allowed to work as Steward with effect from 25-03-2010 while Mr. Muhammad Sami was also appointed as Steward on contract basis w.e.f 27.04.2011. Hence, Mr. Muhammad Sami is junior and surplus in the Purchase Office. Therefore the services of Mr. Muhammad Sami were transferred against the budgeted post of Assistant Director (Procurement) B-17 in the Directorate of Planning and Development with no change in grade.
- f. B-19 was granted to Mr. Muhammad Khalil, Ex- Senior Accountant before six months of his retirement i.e 06.08.2008 (for pension benefits only) vide letter No. Estt.NTI/2015-730 dated:05.10.2015. This rule was in place by that time and now does not hold ground.
- g. The post of Recovery Officer B-17 was created properly by the Finance & Planning Committee. Mr. Imran Tahir Malik already working as Technician B-17 was then re-designated as Recovery Officer B-17, vide letter No. Estt.NTI/2016/599 dated: 20.10.2016 without change of grade.



PROCEEDINGS

5. Several hearings were held on various dates and the matter had been discussed threadbare. Both parties were given ample opportunities for arguments. During the course of proceedings, it was transpired that the complainant had been appointed as Executive Assistant to the Director Finance for six months on a fixed salary of Rs. 30,000/- per month, vide Office Order No. Estt. N.T.I/2011, dated 12.04.2011. He served University of Karachi from 12.04.2011 to 01.07.2016. His last term of hiring period was not extended from 01.07.2016 and thus his services stood terminated w.e.f. 01.07.2016. Meanwhile, in 2013 the Sindh (Regularization of Adhoc and Contract employees) Act, 2013 had been passed and implemented by the Government Departments. But, University of Karachi without assigning cogent reasons, did not adopt the Sindh (Regularization of Adhoc and Contract employees) Act, 2013, which had been passed by the Provincial Assembly of Sindh on 14th March, 2013 and assented to by the Governor of Sindh on 20th March, 2013. The operative part is reproduced hereunder:

Notwithstanding anything contained in the Act or rules made there under or any decree, order or judgment of a court, but subject to other provisions of this Act, an employee appointed on adhoc and contract basis or otherwise (excluding the employee appointed on daily-wages and work-charged basis), against the post in BS-1 to BS-18 or equivalent basic scales, who is otherwise eligible for appointment on such post and is in service in the Government department and it's project in connection with the affairs of the Province, immediately before the commencement of this Act, shall be deemed to have been validly appointed on regular basis.

6. Despite that the employees of University of Karachi including the complainant could not get their legitimate right of regularization of their services under the said Act.

7. It is matter of record that there are so many contradictory statements by the Registrar and Director (Legal) University of Karachi, who mis-represented the case. On one hand, the Registrar, University of Karachi, vide letter No. Estt.NTI/2017 dated 19-06-2017 stated that Complainant Mr. Zahid Hussain had also applied for the post of Deputy Director Finance, University of Karachi and he was found ineligible by the Scrutiny Committee due to lack of relevant experience in BS-17 and above for the same post of Deputy Director Finance. And on other hand the Registrar, University of Karachi, vide its letter No. Estt. N.T.I/2018 dated 30.01.2018 informed as follows:

It is pointed out that he applied for the post of Deputy Director Finance. Despite being not issued a call letter for interview due to ineligibility, but the then administration allowed him to appear before the Selection Board with extra fairness. Mr. Zahid appeared before the Selection Board held on 27.06.2014. Selection Board did not recommend him for appointment as Deputy Director (Finance) duly approved by the Syndicate dated:13.09.2014. Thus at University of Karachi he was given full opportunity for regularization but he failed to qualify/compete.



8. This is totally against the merit system principles, when an applicant was found ineligible by the Scrutiny Committee due to lack of relevant experience, then under what authority he was allowed to appear before the Selection Board.

FINDINGS

9. The detailed findings are given hereunder:

a). **Deprivation of legitimate right**

The complainant was in service on contract basis on the date of the commencement of Sindh (Regularization of Adhoc and Contract employees) Act, 2013 and remained in service on contract basis even after promulgation of said Act. The University of Karachi without assigning any cogent reasons did not adopt the said Act and the complainant could not get his legitimate right of regularization of his services under the said Act. Hence, in this case the deprivation of legitimate right is well established.

b). **Discrimination**

The University of Karachi not only deprived the complainant of his legitimate right of regularization of his contractual service under the Sindh (Regularization of Adhoc and Contract employees) Act, 2013 but simultaneously, discriminated him because of his many colleagues appointed in the manner the complainant was appointed, were still in service, and those 12 (Twelve) Superintendents appointed on contract basis were regularized against the post of Superintendent (BS-16), whereas, complainant Mr. Zahid Hussain had been discriminated and was given employment on contract basis and his services were dispensed with from 01.07.2016 without any notice.

c). It has also been found that many other employees of University of Karachi, as alleged by the complainant and duly confirmed by the Registrar, University of Karachi had been appointed by relaxing conditions e.g. Mr. Muhammad Sami was appointed as Steward w.e.f 27-04-2011 and later on he was accommodated against the budgeted post of Assistant Director (Procurement) BS-17. Another Mr. Imran Tahir, Technician (BS-17) had also been accommodated against the post of Recovery Officer (BS-17) by creation of new post for him.

d). **Maladministration**

The Registrar, University of Karachi vide letter No. Estt.NTI/2017 dated 19-06-2017 stated that Complainant Mr. Zahid Hussain had also applied for the post of Deputy Director Finance, University of Karachi and he was found ineligible by the Scrutiny Committee due to lack of relevant experience in BS-17 and above for the same post of Deputy Director Finance. And on other hand the Registrar, University of Karachi, vide letter No. Estt. N.T.I/2018 dated 30.01.2018 informed that the then administration allowed him to appear before the Selection Board with extra fairness. Mr. Zahid appeared before the Selection Board held on 27.06.2014.

Mal-administration on the part of University of Karachi is established when an applicant was not eligible for the post he had applied then under what authority and circumstances, he was allowed to appear before the Selection Board.



10. In the light of above discussions and findings, I am of the view that the complainant was not only deprived of his legal right of regularization of his contractual service under the Sindh (Regularization of Adhoc and Contract employees) Act, 2013 but also discriminated while regularizing the contractual services of many of his colleagues who were appointed in the same manner as the complainant was appointed on contract basis.

11. I would like to refer hereto the verdict of Honourable Supreme Court of Pakistan, which also supports the version of the complainant in the instant case thatpersons placed in similar situation in alike circumstances could not be dealt with differently in departure to the rule of fairness and equal treatment....Supreme court accepted appeal, set aside impugned judgment as well as Order of removal of petitioner from services and directed his reinstatement in service with back benefits (PP 601, 602) B,D & E.

DECISION

12. Therefore, I, in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, hereby direct the Vice Chancellor, University of Karachi to consider the case of Complainant Mr. Zahid Hussain for regularization of his services under the Sindh (Regularization of Adhoc and Contract employees) Act, 2013. The Vice Chancellor, University of Karachi is also directed to look into the issue of furnishing contradictory / misleading statements by Dr. Munawar Rasheed, Registrar, University of Karachi regarding eligibility and appearance of complainant before the Selection Board for the post of Deputy Director (Finance), University of Karachi. Compliance must be reported inside 30 days hereof.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 21st February, 2018



Selected Cases



DECISION

Complaint No:	POS/3539/2016/F
Name and address of the complainant:	Mst. Bashiran Martha wd/o Nazir Mubarak No.03, New Block, KMC Compound, Keamari, Karachi.
Name of the Agency complained against:	District Municipal Corporation (West), Karachi
Name & Designation of Investigating Officer:	Mr. Manzoor Ali Awan Consultant-F
Subject:	THE COMPLAINANT STATES THAT SHE IS NOT BEING ALLOWED TO PERFORM HER DUTIES FOR LAST THREE MONTHS ON THE PLEA THAT SHE HAS BEEN RETIRED FROM SERVICE THOUGH ACCORDING TO HER DATE OF BIRTH IN HER CNIC SHE WOULD ATTAIN THE AGE OF 60 YEARS IN THE YEAR 2028. BESIDES, SOME CLERKS CONCERNED ALLEGEDLY MAKING CONSPIRACY OF GETTING GOVERNMENT QUARTER VACATED FROM HER, ETC.

THE COMPLAINT

Mst. Bashiran Martha wd/o Nazir Mubarak in her complaint received on 17.10.2016 stated that she was sweepers in the Health Department of DMC West Karachi and residing in house No. 3, New Block, KMC Compound, Keamari, Karachi. She further stated that about 3 months back she was informed that she stood retired from service and was not being allowed to work although she was 47 years old. She alleged that she had been got retired in order to get the official quarter, in which she was residing, vacated. She added that she was a widow and was made victim of conspiracy. She filed copy of CNIC according to which her year of birth was shown as 1969. She solicited our intervention for relief.

REPORTS OF THE AGENCY

2. The Municipal Commissioner, DMC West, Karachi was asked to furnish comments on the complaint.
3. The Additional Director (Admn) Keamari Zone, DMC (West) in his report dated 24.11.2016 stated that the date of birth of Mst. Bashiran Martha entered as 1956 in her service book and as per opinion given by the Internal Audit Keamari Zone and approved by the Municipal Commissioner/Administrator, DMC (West), she was retired from service on 30.06.2016 vide rule CSR Volum-1



Section No. 171. The report was received along-with an attested copy of the "duplicate" service book showing the date of birth as 1956 in the relevant column. A copy of old NIC issued on 09.03.1988 was also received with the report showing year of birth as 1968.

HEARING/PROCEEDINGS

4. The complainant was also called for personal hearing. She appeared on 18.07.2017. She stated that she was born in the year 1968 for which she produced photocopies of old and new CNIC(s) showing the year of birth as 1968 and 1969. She alleged that she had been retired pre-maturely in order to get official quarter vacated and give it to someone else.

5. In order to ascertain the age of the complainant she was referred to the Medical Superintendent, Sindh Services Hospital, Government of Sindh, Karachi vide letter dated 28.02.2018 with an advice to constitute a Medical Board to determine the age of the complainant.

6. The Medical Superintendent, Services Hospital and Civil Surgeon Karachi vide his letter No.SHK/MED/620/3585 dated 31.03.2018 submitted the following report:

"I have the honour to submit that Mst. Bashiran Martha wd/o Nazir Mubarak (holding of National Identity Card No. 42401-1085802-2) appeared before the Medical Board on 15-03-2018, for determination of age, she has been examined in this hospital.

X-Ray Elbow + Wrist ap, X-Ray Pelvis ap, X-Ray Sternal end of clavicle up, X-Ray Sternum lateral, X-Ray Skull lateral + ap + town, X-Ray OPG No. R-2/24722 dated 17-03-2018, exposed in Civil Hospital, Karachi.

MARKS OF IDENTIFICATION

1. Mole right distal forearm
2. Mole right upper forearm

IN THE OPINION / FINDINGS OF THE BOARD

As per bony ossification and physical appearance the age of Mst. Bashiran Martha wd/o Nazir Mubarak is between (45 & 50) Forty five & Fifty years nearer to (50) Fifty years.

Sd/-
**MEDICAL SUPERINTENDENT
SERVICES HOSPITAL AND CIVIL SURGEON
KARACHI"**

CONCLUSION

7. From the report furnished by the Medical Superintendent based on examination of the complainant by the Board, her age had been determined nearer to 50 years. It was thus established that the complainant was retired prematurely on the basis of the age mentioned in the duplicate service book which seemed to be manipulated. This amounts to mal-administration on the part of the Agency.



DECISION

8. I, therefore, in exercise of powers vested in me under Section 11 of the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991, hereby direct the Municipal Commissioner, District Municipal Corporation West, Karachi to reinstate the complainant Mst. Bashiran Martha with immediate effect with all the benefits that accrued during the period she remained out of job and report compliance to me inside 30 days.

9. The Secretary, Local Government Department, Government of Sindh, Karachi is directed to get the matter enquired into and fix responsibility for manipulation of record and take strict disciplinary action culminating to major punishment against delinquent officer/official and report compliance to me inside 45 days.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 18th April, 2018



Selected Cases



DECISION

Complaint No:	POS/3500/2018/B-30
Name and address of the complainant:	Mr. Muhammad Qasim Flat No.201, Plot No.15-C, Lane No.09, Nishat Commercial, D.H.A Phase VI, Karachi.
Name of the Agency complained against:	University of Karachi
Name & Designation of Investigating Officer:	Syed Qamar Razi Naqvi Consultant
Subject:	ALLEGED NON APPOINTMENT OF THE COMPLAINANT AS DIRECTOR PUBLIC RELATIONS, DISCRIMINATORY BEHAVIOUR OF THE SYNDICATE IS ALSO ALLEGED.

THE COMPLAINT

Mr. Muhammad Qasim, in his complaint dated 20.11.2018, stated that he had applied for the post of Director Public Relations in University of Karachi against advertisement dated 05.08.2018 and that his name was shortlisted out of three candidates as per prescribed procedure and was asked to appear for interview before the Selection Board. He added that he had succeeded and as such he was called for a meeting, to negotiate the salary and other related issues, with the Vice Chancellor, Registrar and Dean Management of Sciences who informed him that they had recommended him to the Syndicate for necessary approval. He alleged that Syndicate did not approve the recommendation of the Selection Board in its meeting held on 10.11.2018 and remarked that, since only one candidate appeared in the Selection Board, the post should be re-advertised.

2. The complainant agitated that if there was any technical hitch or violation of rules / regulations in the entire exercise of selection, the recommendation of Selection Board must not have been placed before the Syndicate. He also alleged that he had also been selected by the Selection Board earlier for the same post, however, the Syndicate had regretted his appointment as such it is well established that the act of Syndicate was based on discrimination and was not justifiable as checking of recent appointment records of 2017-2018 could be verified which would reveal that the Syndicate had approved recommendations of "single candidate" in many cases and did not ask for re-advertisements. He, therefore, sought our intervention in the matter.

PROCEEDINGS

3. The complaint was referred to the University of Karachi for report and hearing in the matter was also conducted on 06.12.2018. The Registrar, University of Karachi, vide letter No.Estt.NTI/2018



dated 05.12 2018 reported that earlier post of Director Public Relations (B-19) had been advertised through daily newspapers in November, 2015. In response, ten (10) candidates had applied for the said post, out of which five (5) candidates including the complainant were declared eligible by the Scrutiny Committee. However, following three (3) candidates including the complainant appeared before the Selection Board held on 12.04.2018:

- i. Mr. Hisham Syed
- ii. Ms. Irum Fazal
- iii. Mr. Muhammad Qasim

4 It was also reported that the Selection Board did not recommend any one for the post of Director Public Relations. However, the complainant was also recommended for the post of Deputy Director (PRO) BPS-18 but the Syndicate did not accord its approval and directed to re-advertise the post. He added that accordingly the post was re-advertised on 05.08.2018 when three candidates had applied and after scrutiny of the documents submitted by the said three (3) candidates, only the complainant was found eligible. He was therefore recommended by the Selection Board and a meeting was also held with him by the Selection Board to negotiate salary and other issues as well. However, the Syndicate again did not approve the matter and decided that the post may be re-advertised as no other candidate appeared along with the complainant.

5. The Registrar, University of Karachi, also pointed out that the Syndicate was the Executive Body of the University under clause 23(2)(r) to make appointments on the recommendations of Selection Board to the posts in Grade 17 and above and that fresh advertisement shall be published after the approval of the competent authority.

6. The complainant rebutted the above report submitted by the Registrar during Hearing held on 06.12.2018 and submitted copies of Agenda of the Meetings of the Selection Board held on 02.05.2017, 22.11.2017, 29.11.2017, 13.03.2018, 07.08.2018, in support of his claim that in various departments/faculties only one candidate had appeared before the Selection Board and the Syndicate approved the recommendations of Selection Board. Besides, he also submitted copy of minutes of meeting of Syndicate held on 20.05.2006 regarding appointment of Security Officer (Grade-18) on "Contract Basis", wherein it was held that matter regarding appointments on contract basis were not required to be placed before the Syndicate. The complainant emphasized that his case also pertained to appointment on contract basis and that the behavior and approach of the Syndicate was discriminatory in his case.

7. The Registrar, University of Karachi, in his subsequent letter No.Estt.NTI/2018 dated 12.12.2018 reported that Syndicate had the power to appoint single individual recommended by the Selection Board or not to consider the recommendation of the Selection Board. He added that the Selection Board had recommended the complainant but the Syndicate did not approve the same.

8. To a query, the Registrar admitted that in view of earlier directives of Syndicate, approval of the Syndicate was not required in the matter. He was also of the view that as per practice in vogue, such matters were being placed before the Syndicate. However, he admitted that there was no clear instructions in the University Code about such matter. He has admitted that previously such appointments were made without approval of the Syndicate, as claimed by the complainant. In the conclusion, the Registrar, University of Karachi, requested to pass a meritorious Decision, which would be implemented in letter and spirit.



FINDINGS

9. I have examined the documents submitted by both the parties and have come to the conclusion that the complainant had applied for the post of Director Public Relations for appointment on "contract basis" in response to an advertisement published by the Agency and was shortlisted out of three applicants. His name was recommended by the Selection Board twice but surprisingly the Syndicate did not approve the recommendations of the Selection Board on the ground that only single candidate had appeared before the Selection Board. On the contrary, it was established that it was against advertisement published in 2015 when three (3) candidates had appeared before the Selection Board whereas against recent advertisement three (3) candidates had submitted applications out of which only the complainant was found eligible. Besides, as admitted by the Registrar, University of Karachi that in "Contract Appointments", approval of Syndicate was not essential as already held in its meeting dated 20.03.2006. Further, the rules of Karachi University also do not indicate any such requirement in the cases of "contract appointment".

DECISION

10. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh (Amendment) Act, 2012, I hereby direct the Vice Chancellor, University of Karachi, to appoint the complainant as Director, Public Relations on contract basis in view of recommendations of the Selection Board after fulfilling codal formalities and report compliance to me inside 30 days hereof.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 19th December, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/1624/2011/G
<i>Name and address of the complainant:</i>	Mst. Nabila Anwar Wd/o Anwar Ali Gadaro R/o C-116, Old Wahdat Colony, Qasimabad Hyderabad
<i>Name of the Agency complained against:</i>	Local Government Department, Govt of Sindh
<i>Name & Designation of Investigating Officer:</i>	S. M. SHUJAAT ALI CONSULTANT-G
<i>Subject:</i>	DELAY IN PAYMENT OF SERVICE DUES, PENSION, FINANCIAL ASSISTANCE ETC. IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT.

THE COMPLAINT

Mst. Nabila Anwar in her complaint dated 30.06.2011 stated that her husband Anwar Ali Gadaro was an employee of Local Government Department, who expired during his service on 21.03.2011. She further added that she, being the surviving legal heir of the deceased, approached the concerned department for services monetary benefits, etc but the Agency failed to redress her grievances. Hence, she sought our intervention in the matter.

REPORT OF THE AGENCY

2. The matter was taken up with the Secretary, Local Government Department, Karachi, vide letter dated 05.07.2011. In response, Director-I, Sindh Local Government Board, Karachi in his reports dated 26.10.2011 and 02.01.2017 stated that department, in pursuance of the policy of Finance Department, Govt of Sindh circulated vide letter No.FD(SR-III)3/84-2004 dated 13.05.2005, the same was adopted by Local Govt department for members/employee of SCUG Services vide order No.SLGB/A.O(Estt)/2006/424 dated 01.03.2006. Accordingly the orders regarding payment of Financial Assistance amounting to Rs.5,00,000/-(Five Lac) and 180 days leave encashment in favour of family/legal heirs of late Anwar Ali Gadaro out of the funds TMA, Mirpur sakro, District Thatta were issued but the order of Financial Assistance was not complied with due to one or the other reason. The Director-I, SLGB vide letter dated 20.12.2011 further added that the Administrator (defunct) TMA Mirpur Sakro vide his letter dated 26.09.2011 had requested to determine share of the legal heirs of the deceased officer as per law/shariya for issuance of the cheque to claimants. Besides this the matter was also referred to the DLFA vide letter dated 10.08.2011 which was responded to vide letter dated 24.08.2011 advising to get the advice/opinion of the SGA&CD (Regulation Wing). In response, Section Officer (Reg-III), SGA&CD vide letter dated 14.12.2011 stated that such shares were distributed by way of succession as decided in the court of law in the presence of all legal heirs.



The family of Late Ali Anwar Gudaro may also be advised for compliance. Accordingly, the widow of the deceased officer had appeared before the Court of Law & after obtaining succession certificate, submitted the same in the Department.

3. Subsequently, the orders of payment of Pension benefits of Sindh Local Government Board, could not be complied by the T.M.A. Mirpur Sakro due to weak financial position. However, due to our persuasion the Agency issued another order dated 16.8.2016 for payment of Financial Assistance from the D.M.C Korangi Karachi. Consequently, the Municipal commissioner, DMC Korangi Karachi vide letter dated 12.01.2017 informed that payment of Financial Assistance amounting to Rs.500000/- (Five lac) was paid to widow Nabeela Anwar vide cheque No.18776624 dated 12.01.2017 of Sindh Bank, Korangi Branch, Karachi.

REJOINDER

4. The complainant initially in her rejoinder dated 14.03.2012 stated that under such circumstances, it is rather essential that SGA&CD Regulation Wing as well as Director, Local Fund Audit, Finance Department and Sindh Local Government Department, Govt of Sindh may be directed to submit their opinion in the matter and matter may be decided on merit.

FURTHER PROCEEDINGS

5. On continuous persuasions, the Director-II, Sindh Local Government Board, vide letter dated 29.12.2014 forwarded pay order dated 09.12.2014 of Rs.12,14,912/- being family pension and gratuity in respect of deceased Anwar Ali Gadaro to the Accountant District Judge, Hyderabad with request to distribute the share amongst the legal heirs of deceased.

6. In this connection, the complainant informed vide letter dated 17.06.2016 that an amount of Rs.12,14,912/- as family pension and gratuity up to 30.11.2014 was in possession of the District Judge Hyderabad for want of 50% surety of principle amount but she was unable to arrange the same and requested to sort out the issue, so that her grievances may be redressed. She also requested the Agency for Financial Assistance. Ultimately her problem was resolved.

7. The progress reports received from the Agency were forwarded to the complainant from time to time for her rejoinder. She in her letters dated 16.10.2017 and 13.12.2017 had confirmed the receipt of payment of all service dues amounting to Rs.19,25,536/- under various heads from the Agency on intervention of Ombudsman Sindh. She also thanked the Hon'able Ombudsman for redressing her grievances.

CONCLUSION

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

Given under my hand and seal of this office.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 26th February, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/1396/2017/M-18
<i>Name and address of the complainant:</i>	Mrs. Yasmeen Abro W/o. Mr. Shujauddin Abro D-73, Block-4, Saadi Town, Karachi
<i>Name of the Agency complained against:</i>	Sindh Small Industries Corporation, Karachi
<i>Name & Designation of Investigating Officer:</i>	Mr. Firoz Akhtar Khan Consultant-M
<i>Subject:</i>	UN-JUST CANCELLATION OF COMPLAINANT'S INDUSTRIAL PLOT NO. 96, MEASURING 1000 Sq. YARD WITHOUT ANY PRIOR NOTICE.

THE COMPLAINT

Mrs. Yasmeen Abro W/o. Mr. Shujauddin Abro presently resident of D-73, Block-4, Saadi Town, Malir Cantt, Karachi filed a complaint dated 02-05-2017 stating that she had purchased an Industrial Plot No. 96, measuring 1000 Sq. Yards in Sindh Small Industries Estate, Thatta for setting-up a Biscuit & Confectionary Unit in the name of M/s. Yasmeen Food Industry in the year 1999. Accordingly, a Provisional Allotment Order for industrial Plot bearing No. SSIC/HZ/IE/-SIE-THT/99/9448/50 dated 10-06-1999 alongwith other relevant documents were issued to her. It was also stated that she had paid total cost of Land and Licence Fees amounting to Rs. 76,000/- and 5,000/- respectively upto 31-08-2001. The Complainant also stated that she did not receive any notice or any letter from the Agency as she changed the residence on 08-07-1999 on allotment of Govt. residence to her husband who was the then Deputy Secretary (Staff), Chief Minister's Secretariat Sindh, Karachi. Her husband also worked as Deputy Secretary, Industries Department, Govt. of Sindh for the period from 2009 to 2011 as such he was well known in the Agency as Industries Department was its Administrative Department. As a result of change of residence all letters and Notices issued to her on old address could not be acknowledged by her and must be returned to the Sender. In such a situation she argued that such letters & Notices should have been dispatched to her husband working in Agency's Administrative Department which they did not act. The complainant also stated vide her letter dated 02-05-2017 that when she contacted Agency personally, she was informed that her plot had been cancelled. Consequently she requested this Secretariat to intervene for restoration of her plot.

REPORTS OF THE AGENCY

2. The complaint was referred to the Agency for their Report in the matter. In response, the Agency reported vide their letter No. SSIC/HO/E&I/G-177/17/5004 dated 06-06-2017 that the



Complainant was issued Notices for payment of outstanding dues and utilization of plot from time to time which remained un-responded.

3. They also reported that an advertisement was also given in the daily " Amn Karachi " published on 29-05-2009 to draw the attention of the defaulted allottees including the complainant which also remain un-responded. As a result a Final Notice was issued on 17.02.2015 for payment of outstanding dues of Rs. 1,86,888/- on account of Annual Licence fee, NUF and Penalty of late payment etc., which was not responded by the complainant, which led to cancellation of plot vide letter No. SSIC/KR/E&I/-SIE-THT/015/537-40 dated 05.03.2015.

REJOINDER OF THE COMPLAINANT

4. A copy of the Agency Report was forwarded to the complainant for her rejoinder vide this office letter No. POS/1396/2017/M dated 08-06-2017, in response vide her letter dated 21-06-2017 she denied all allegations, by Agency made against her stating that:-

- (a) All letters and Notices that were issued by the Agency had not reached her hands because that were not addressed to her present addresses which they could easily obtained from their Administrative Department where her husband worked as Govt. official.
- (b) Press Clipping in the daily Amn, Karachi did not indicate her name as defaulter rather it was a general statement.
- (c) In absence of infra-structure in the past, Industrial unit could not be constructed to carry out production activities.

5. In view of the above facts, the complainant expressed her feelings that it was malafide intention and un-lawful action to cancel her plot instead of giving her opportunity to clear the dues and start construction as per building plan.

PROCEEDINGS & HEARINGS

6. The correspondence made between the complainant and the Agency were furnished to each other for their views and comments which they provided from time to time.

7. Apart from the above, personal hearing was also fixed on 12.12.2017 which was attended by Mr. Shujauddin Abro, husband of the complainant and Mr. M. Saleem, Assistant Director, Sindh Small Industries Corporation. The representative of the Agency confirmed that plot No. 96 referred above was still available and not re-allotted to anyone.

FINDINGS

8. The Agency failed to provide the evidence of acknowledgement of notices and letters issued to the complainant.



9. It has been observed that the Agency had not taken any sincere effort and made endeavours to communicate the Complainant / Allottee regarding payment of outstanding dues including NUF which could be easily done as her husband was a Government official particularly he served in Industries Department which was an Administrative Department of Sindh Small Industries Corporation (SSIC), the Agency.

10. One side action of cancellation of allotment of a property against which full cost of Land had been paid and there was a provision of Non-Utilization fee, was not justified. The Agency should have made it sure that matter of recovery of dues and cancellation of plot had been communicated to the Allottee by means of the advertisement in prominent daily Newspaper, sending special messenger or even contacting her or her husband on telephone which had not been done.

11. As confirmed by the representative of the Agency that plot in question was still available, SSIC should review the matter and restore it to the Original Allottee after payment of all arrear dues.

DECISION

12. In view of the above facts, it is a clear case of mal-administration on part of Sindh Small Industries Corporation (SSIC) and I am inclined to conclude that the complainant should not suffer particularly when she had paid full amount of the cost of land and there was no provision of NUF in the Allotment Letter but there was a policy of collection of NUF by the Agency.

13. Therefore, in exercise of power vested in me under section-11 of the Establishment of office of the Ombudsman for the Province of Sindh Act, 1991, I hereby direct Managing Director, Sindh Small Industries Corporation (SSIC) to restore the plot on recovery of legal dues in Sindh Small Industrial Estate Thatta for setting up a Biscuit & Confectionary unit to the original allottee Mrs. Yasmeen Abro w/o. Mr. Shujauddin Abro presently resident of D-73, Block-4, Saadi Town, Malir Cantt., Karachi.

14. Compliance should be reported to me within 45 days hereof without fail.

15. *Given under my hand and seal of the office.*



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 08th March, 2018



Selected Cases



DECISION

Complaint No:	POS/CH/2974/2017
Name and address of the complainant:	Suo-Moto Notice of a news item appeared in the daily "Express News" on 20.10.2017
Name of the Agency complained against:	(i) School Education Department, GOS (ii) SSP Korangi Karachi
Name & Designation of Investigating Officer:	Mr. Danish Khan Deputy Director, Children's Complaint Office
Subject:	ALLEGED TORTURE UPON ROHAN ZAHID, A STUDENT OF CLASS-V OF S.M. GRAMMAR SCHOOL KORANGI KARACHI.

THE COMPLAINT

Pursuant to the news item appearing in the daily "Express News" Karachi dated 20.10.2017 regarding alleged corporal punishment and torture with sticks upon Rohan Zahid, student of Class-V, by the Principal of S.M. Grammar School Korangi, Karachi. It was also reported in the news item that physical torture was regular feature of the said school. Suo-Moto Notice was taken under Section 9(1) of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 and investigation assigned to the Deputy Director, Children's Complaint Office.

REPORT OF THE AGENCY

2. After taking suo-moto notice, the notices were issued to SSP District Korangi, Karachi and Director General, Directorate of Inspection & Registration of Private Institutions of School Education Department vide letters dated 24.10.2017. In response, the SHO Korangi PS, informed vide letters dated 09.11.2017 and 13.11.2017 that Mr. Amanullah, Sub-Inspector Police was assigned the said enquiry who recorded the statements of victim-child, his father and mother who confirmed the physical torture with sticks by the principal of the school on 17.10.2017. After such incident, the parents visited the school to enquire about reasons of such torture but they denied of any serious physical torture but admitted that she had scolded the victim-child due to frequent absence from school and not wearing proper school uniform. However, the officer of D.G. Directorate of Registration of Private Institutions did not submit required report / comments in response to this office notice.

PROCEEDINGS

3. The Investigation Officer heard the case on 30.11.2017, attended by Mehboob Mustafa (owner), Syeda Uzma, Principal of the school and Amanullah, Sub-Inspector Police. The owner and



the principal filed their written statements wherein they denied any physical torture upon the student. Mr. Mahboob Mustafa (owner of the school) informed further in his written statement that the matter was amicably settled between the parties and provided such agreement on the stamp paper and the father of the victim also confirmed the same. Mr. Mahboob Mustafa assured that in future, there would be no physical torture upon any student and the newly enacted law "The Sindh Prohibition of Corporal Punishment Act, 2016" would be fully implemented in letter and spirit.

4. After this, the Ombudsman Sindh also heard the father of the victim as well as the owner and principal of the school. The victim party had already settled the matter privately for the sake of their children's education. During the hearing, owner and principal were directed to comply the relevant law and adhere to para-4 (g) of school registration i.e. 'ensure that no corporal punishment in any form is inflicted on the students' with strict warning that in case of any such complaint in future, strict action under different applicable laws would be initiated against them.

FINDINGS

5. The corporal punishment i.e. physical torture upon student Rohan Zahid by Syeda Uzma, the principal was proved. The owner of the school was also equally responsible as he did not take any action against the principal but protected her during the investigation process. The gross negligence and mal-administration was established on the part of Directorate of Registration of Private Institutions on their failure to perform their responsibilities under law as well as terms and conditions of school registration.

DECISION

6. In view of above, I, in exercise of powers vested in me under section 11 of the establishment the office of Ombudsman for the Province of Sindh Act 1991, hereby direct the Secretary, School Education department to take punitive action against the owner and principal of the said school and initiate effective measures to implement the newly enacted law i.e. "The Sindh Prohibition of Corporal Punishment Act, 2016" and rules framed there-under, in all the educational institutions under public as well as private sector. The copy of the decision is also forwarded to the Inspector General Police Sindh to issue necessary directions to the police hierarchy for ensuring effective vigilance and legal action against in-human treatment meted out to students by teachers, whenever such incidents come to their knowledge.

The compliance report should be submitted within 45 days hereof.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 14th March, 2018



Selected Cases



DECISION

Complaint No:	POS/353/R.Thar/18
Name and address of the complainant:	Mr. Bhooro s/o Bheemon Thakur R/o village Rana Tarai, Taluka Islamkot, District Tharparkar.
Name of the Agency complained against:	Deputy Commissioner Tharparkar
Name & Designation of Investigating Officer:	Muhammad Riaz Rajput Regional Director, Regional Office Tharparkar @ Mithi
Subject:	ALLEGED ILLEGAL LIFTING MUD FROM THE TARAI (WATER POND) OF THE VILLAGE RANA TARAI.

THE COMPLAINT

Mr. Bhooro Thakur filed a complaint dated 27.06.2018 wherein he alleged that the contractor of Islamkot-Nangarparkar By-pass road was lifting mud through dumpers for earth-work of the road from the tarai (water pond) which will damage the capacity of tarai. He had requested Mukhtiarkar Islamkot in this regard but no action was taken. Aggrieved by that, he solicited intervention of this Institution.

REPORTS OF THE AGENCY

2. After admitting the complaint under section 10 of establishment of the office of Ombudsman for the Province of Sindh Act 1991, notice was issued to the Mukhtiarkar Islamkot vide this office letter dated 27.06.2018 who in response, informed vide letter dated 15.08.2018 that the contractor was taking mud from the tarai of the village with the permission of Deputy Commissioner Tharparkar. Subsequently, the villagers had raised objection and the contractor stopped taking mud from the tarai of the village.

REJOINER

3. The report of the agency was forwarded to the complainant for rejoinder vide letter dated 30.08.2018 who in response, attended the office of Investigation Officer Tharparkar on 06.09.2018 and filed written statement that his grievance was redressed after intervention of this Institution and offered gratitude to this Institution.



CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 27th November, 2018



Selected Cases



DECISION

Complaint No:	POS/2327/2013/139/2009
Name and address of the complainant:	Mr. Abdul Ghani Mallah R/o Mallah Paro, Mirpur Bathoro town, District Sujawal.
Name of the Agency complained against:	Town Committee Mirpur Bathoro, District Sujawal
Name & Designation of Investigating Officer:	Mr. Manzoor Ahmed Mughal Regional Director, Regional Office Thatta
Subject:	ALLEGED SUPPLY OF UN-HYGIENIC AND SEWERAGE WATER FOR DRINKING PURPOSE IN TOWN COMMITTEE, MIRPUR BATHORO.

THE COMPLAINT

Mr. Abdul Ghani Mallah filed a complaint dated 11.08.2009 wherein he alleged that un-hygienic water was being supplied by the town committee. The gutter lines were crossing near the water tank and sewerage water was mixed in the water pond due to leakages in the pipelines. He had approached the Town Committee as well as District Administration but no response. Aggrieved by that, he solicited intervention of this Institution.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, notice was issued to the Town Municipal Administration, Mirpur Bathoro vide this office letter dated 01.10.2009, followed by reminders. In response, the Town Officer, Town Committee Mirpur Bathoro informed vide letter dated 23.02.2016 that the bleach powder and chlorine was regularly used in the water ponds. A filter plant was also installed at the water pond to provide clean water for drinking purpose.

REJOINDER

3. The report of the agency was forwarded to the complainant for rejoinder vide letter dated 08.03.2016 who in response, informed vide letter dated 23.11.2016 that the report of the agency was false and misleading. The said rejoinder was sent to the Town Officer, Mirpur Bathoro vide this office letter dated 29.11.2016, followed by reminders. Subsequently, the Town Officer, Mirpur Bathoro, informed vide letter dated 24.04.2018, reported that the old water pond was renovated and a tube well was also installed at the water pond. The complainant was also satisfied after such renovation and clean water was being supplied by the Town Committee. The complainant attended the office of



Investigation Officer Thatta on 21.05.2018, filed written statement and confirmed that the Town Committee had installed tube well and renovated the water pond after intervention of this Institution.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 13th June, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/RL-204(LKA)/2013
<i>Name and address of the complainant:</i>	Mr. Abdul Rasheed S/o Haji Khan Soomro R/o Banguldero, Taluka Ratodero, District Larkana.
<i>Name of the Agency complained against:</i>	Agriculture / D.A.O Kashmore @ Kandhkot
<i>Name & Designation of Investigating Officer:</i>	Mr. Zulqurnain Abro Director Regional Office, Larkana
<i>Subject:</i>	DELAY IN RELEASE OF PAYMENT OF OUTSTANDING SERVICE DUES BY CONCERNED AUTHORITIES IN FAVOUR OF WIFE OF DECEASED NOOR AHMED SOOMRO WHO WORKED AS ASSISTANT BPS-11 IN DISTRICT WATER MANAGEMENT KANDHKOT AND EXPIRED ON 19.03.2006.

THE COMPLAINT

Mr. Abdul Rasheed Soomro, filed an application dated 03.12.2013 regarding delay in release of payment of outstanding service dues by concerned authorities in favour of the wife of deceased Noor Ahmed Soomro, Assistant BPS-11 in District Water Management, Kandhkot, who expired on 19.03.2006. He, therefore, requested us for our intervention in the matter.

PROCEEDINGS

2. The Director, Farm Water Management, vide his letter No.OFWM/Admin/682/2016 dated 12.05.2016 reported that 180 days leave encashment, pension and commutation as well as group insurance had been paid to widow of late Noor Ahmed Soomro, Ex-Office Assistant of Deputy Director (F), District Kashmore @ Kandhot. A copy of said report was sent to the complainant to file rejoinder dated 25.05.2016. The complainant vide his rejoinder dated 06.06.2016 informed that the widow had received 180 days leave encashment, pension and commutation. However, he further requested for payment of financial assistance, G.P Fund and group insurance.

3. The complainant finally vide his applications dated 18.07.2017 and 10.10.2017 informed that all benefits had been paid to the widow of Noor Ahmed Soomro. He attached copies of such cheques amounting to Rs.4,84,756/- (four lacs eighty four thousands seven hundred fifty six only), expressed his gratitude and notified withdrawal from the case.



CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 28th March, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/RN/139/17/NWS-79
<i>Name and address of the complainant:</i>	Mr. Mansoor Ali, Lecturer, Quaid-e-Awam University of Engineering Science and Technology, Nawabshah
<i>Name of the Agency complained against:</i>	Revenue Department
<i>Name & Designation of Investigating Officer:</i>	Mr. Khan Muhammad Zardari Director Regional Office, Shaheed Benazir Abad
<i>Subject:</i>	DELAY IN MOVING THE DOCUMENTS OF COMPLAINANT PARENT'S PROPERTY TO ALLOT THE SCAN NUMBER BY THE ASSISTANT COMMISSIONER, SUBHAN SHORO WHICH WAS MORTGAGED BY THE COMPLAINANT IN FAVOUR OF QUEST, NAWABSHAH STOPPAGE OF SALARY OF THE COMPLAINANT'S IS ALSO ALLEGED.

THE COMPLAINT

Mr. Mansoor Ali, Lecturer, QUEST, Nawabshah filed a complaint dated 03.08.2017 that he had gone to Malaysia on study leave for Ph.D without scholarship. He had signed legal bond with his institute for two million as per requirement for study leave. In this regard he had mortgaged his parent's property/plot in favour of QUEST so that he could get his salary. After getting the mortgaged letter from Mukhtiarkar (Revenue), Hyderabad, property papers were submitted to the Assistant Commissioner Hyderabad for allotment of the scan number. While his case was under process he had gone to Malaysia. The Assistant Commissioner, Hyderabad had refused to move his property papers for allotment of the scan number on the pretext of being an controversial property, due to which his salary was stopped whereas he was issued mortgage letter, valuation certificate and Form-II. He, therefore, requested for our help in the matter.

PROCEEDINGS:

2. The Mukhtiarkar (Revenue), Taluka Hyderabad vide his letter dated 25.05.2017 requested the Assistant Commissioner, Taluka Hyderabad to cancel the mortgage entry No.262 and 08.03.2017 in respect of complainant's property/plot No.B-42, admeasuring (1080) sq.ft, which was kept in favour of QUEST as the matter was subjudice in the Honorable Court of 7th Additional Session Judge, Hyderabad, filed by Liaquat Ali S/o Aftab Ahmed.

3. In order to clarify the matter, the Investigation Officer required copy of Petition and other relevant papers pertaining to the above Court case from the Agency. The Assistant Commissioner, Taluka Sub Division, Hyderabad, vide his letter dated 27.10.2017 addressed to the Mukhtiarkar,



Hyderabad pointed out that above plot of complainant was not under litigation hence his request for cancellation of entry was not considered.

4. Subsequently, Mukhtiarkar (Revenue), Hyderabad forwarded scanned entry property papers duly attested without a covering letter to the Registrar, QUEST, Nawabshah. In response, Director Finance QUEST, Nawabshah vide his letter dated 16.11.2017 attached copy of Bank deposit slip for cheque No.59696577 dated 16.11.2017 amounting to Rs.489,705/- (Four lacs eighty nine thousands seven hundred five) in respect of complainant's salary w.e.f March 2017 to October 2017.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 08th March, 2018



Selected Cases



DECISION

Complaint No:	POS/350/KHE/17
Name and address of the complainant:	Mst. Fozia Sultana wd/o Muhammad Zafar Plot No. N-54, Sector 51-C, Madina Colony, Korangi, Karachi.
Name of the Agency complained against:	Karachi Water & Sewerage Board
Name & Designation of Investigating Officer:	Mr. Ahmed Jamal Aijazi Director, Regional Office, Karachi (East)
Subject:	ALLEGED INACTION ON THE APPLICATION MADE BY THE COMPLAINANT FOR APPOINTMENT ON DECEASED QUOTA IN RESPECT OF HER HUSBAND AND GRANT OF PENSIONARY DUES. REQUEST FOR INTERVENTION.

THE COMPLAINT

Mst. Fozia Sultana, in her complaint received on 12.09.2012, stated that her husband, Muhammad Zafar Khan, had been working as Cooly, in BPS-02, in Karachi Water & Sewerage Board (KW&SB). She further stated that during the performance of his duty, he was shot dead by unknown people. She expressed in detail the financial problems she was facing due to the above incident. She, therefore, requested for our intervention for release of post service dues and a job on Deceased Quota as per rule.

PROCEEDINGS

2. After preliminary correspondence, the Executive Engineer, Korangi Town, reported, vide letter dated 05.01.2018, that the matter of G.P. Fund, Gratuity, Insurance, leave encashment, financial assistance and funeral charges had already been paid to the widow of late Muhammad Zafar Khan. He further informed that her application for appointment on Deceased Quota had already been forwarded to the concerned Department of KW&SB.

3. The matter remained under correspondence and the Investigating Officer fixed the case for hearing the parties on different dates. Finally, the complainant appeared before the Investigating Officer and deposed that she had received all post service dues and an offer letter for her appointment as Naib Qasid (BPS-2) on the Deceased Quota. She requested to drop further proceedings on her complaint and close her file. Subsequently, the Director (Personnel), KW&SB also confirmed the above position vide letter dated 28.08.2018.



DECISION

4. In view of the above, further proceedings in the matter are hereby dropped and the complaint stands disposed of as redressed.

Given under my hand and seal of office



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 05th October, 2018



Selected Cases



DECISION

Complaint No:	POS/3383/2017/KC
Name and address of the complainant:	Mr. Abid Khan H.No. 542, Mistray Khan Village, Old Golimar, Manghopir Road, Karachi.
Name of the Agency complained against:	Police Department
Name & Designation of Investigating Officer:	Mr. Nazir Ahmed Qidwai Regional Director Karachi Central
Subject:	COMPLAINT AGAINST NON-APPOINTMENT AS POLICE CONSTABLE ON THE BASIS OF INCORRECT LABORATORY REPORT SHOWING THE COMPLAINANT "POSITIVE TO HEPATITIS".

THE COMPLAINT

Mr. Abid Khan, in his complaint filed on 23.11.2017, stated that he had appeared in the written test on 18.12.2016, conducted by National Testing Service (NTS), Pakistan, for appointment as Police Constable (BPS-05) in Sindh Police and secured 52 marks. However, he was denied his appointment on the ground of his medical report wherein he had been declared Positive to Hepatitis (HBsAG Reactive). Later on he got himself examined from other Laboratories which in its report intimated the result as "Negative/Clear" and as such he was fit for appointment. He, therefore, solicited our intervention for the issuance of his Appointment Order as Police Constable.

PROCEEDINGS

2. The matter was taken up with the Agency. DSP (T&R), Office of the Additional Inspector General of Police, Karachi Range, vide his letter dated 12.02.2018, stated that after going through the Medical Examination, the Medical Superintendent, Police Hospital, Karachi, vide his letter No. PHK/2017/602-08/Karachi, Dated 07.02.2017, reported that the complainant, Abid Khan, was found positive to Hepatitis (HBsAG Reactive). He, therefore, could not be appointed as Police Constable.

3. Regional Director, Karachi Central, vide his letter dated 06.03.2018, forwarded the medical reports of the complainant to the Agency for re-examination and submission of result/report. Medical Superintendent, Police Hospital, Karachi, vide his letter dated 12.05.2018, declaring the complainant as "Fit" intimated that Hepatitis "B" Qualitative, PCR, had been found "Negative" by the Laboratory of the Aga Khan University Hospital, Karachi.

4. The complainant, Mr. Abid Khan, submitted a letter dated 17.08.2018, wherein he informed about the issuance of his Appointment Order dated 08.08.2018 for his appointment as Police Constable (BPS-05). He thanked this Institution for its cooperation in resolving his problem.



CONCLUSION

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

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 2nd October, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/ROS/SKK-46/2018
<i>Name and address of the complainant:</i>	Mr. Muhammad Hashim Kolachi Driver, Secretariat Provincial Ombudsman (Mohtasib), Sindh, Karachi.
<i>Name of the Agency complained against:</i>	Senior Superintendent of Police Kamber
<i>Name & Designation of Investigating Officer:</i>	Dr. Badaruddin Ujjan Director, Regional Office, Sukkur
<i>Subject:</i>	ALLEGED MALTREATMENT OF COMPLAINANT BY ASI GHULAM MUSTAFA SEELRO OF P.S. "A" SECTION SHAHDADKOT.

THE COMPLAINT

Mr. Muhammad Hashim Kolachi filed a complaint on 30.11.2016 against ASI Ghulam Mustafa Seelro, I.O of Case Crime No.137/2016 under Section 395 & 506/2 PPC of P.S "A" Section Shahdadt Kot who allegedly mal-treated him and abused his authority. Later on the case was disposed of as false under "B" Class on the enquiry of DSP Habib Ali Shah. Meanwhile he underwent lot of physical and mental torture. Being aggrieved by that, he solicited our intervention in the matter.

HEARING PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, the matter was taken up with the Senior Superintendent of Police, Qamber vide this office letter dated: 19.12.2016 followed by reminder dated: 13.01.2017. In response, main accused ASI Ghulam Mustafa Seelro of P.S "A" Section, Shahdadt Kot appeared and submitted his statement and was also cross examined wherein he mostly denied the allegations leveled by the complainant against him. The complainant also submitted his statement in front of the accused that FIR lodged at P.S Shahdadt Kot was false, Mr. Ghulam Mustafa Seelro arrested him at Daulatpur on 30.07.2016 with help of SHO Qazi Ahmed and other private persons and locked him up at P.S Shahdadt Kot unlawfully without proper investigation. The complainant further disclosed during cross examination that he did not know about the FIR of Mr. Taj Muhammad nor he had any dispute with him. He stated that he was in car No. BFH-658 with his uncle in Sakrand when suddenly 8-10 persons surrounded his car and kidnapped him. SHO Ihtisham Jamali locked him up in P.S Daulatpur prepared his video, then handed over to ASI Ghulam Mustafa Seelro who brought him to P.S Shahdadt Kot.



3. Later on Syed Habib Ali Shah, SDPO Ratodero, the Investigating Officer of the case alongwith SHO Muhammad Rasheed Lodhi appeared on 15.03.2017 and clarified that he had thoroughly investigated the case, got official movement / History Date Report of Car No. BFH-658 and the entire case & FIR proved false and based on fictitious grounds thus he recommended to dispose of the case under "B" Class. DSP further informed that complainant arrested while he sitting in Mehran Car at Qazi Ahmed on 30.07.2016 without prior permission of high ups, but was shown arrested on 01.08.2016 at Sobo Kariro Shahdadkot. DSP proved that the car of the complainant was at Shakh Qazi Ahmed Highway Road on 30.06.2016 at the same time of reported incident in FIR.

FINDINGS

4. The order dated: 18.08.2016 of 2nd Civil Judge & Judicial Magistrate, Shahdadkot on Final Report No. 40/2016 is judicial declaration to prove that complainant was innocent and therefore was released whereas the SHO and ASI of Police proved themselves false. The approval of the DSP's report by the court is sufficient proof to take action against ASI Ghulam Mustafa Seelro and the accomplices for physically and mentally torturing the complainant.

DECISION

5. In view of 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, hereby direct the Inspector General of Police, Sindh to take severe disciplinary action against ASI Ghulam Mustafa Seelro and his accomplices to pre-empt recurrence of such incidents in future and report compliance inside 45 days hereinafter.

6. The complaint is disposed of with the above directives.

Given under my hand and seal of this office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 28th September, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/RONF-92/2014/NFZ-67
<i>Name and address of the complainant:</i>	Mr. Bilawal S/o Rano Khan Channa R/o Phull City, Taluka and District Naushahro Feroze.
<i>Name of the Agency complained against:</i>	Health Department, Government of Sindh
<i>Name & Designation of Investigating Officer:</i>	Mr. Riaz-ul-Hassan Memon, Director, Regional Office, Naushahro Feroze
<i>Subject:</i>	COMPLAINT REGARDING APPOINTMENT AGAINST DECEASED QUOTA.

THE COMPLAINT

Mr. Bilawal, stated in his complaint dated nil (received on 14.10.2014) that his father serving in the Health Department, died during service in 2011. He added to have submitted documents for his appointment against son quota basis, but another person was appointed in place of his deceased father on alleged receipt of bribe thus he was deprived from his rightful position. He submitted copies of the relevant documents and solicited our intervention in the matter.

PROCEEDINGS

2. The matter remained under the process of investigation including correspondence with the Agency and the complainant. Finally, the District Health Officer, Naushahro Feroze, informed vide his letter dated 06.12.2017 that the complainant had been selected and recommended for his appointment against deceased quota. He also mentioned that the Director General, Health Services Sindh, Hyderabad, had been advised by the Health Department vide letter dated 29.11.2017 to constitute a committee, to hold interviews for the process for appointment/offer letter with posting. Consequently, the complainant appeared before the Investigating Officer on 15.01.2018 and submitted his application alongwith copies of appointment order (issued by the D.G. Health Services Sindh, Hyderabad) and a copy of his posting order dated 02.01.2018 (issued by the District Health Officer Naushahro Feroze). He expressed his gratitude to this institution for the resolution of his grievance and requested therein to close his case.



CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 8th February, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/RD/DU/34/2018
<i>Name and address of the complainant:</i>	Mr. Manthar Ali Khokhar R/o Village Dari Salar, U.C. Allahabad, Taluka and District Dadu
<i>Name of the Agency complained against:</i>	Education Department, Government of Sindh
<i>Name & Designation of Investigating Officer:</i>	Mr. Nadir Ali Jamali Director, Regional Office, Dadu
<i>Subject:</i>	COMPLAINT REGARDING CLOSURE OF PRIMARY SCHOOL IN THE VILLAGE DARI SALAR OF THE COMPLAINANTS, U.C. ALLAHABAD, TALUKA & DISTRICT DADU

THE COMPLAINT

Mr. Manthar Ali Khokhar and other residents of village Dari Salar, Union Council Allahabad, Taluka & District Dadu, stated in their complaint dated nil (received on 17.04.2018) that the Government Primary School in their village had not been functioning due to alleged delinquency of the two Primary School Teachers. They added that the teachers (one of them named Ahmed Hussain Panhwar) posted in the said school had been receiving their salaries without teaching the children who have been wandering. They further added that the District Education Officer (Primary) visited the school run by NGO in the village and he promised to provide two teachers within a week but to no avail & also mentioned that the NGO had also closed the school later. They, therefore, solicited our intervention in the matter and for getting them two school teachers for running the school.

PROCEEDINGS

2. The alleged Primary School Teacher Mr. Ahmed Hussain Panhwar, denied the allegations against him vide letter dated nil received from him on 03.05.2018 during the initial process of investigation into the matter. He contended that he was not concerned with the school at the village of the complainants because he was posted and worked at the different primary school, Syed Mohallah Piarogoth. He also attached Photostat copies of Muster Roll for the months of December 2017 to March 2018 maintained in the said school containing his name therein, which was also certified by the Head Mater of the school in question vide his letter bearing outward number 47 (without a date) and addressed to him (complainant). Later, the Taluka Education Officer Primary (M) Dadu informed vide his letter dated 09.08.2018 that Mr. Fayyaz Nabi Khuhro, had been transferred and posted at the Government Primary Boys School, Dari Salar, Union Council Allahabad, Taluka Dadu and the school had now been functioning. The Investigating Officer sent a copy of the said report to the main complainant vide letter dated 05.09.2018 for his rejoinder if any.



In response, he appeared before him on 18.09.2018 and confirmed that the school was now functioning, vide his statement of the date. He added that his grievance had thus been resolved, hence requested therein to close his case.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 26th September, 2018



Selected Cases



DECISION

Complaint No:	POS/93/HYD/2017
Name and address of the complainant:	Mr. Hamza S/o Abdul Muqeem Arain R/o Mohallah Station Road, Kotri Town, Taluka Kotri, District Jamshoro.
Name of the Agency complained against:	Board of Intermediate & Secondary Education Hyderabad
Name & Designation of Investigating Officer:	Mr. Muhammad Akram Saeed Director, Regional Office, Hyderabad
Subject:	ALLEGED DELAY IN CORRECTION OF DATE OF BIRTH OF THE COMPLAINANT IN RECORD / CERTIFICATE(S) DESPITE COMPLETION OF FORMALITIES.

THE COMPLAINT

Mr. Hamza S/o Abdul Muqeem Arain, filed a complaint dated 06.02.2017 against the Board of Intermediate & Secondary Education, Hyderabad, for alleged delay in correction of date of birth wrongly entered in Matriculation Pakka Certificate dated 13.07.2012 as 15.01.1991 instead of actual date of birth i.e. 15.01.1996. He stated therein that he passed SSC Annual Examination in the year 2012 with seat No.108755. He approached the concerned agency for necessary correction alongwith all relevant documents but his case was rejected unjustly. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. During the preliminary process of investigation, the Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad, informed vide his letter dated 26.12.2016 that the case for correction of date of birth from 15.01.991 to 15.01.1996 had been placed before the scrutiny committee which scrutinized and found that there was tampering in original S.G.R. of school hence the case was rejected vide a letter dated 23.05.2016. The Agency also suggested for verification of the original SGR of Al-Amin Model English High School, Kotri, which would clearly show that the candidate tried to change his birth date with the help of the said school. The complainant was advised on 14.11.2017 at the time of hearing before the Investigating Officer to prefer/review appeal before the Chairman, Board of Intermediate & Secondary Education, Hyderabad, against the decision of the scrutiny committee of the Board alongwith all relevant education documents etc. The matter remained under protracted correspondence including reports from the Agency and rejoinder from the complainant. The Investigating Officer also fixed the case for hearing the parties on different dates. The Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad, vide his letters dated 14.03.2018 & 07.06.2018 stated that the Board would re-examine the case of complainant subject to submission of following documents viz:



- (i) Produce original school general register of primary showing date of birth as 05.01.1996.
- (ii) Produce NADRA Family Registration Certificate (FRC) for reviewing date of birth of the candidate's brother's/sister's.
- (iii) Any other relevant documents.

3. In reply, the complainant submitted his application date nil received on 18.07.2018 which was forwarded to Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad, for further necessary action and report. Consequently, the Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad, informed vide letter dated 10.10.2018 that the correction in complainant's date of birth from 15.01.1991 to 15.01.1996 has been allowed vide board letter No.BISE/SSC Conduct/2222 dated 01.10.2018.

4. Finally, the complainant appeared before the Investigating Officer on 12.10.2018 and heard. He received copy of letter dated 10.10.2018 alongwith copy of letter dated 01.10.2018 issued by Controller of Examinations, Board of Intermediate & Secondary Education, Hyderabad, regarding correction of date of birth from 15.01.1991 to 15.01.1996 and its copy duly received/acknowledged by the complainant. The complainant expressed gratitude for resolution of his grievance to this institution for the same. He added that he did not want further proceedings in the matter and requested to close the case.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 19th October, 2018



Selected Cases



DECISION

Complaint No:	POS/2925/ROG/GTK-85/2017
Name and address of the complainant:	Mr. Atta Muhammad Rind W/o Wali Muhammad R/o Village Nabi Bux Rind, Near Chowk Mari, Taluka Ubauro, District Ghotki
Name of the Agency complained against:	Irrigation Department/D.A.O Kashmore @ Kandhkot
Name & Designation of Investigating Officer:	Mr. Ahmed Khan Jamali Director, Regional Office, Ghotki
Subject:	DELAY IN PAYMENT TOWARDS G.P. FUND TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 13.01.2016.

THE COMPLAINT

Mr. Atta Muhammad Rind, stated in his complaint dated 13.10.2017 that he retired as General Clerk (Accounts Clerk) from the office of the Executive Engineer, Guddu Barrage Division on 13.01.2016, after attaining 60 years age of superannuation. He added that his amount of G.P. Fund had, however, not been paid to him so far, despite his repeated visits to the Accounts Officer allegedly due to deliberate non-cooperation of his office staff members (named by him). He, therefore, solicited our intervention in the matter for legal action against the alleged officers.

PROCEEDINGS

2. During the course of investigation, the District Accounts Officer, Kashmore at Kandhkot, informed vide his letter dated 16.11.2017 that the case of the complainant for final payment of G.P. Fund had been processed through off cycle on 15.11.2017 for direct credit of Rs.73,297/- to his personal account. Later, the complainant also appeared before the Investigating Officer on 02.02.2018. He submitted his statement and a separate application before the Investigating Officer on the said date, in confirmation of receipt of the said amount, expressed his gratitude to this institution for the same and requested therein to close the case.

CONCLUSION

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

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 8th February, 2018



Selected Cases



DECISION

Complaint No:	POS/01/2018/KS
Name and address of the complainant:	Mr. Waseem Ahmed Siddiqui, R/o. House No. 119 /1, 21st Street off, Khayaban-e-Muhafiz, Phase-VI, DHA, Karachi.
Name of the Agency complained against:	Karachi Development Authority
Name & Designation of Investigating Officer:	Mr. Ishrat Ali Siddiqui, Regional Director, Karachi (South)
Subject:	<u>DELAY IN PAYMENT OF SERVICE DUES.</u>

THE COMPLAINT

Mr. Waseem Ahmed Siddiqui stated in his complaint dated 08.01.2018 that he retired from service of Karachi Development Authority, as Superintending Engineer on 05.12.2015 and a sum of Rs. 32,71,967/= and Rs. 37,29,092/= were sanctioned on account of pension commutation and C.P. fund respectively. He further added that he has been paid Rs. 31,26,630/= against outstanding dues of Rs. 70,01,059/= after hectic efforts and day to day visit of concerned office. Being aggrieved with the attitude of Agency and inordinate delay in payment of legitimate service dues, the complainant approached this office for intervention.

REPORT OF AGENCY

2. The matter was taken up with the Director General, Karachi Development Authority, vide letter dated 11-01-2018. In response thereto, the Additional Director (Finance & Accounts), K.D.A. informed vide letter dated 22-01-2018 that the complainant had been paid Rs. 36,26,635/= in installments, against his total outstanding service dues of Rs. 70,01,059/= leaving behind balance of Rs. 33,74,424/= which could not be paid in a stroke, due to paucity of funds.

COMPLAINANT'S REJOINDER

3. The complainant Mr. Waseem Ahmed Siddiqui, furnished rejoinder dated 29-01-2018 and re-iterated his grievances. He requested to direct the Agency to pay remaining amount of Rs. 33,74,424/= in maximum two month time.



HEARING

4. In order to sort out the case the matter was fixed for hearing on 15.02.2018 attended by Mr. Muhammad Ayoob, Additional Accounts Officer, K.D.A. and Mr. Waseem Ahmed Siddiqui complainant. They stuck up to their contention. However, the representative of Agency assured that he will furnish mode of payment of remaining service dues payable to complainant after discussion / approval of Competent Authority.

5. After constant persuasion, the Additional Director (Finance and Accounts), K.D.A. furnished report dated 07.09.2018. According to which, the complainant has been paid total service dues of Rs. 70,01,059/= in instalments. The complainant has also acknowledged the receipt of last cheque No. 00004117 dated 07-09-2018 amounting to Rs. 2,29,086/=.

CONCLUSION

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

Given under my hand and seal of this office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 16th October, 2018



Selected Cases



DECISION

Complaint No:	POS/389/2017/RM-13
Name and address of the complainant:	Mr. Liaquat Ali Khan Qaimkhani Taluka & P.O. Samaro, District Umerkot
Name of the Agency complained against:	Revenue Department
Name & Designation of Investigating Officer:	Mr. Zulfiqar Ali Junejo T.I, Regional Director, Mirpurkhas
Subject:	ALLEGED DEMAND OF ILLEGAL GRATIFICATION BY THE A.C., MUKHTIARKAR AND TAPEDAR FOR BIFURCATION AND REGISTRATION PROCESS OF PLOT NO. A/122/01, ETC.

THE COMPLAINT

Mr. Liaquat Ali Khan Qaimkhani filed a complaint dated 18.01.2017 alleging therein demand of illegal gratification by the Assistant Commissioner, Mukhtiarkar and Tapedar of Taluka Samaro for partition of plot No. A/122/01, admeasuring about 6375 sq. ft. amongst brothers and sisters and its registration in respective names. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The matter remained under correspondence including reports dated 08.06.2017, 02.10.2017 from the Agency and rejoinder dated 15.08.2017 thereto from the complainant. During the course of further correspondence, the Mukhtiarkar (Revenue), Samaro informed vide his letter dated 14.11.2017 that a copy of PTO had been sent to the Deputy Commissioner, Umerkot under letter dated 23.10.2017 for verification but no reply had been received yet. The Investigation Officer also fixed the case for hearing on different dates. Finally, on 22.01.2018, the complainant appeared in person. He submitted an application of the date stating that his grievance regarding partition of plot No. A/122/1 had been resolved and he had no more complaint against the Agency. He further requested to close the case.

CONCLUSION

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

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 20th March, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/80/ROJ-80(P)/2011
<i>Name and address of the complainant:</i>	Mst. Habib Khatoon Wd/o Late Qaim Khan Kathor, C/o Mohammad Saleh Katohar, Bhattai Medical Store, Quaid-e-Azam Road, Jacobabad
<i>Name of the Agency complained against:</i>	Shah Abdul Latif University, Khairpur
<i>Name & Designation of Investigating Officer:</i>	Mr. Farhad Baig S. Dahar Director, Regional Office, Jacobabad
<i>Subject:</i>	<u>REQUEST FOR PAYMENT OF OUTSTANDING DUES OF BENEVOLENT FUND.</u>

THE COMPLAINT

This Complaint was filed by Mst. Habib Khatoon widow of late Qaim Khan, Chowkidar, Government (Boys) High School, Nawra, Taluka & District Jacobabad, Resident of village Nawra Taluka Jacobabad. She stated that her husband expired on 29.09.1998 while in service. After his death, papers for Benevolent Fund, Grant-in-aid were prepared and submitted to District Coordination Officer through Executive District Officer, Education Jacobabad dated 05.05.2010. His case was decided by D.C.O and enlisted amongst the beneficiaries of Benevolent Fund but to this date she had not received even a single penny on this account. She requested for our intervention.

PROCEEDINGS

2. Complaint under reference was sent to the Agency for comments. In response, on 24.11.2011 Additional Deputy Commissioner-I, Jacobabad, informed that the payment of maintenance allowance out of Benevolent Fund to the complainant Mst. Habib Khatoon had been made upto October 2011 and at that time no arrears were outstanding against the Agency. The agency's report was communicated to the complainant for her rejoinder, who stated that the report of ADC-I Jacobabad was not correct and that a huge amount was outstanding against the government.

3. Matter was again taken-up with the agency and directed to ensure up-to date payment of outstanding Benevolent Fund to Mst. Habib Khatoon. On 14.06.2017 Additional Deputy Commissioner-II Jacobabad / Secretary District Benevolent Fund Board appeared before the Investigating Officer alongwith relevant record of payment according to which Agency had made payment through cheques upto 2017. Complainant Mst. Habib Khatoon also appeared before the Investigating Officer and confirmed that she had received an amount of Rs. 1,07,050/- in respect of her outstanding arrears of Benevolent Fund upto 2017, simultaneously she requested to close



the case. She profusely thanked this institution's for redressal of her grievance.

DECISION

4. In light of the above the case stands redressed and consigned to record accordingly.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 29th November, 2018



Selected Cases



DECISION

Complaint No:	POS/1610/ROK-116(KHP)/2017
Name and address of the complainant:	Syed Zain-ul-Abdin Shah House No. 187, Akhund Mohalla, Khairpur Mir's.
Name of the Agency complained against:	A.G Sindh / DAO Sukkur
Name & Designation of Investigating Officer:	Haji Ghulam Kasim Baloch, Director, Regional Office, Khairpur
Subject:	ALLEGED NON RESPONSE TO REQUEST MADE FOR VERIFICATION / RE-SCRUTINIZING THE G.P FUND FINAL PAYMENT CLAIM OF THE COMPLAINANT AS HE WAS NOT SATISFIED WITH THE CALCULATION, ETC.

THE COMPLAINT

Syed Zain-ul-Abdin Shah, filed this complaint dated 13-05-2017, against A.G Sindh / District Accounts Officer Sukkur, regarding non response to his request made for verification / re-scrutinizing the G.P Fund final payment claim of the complainant as he was not satisfied with the calculation made by the A.G Office. He therefore requested us for intervention in the matter.

PROCEEDINGS

02. The complaint was forwarded to the Agency for report / comments. In response, Additional District Accounts Officer, Sukkur, vide his letter dated: 21-02-2018, reported that remaining amount of G.P Fund Rs. 85,120/- has been released in favour of the complainant vide letter No. DAO/Fund/ACCR/5721 dated: 13-09-2017. Copy of Agency's report and its enclosures were sent to the complainant for his rejoinder. On 20-08-2018 the complainant filed his rejoinder stating that the District Accounts Office Sukkur had released his remaining dues of G.P fund Rs. 85,120/- for which he expressed his thanks to this institution.

CONCLUSION

03. In view of above, the compliant stands redressed and disposed of accordingly.

Sd/-



(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 12th December, 2018



Selected Cases



DECISION

<i>Complaint No:</i>	POS/RBH/69/2016
<i>Name and address of the complainant:</i>	Dr. Abdul Aziz S/o Ilyas Khaskheli R/o Village Ishaque Khaskheli U.C Seernai, Taluka & District Badin
<i>Name of the Agency complained against:</i>	District Manager, People Primary Health Care Initiative (PPHI), District Badin
<i>Name & Designation of Investigating Officer:</i>	Mr. Manzoor Ali Soomro, Director, Regional Office, Badin
<i>Subject:</i>	ALLEGED CORRUPTION IN SALARIES OF DOCTORS AND ILLEGAL SALE OF MEDICINES AT MEDICAL STORE BY PPHI.

THE COMPLAINT

Dr. Abdul Aziz Khaskheli filed a complaint on 02.11.2016 stating therein that Abdul Ghafar Suhio, District Manager, People Primary Health Care Initiative, Badin was allegedly indulged in corruption for selling medicines of costal area Dispensary Seerani to various medical stores instead of providing to the patients. He further alleged that in the absence of M.B.B.S Doctors, the dispensary was being run through private doctors thereby the salaries of the doctors were being misappropriated. In this regard, he approached the higher authorities of PPHI, but no action was taken in this behalf. Being aggrieved by that, he solicited intervention of this Institution in the matter.

AGENCY'S REPORT

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991, report was called from the District Manager, People Primary Health Care Initiative, Badin Office vide this office letter dated: 02.11.2016. In response, he submitted his report vide letter dated: 24.11.2016 informing that PPHI, posted male and female Medical Officers, LHV, MW/ Dispenser/ Lab Technician and Auxiliary staff on contract basis from market. As a health facility the Government Dispensary Seerani was providing mother and child health care services round the clock even on holidays for which no additional funds were being provided by the Government. He further reported that PPHI Badin was providing medicines on monthly basis to all 103 Health facilities including Government Dispensary Seerani as per requisition submitted by the Incharge Medical Officer and he was responsible to issue medicines and keep the record of consumption of medicines in the relevant register. He also informed that Medical Officer alongwith staff was posted at Government Dispensary Seerani since the taking over Management Control from District Health Officer, Badin.



COMPLAINANT'S REJOINDER

3. A copy of the aforesaid report was handed over to the complainant on 24.11.2016 for filing his rejoinder. In response, he appeared before the Investigating officer on 18.05.2017 and submitted his written statement, stating therein that after filing the above complaint the rooms in the Dispensary Seerani were increased and Senior Doctors were posted. He confirmed that there was no shortage of medicines and the Dispensary was functioning properly. He further requested that his case file may be closed as the problem solved

CONCLUSION

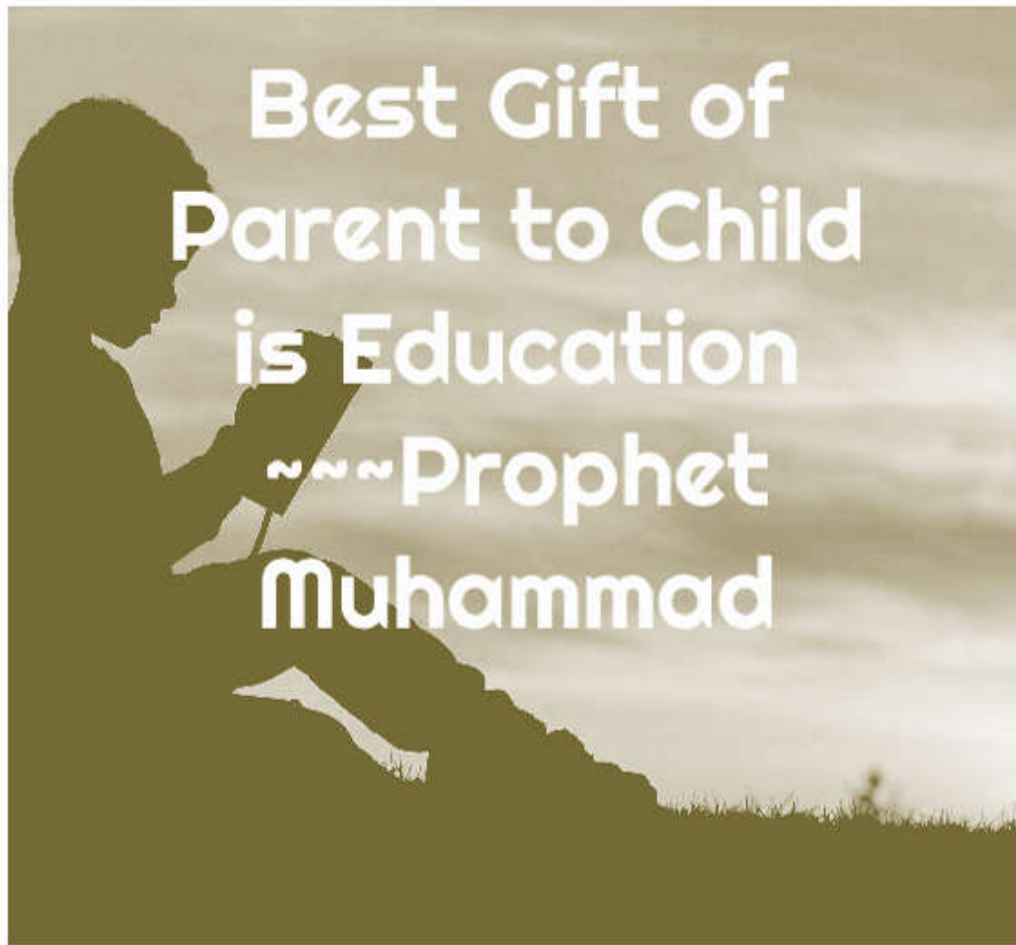
4. In view of the above, the complaint stands disposed of as fully redressed.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman, Sindh

Karachi, dated 19th September, 2018





*PUBLIC
ACKNOWLEDGEMENTS*



Public Acknowledgements

Csno POS/2356/2014-Cont I

To,

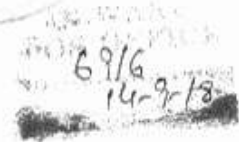
Honorable Ombudsman for Sindh, Pakistan

Secretariat Provincial Ombudsman Sindh

Shahrah-e-Kamal Ataturk

Karachi, Sindh, Pakistan

Subject: Sindh Government Servants, Benevolent Fund finalized my case.



I would like to inform you that Sindh Government Servants, Benevolent Fund finalized my case because of all your cooperation. They paid off all remaining aid since December 2005 to July 2018. I appreciated all your cooperation since I submitted my complain.

Once again thanks for your cooperation.

I remain optimistic...

With Regards

Shamim Khaatoon

9-Anokha Compound, Aslam Road

Karachi 74200

Sindh Pakistan.



Public Acknowledgements



Hansa Cooperative Housing Society Ltd.

Flat-1, Darul Furqan, SB-11, Block-13/B, University Road, Gulshan-e-Iqbal, Karachi. Ph: 021-34985272

Ref: HCHSL/*Complaints*/01/2018

Date: 26 DEC 2018

The Regional Director
Provincial Ombudsman Sindh
(Regional Office)
Karachi.



Subject: COMPLAINT AGAINST NON-PROVISION OF WATER
CONNECTION IN HANSA COOPERATIVE HOUSING SOCIETY
LIMITED, SECTOR-36/A, SCHEME-33, P.O.S 78/2017.

Dear Sir:

We write to refer to your kind letter dated 19.11.2018 fixing a date of hearing on the above subject on 18.12.2018. Sir, we attended the Office and was informed that your kind self is on leave.

In this connection we feel pleasure in informing you, sir, that the Water Board has executed the water connection to the Society on the 10th. of December, 2018.

We further express our most humble thanks and gratitude to the kind Ombudsman Sindh and your self as well for the keen interest shown and taken to solve our problem pending since years.

With kindest regards,

Faithfully yours,


(Hon. Secretary)



Public Acknowledgements



DISTRICT MUNICIPAL CORPORATION, KARACHI (WEST)
SECTOR 11-E, SHAHRAH-E-ORANGI, KARACHI

TEL: 36660102, 36661321 & 36699072

FAX 36661321

NO: DMC(W)/DIR/ESTT/64/2018.

Karachi, dated 04/07/2018.

ORDER:

As decided by Hon'able Ombudsman Sindh under his decision dated 18th April 2018 on complaint No. POS/3539/2016/F. Mst. Bashiran Martha Wd/o Nazir Mubarak Sanitary Worker BPS-01 Keamari Zone DMC (West) is hereby re-instated in Service with immediate effect with all benefits that occurred during the period she remained out of job.

This issues with the approval of competent authority.

DIRECTOR ESTABLISHMENT
DISTRICT MUNICIPAL CORPORATION
WEST KARACHI

Mst. Bashiran Martha,
Wd/o Nazir Mubarak,
Sanitary Worker BPS-01
Keamari Zone, DMC (W).

Copy forwarded for information & necessary action to:-

1. The Chairman, DMC (West).
2. The Municipal Commissioner, DMC (West).
3. The Accounts Officer, DMC (West).
4. ADLFA, DMC (West).
5. The Deputy Director (San), Keamari Zone, DMC (W).
6. O.O.F / P/F.

DIRECTOR ESTABLISHMENT
DISTRICT MUNICIPAL CORPORATION
WEST KARACHI

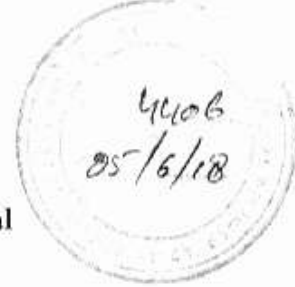


Public Acknowledgements

To,

**The Assistant Director Secretariat Provincial
Ombudsman**

**(Mahtasib) Shahrab-e- Kamal Ataturk opp sindh sectriate
Karachi**



**SUBJECT: IN ORDINATE DELAY IN PAYMENT OF TA BILL OF
RS: 45200 TO COMPLAINANT WHO RETIRED FROM SERVERS IN
DECEMBER 2010 COMPLAINT FILED BY MR. MANZOOR HUSSAIN
(RTD DSP).**

Ref: Kindly Refer to your office No. POS/2977/2017/C-37 Dated
22-05-2018

I respectfully Submit your kind honour that cheque No: 3098179 Dated 30-04-
2018 Amounting to Rs.45200 has been received to me by registered post on 31-05-
2018

I am highly thank ful to honorable Mohtasib Sindh for helping
me in subject matter.


Yours Sincerely,

MANZOOR HUSSAIN (RTD DSP)
C/O Tinawal Book Shop
Main Bazar Abbottabad Kpk



Public Acknowledgements

POS/2797/ROK-221/KHP/2017

Mr. Haji Ghulam Qasim Baloch,
Regional Director,
Provincial Ombudsman (Mohtasab),
Khairpur

Dated: 08-03-2018

Subject: *Delay in Payment of Pension and Commutation on the Complaint who was retired from service on 21-02-2017*

Reference: No POS/2797/ROK-221/KHP/2007

Dear Sir,



In reference to my letter dated 30-01-2018 in which I have informed you that I was handed over two cheques amounting Rupees 5,640,785 vide cheque No. 00010033 as pension and Rs. 487,461 vide cheque no 00010031 as my commutation respectively on 29th January 2018, which I have deposited in my account 12080000485501.

I would like to inform you that my both the cheques were cleared on 12th February 2018. I appreciate your efforts which compelled the University Authorities for the payments. I highly thankful to your personal interest in this regard.

Yours truly,

Prof. ® Dr. Rukhsana Nawaz
Department of Economics
Shah Abdul Latif University,
Khairpur.
Mob. 03472253807



Public Acknowledgements

<https://mail.yahoo.com/nco/launch#5766724960>

Subject: COMPLAINT NO. POS/465/KHE(a)/15
From: Manzar Zahoor (manzarzahoor@gmail.com)
To: mohtasibhc@yahoo.com;
Date: Wednesday, July 18, 2018 10:10 AM

5065
18-7-18

Most Respected Sir,

I could not find words to thank for your just decision of the subject complaint.

I further acknowledge that the Mohtasib-e-Ala, Sindh and his office is not only sharing burden of the courts but also gives just decisions in addressing the grievances of the people of the province, who are facing hardship on the hand of government departments especially the retired personnel.

Thanks again. May ALLAH bless you all.

Manzar Zahoor
(Complainant of the subject Complaint)



Public Acknowledgements

To,



Secretariat
Provincial Ombudsman (Mohtasib) Sindh,
Sharah-e-kamal Atatürk, Opp: Sindh Secretariat,
Karachi.

SUBJECT:


DELAY IN PAYMENT OF INJURY COMPENSATION TO
THE COMPALAINANT. (COMPLAINT FILED BY THE
MR. UBAIDUALLH SOOMRO DSP. (ADMIN) S.P
OFFICE GHOTKI.

This is reply to your letter no POS/1424/2017/C-16 received on dated, 03/10/2018 with the report submitted by the office of the Inspector General of Police Sindh Karachi that my father has received the amount of Rs 300 000/- bearing cheque no 3175451, dated 03/05/2018 as compensation amount and I acknowledged that my Father has received the said amount on the said date through my younger named Mr. Matloob Ahmed Soomro as the receipt is attached with police report.

It is hereby request you to Kindly disposed the matter and I appreciate your kind perusal of my matter with the agency

Karachi,

Dated. 11/11/2018


GULZAR AHMED SOOMRO
S/O Ubedullah A-F Soomro
Fatima Residency Flat no.
301-302, 3rd Floor, Plot No.
G-11, G-11/A, P&T Colony,
Gizri Road, Defense,
Karachi.



Public Acknowledgements

Gmail - Fwd: THANKFUL TO SECRETARIAT PROVINCIAL OMB... <https://mail.google.com/mail/u/0/?ui=2&ik=2728fdee3c&jsvor=uln21>



Child Complaints Office <ccosindh@gmail.com>

Fwd: THANKFUL TO SECRETARIAT PROVINCIAL OMBUDSMAN SINDH ON QUICK RESPONSE.

Windows Live 2018 <d_khan@hotmail.com>
To: "ccosindh@gmail.com" <ccosindh@gmail.com>

Wed, May 9, 2018 at 12:45 PM

Get Outlook for iOS

From: Syed Sarwar Hasan <sarwar.hasan@wmimgroup.tv>
Sent: Tuesday, May 8, 2018 10:27 PM
Subject: THANKFUL TO SECRETARIAT PROVINCIAL OMBUDSMAN SINDH ON QUICK RESPONSE.
To: <d_khan@hotmail.com>
Cc: <ombuds.secretary@gmail.com>, <ombuds.wmsrck@gmail.com>, <ombuds.adnanjadoon@gmail.com>, <ombuds.balqeesjan@gmail.com>

Dear Danish Sb

This is with reference to my two complaints where one was regarding the statement of entry of CAIE exams of my son Syed Faraz Hasan from The City School Defence Campus Karachi. I was so delighted when I received a phone call from you upon my email to Ombudsman Secretariat Address. I am personally thankful to you and Mohammad Ali Shah sb on taking immediate action to get the Statement of Entry. Thanks to Almighty Allah that I got the SOE in very next day after taking your immediate action. It was all done by you & shah sb efforts.

I look forward the same response on my other issue.

Very Kind Regards.

SYED SARWAR HASAN
22/1, 32ND STREET, KHAYABANE MUJAHID
DHA KARACHI.
CELL#03462444777
Sarwar.hasan@wmimgroup.tv



Public Acknowledgements

April 12, 2018

To,

Mr. Asad Ashraf Malik,
Provincial Ombudsman Sindh,
Karachi.

SUBJECT: ORDER/DECISION DATED 17.01.2018 ON COMPLAINT NUMBER POS/1975/2017-F.

With reference to my letter dated 26.03.2018 and representation filed by Ms. Naheed Zahoor before the Honourable Governor of Sindh against your decision dated 17.01.2018, I tried to contact Ms. Naheed Zahoor the Appellant through a letter and her representative to settle the issue regarding bounced cheque which got resubmitted on 09.04.2018 and was encashed on 11.04.2018.

It is submitted that my grievance regarding refund of my deposited amount has been redressed with your cooperation and intervention for which I am very thankful to you. I am no more aggrieved and have remained no claim against my deposit made by me with M/s. Marhaba Properties.

It is further requested that if any other party got effected in resolving my issue, their grievance may please be resolved in accordance.

With regards;

Syed Ishteaque Ahmed
Cell/No: 0300-2519660

C.C. to:

1. Mr. Amin A. Khan, Section Officer-II/Ombudsman, Secretariat of Governor Sindh, Governor House, Karachi with reference to his letter No. GS/7-329/201/(SO-II/Ombs)/1206 dated 28.02.2018.
2. Mr. Manzoor Ali Awan, Consultant-F, Provincial Ombudsman Sindh, Karachi.
3. The Director General, Sindh Building Control Authority, Annexe Building, Civic Centre, Karachi.
4. Mr. Masood Ishrat, Registrar, Secretariat Provincial Ombudsman Sindh, Karachi.
5. Ms. Naheed Zahoor c/o Qaiser Mehmood, Office 204, Goodtime Apartment, SB-44, Block 13/B, Gulshan-e-Iqbal, Karachi.



Public Acknowledgements

October 19, 2018

Honorable Ombudsman (Mohtasib) Sindh
Sindh Secretariat
Ata-Turk Road
Karachi

Sub: Re-Demarcation of an encroached Plot C-107, Block-1, Gulistan-e-Jauhar, Scheme-36, Karachi

Respected sir, السلام عليكم

I would like to bring to your kind attention, the superb performance of the Director, Regional Office, Karachi East, Provincial Ombudsman (Mohtasib) Sindh regarding my complaint dated April 6, 2011. This plot had been encroached upon by the owner of the plot C-106. The Director, Regional Office East after a thorough enquiry found out from KDA that there was shortage of land in the whole sub-block of 8-plots (C-106 to C-113) in Block-1 due to negligence of KDA. Upon recommendations of Director, Regional Office East, Administrative KMC approved a revised part-plan of Block-1 with re-adjustment of the plots No. C-106 to C-113 in Scheme-36 (copy enclosed). Honorable Ombudsman, Sindh (Mr. Asad Ashraf Malik) issued a Decision to re-demarcate the plots No. C-106 to C-113 as per revised part-plan (copy enclosed). Consequently, a revised site plan of plot number C-107, Block-1 was issued on October 10, 2016 (copy enclosed). Then the encroachment from the plot adjacent to plot number C-107 was removed on September 11, 2018 and re-demarcation of this plot (C-107, Block-1) was carried out on October 1, 2018. A Certificate of Re-demarcation by the Executive Engineer, Scheme-36, KDA was issued on October 16, 2018. A copy of this certificate has been submitted to the Director, Regional Office, Karachi East Provincial Ombudsman, Sindh on October 16, 2016 (copy enclosed).

I would like to register my sincere thanks to Honorable Ahmed Jamal Ahmed Aijazi Sahib, Director, Regional Office Karachi, East (POS) for his untiring efforts, perseverance and outstanding dexterity regarding my complaint against KDA. If everyone works like he does, this world would be a better place to live in. This redressal of my complaint has boosted my confidence in the Office of Ombudsman Sindh. The institution of the Office of Ombudsman has been one of the few best things that have happened in this country. May Allah bless this Institution with more strength.

Yours sincerely,

Dr. Mohammad Perwaiz Iqbal, S.I.
Professor of Biochemistry & Interim Chair
Department of Biological & Biomedical Sciences,
Aga Khan University, Stadium Road
Karachi, Cell No.0314 2215542; Email: perwaiz.iqbal@aku.edu

For:

Mrs. Shahida Perwaiz Iqbal
Owner of the Plot C-107, Block 1
Gulistan-e-Jauhar, Karachi
Address: 1-D-1-3, Nazimabad, Karachi
Telephone: 021 36689284

cc: Governor Sindh
c/o Mr. Amin A Khan
Section Officer II/Ombs
Secretariat of Governor Sindh
Governor House, Karachi



Public Acknowledgements

OFFICE OF THE HEAD MASTER
GOVERNMENT BOYS LOWER SECONDARY SCHOOL, NAUABAD TALUKA
BAKRANI DISTRICT LARKANA

No. GB/SSNA/ 50 /2017 Larkana.

Dated: 05 /11/2018
ay

To,

The regional director
" OMBUDS MAN" Larkana



Sub: Report and thanking for resolving
of my school's issue regarding
Shortage of teachers at Govt. lower
Secondary School Nauabad Taluka
Bakrani

on ref. of your letter no: Pos 1RL-129(LKA)
2017. (967) Dated 30-03-2018. It is
reported that three teachers have joined
above mentioned school and I am very
thankful to you to solve my problem
now kindly close my case and
file it.

only your well wishes

copy to.

DEO, ele/sec II. sec Larkana

Office file

AHMED NAWAZ KHOSO
Head Master BPS-17
GB SS Nau Abad
Tal: Bakrani Dist: Larkana



Public Acknowledgements

خدمت جناب صوبائی محتسب اعلیٰ صاحب سندھ کراچی
جناب عالی

POS/2323/2018/K-23



تو دبانہ جناب والا شان کا میں بہت بہت شکریہ ادا کرتا ہوں کہ آپ جناب نے قدری کو 6 ماہ کی پنشن دلوائی یہ بہت مشکل کام تھا کیونکہ میرا نصف ادھ نصف اس پنشن پر گزارا ہے اور میرا کوئی خریدا حاشا ہے اور میں خود شوگر کا مریض ہوں لہذا آپ کی کوششوں سے مجھے آج 10-16 کروڑ 6 ماہ کی پنشن مل گئی ہے۔ آپ جناب کی بہت بہت مہربانی اور بہت بہت شکریہ اللہ تعالیٰ آپ کو جن جگہ اور سات چوکنی ترقی عطا فرمائے آ ہم سب چھوٹے بڑے گھر کے آپ کیلئے اور آپ کے بیوی بچوں کیلئے اللہ تعالیٰ سے دعا کرتے ہیں کہ آپ کو اللہ عفوٰں جہاں میں خوش رکھے

آپ جناب کا بہت بہت شکریہ
محسن نواز رحمن چوگٹی

فدوی محمد حنیف ولد عبداللہ حبیب بمقام وڈ انٹائم خالص چوڑا
نزد جامعہ سجدہ و پوسٹ چوڑا تحصیل کھارپاں ضلع جہڑات
(پنجاب) فون نمبر 3063387199



Public Acknowledgements



ANSARI TRADERS

GOVT. APPROVED CONTRACTOR, OFFICE FURNITURE, COMPUTERS, STEEL FURNITURE & GENERAL ORDER SUPPLIER

House No. 436, Khawaja Colony, Unit No. 8, Latifabad, Hyderabad.

20-3-2018

Phone: 022-2811348

Fax: 022-2811348

Mob: 0333-2704296

Pos/1028/2015/CH44/153 بیان

20-03-18

محترم جناب ریجنل ڈائریکٹر
صوبائی تختہ سندھ کیکریٹ

جناب عالی۔

گزارش عرض یہ ہے کہ میں مسکمی محمد عمران انصاری ولد محمد عرفان انصاری بیان دیتا ہوں کہ میرے مرحوم والد نے ہیلتھ ڈیپارٹمنٹ لاڈکانہ کے خلاف اپنی رقم جو فرنچیز اور مشینری وغیرہ سپلائی کی مدتیں ہیلتھ ڈیپارٹمنٹ لاڈکانہ واجب الادا تھی کے لئے آپس میں درخواست دائر کی تھی اس کیس کے درمیان مدت میں میرے والد کا انتقال ہو گیا تھا اور ان کے بعد کیس کی پیشرفت میں چلا رہا تھا اب ہیلتھ ڈیپارٹمنٹ لاڈکانہ نے آپ کے آفس کے تعاون سے ہمارا مسئلہ حل کر دیا ہے مجھے میری پوری عہد کے تین چیک ادا کر دیئے گئے ہیں اور میں عہد کے حوالے سے بالکل مطمئن ہوں۔
برائے مہربانی اس کیس میں مزید کارروائی روک دی جائے اب ہمارے کسی بھی طرح کے کوئی بھی تقاضا یا جات ہیلتھ ڈیپارٹمنٹ لاڈکانہ کی طرف نہیں ہیں آخر میں تختہ اعلیٰ صاحب اور ریجنل ڈائریکٹر حیدرآباد کاشر گزار ہوں کہ ان کے تعاون سے ہمارا مسئلہ حل ہو سکا۔

شکریہ

ANSARI TRADERS
H # 436, Khawaja Colony
Unit # 8, Latifabad Hyd.

محمد عمران انصاری

انصاری ٹریڈرس حیدرآباد



Public Acknowledgements

بخدمت جناب فیروز اختر خان صاحب

ڈائریکٹر جنرل (ٹرانس)

کنڈالمنٹ (ایم)

صوبائی مختص سندھ

کراچی

POS/3344/2014/M-12

عنوان: شکایت برائے بحالی ملازمت نادر علی اور محمد عشر کی سائنٹ لمیٹڈ میں۔

حوالہ: POS/3344/2014/M-12, dated: 02.08.2018.

جناب عالی،

مودبانہ عرض کرتے ہیں کہ ہمیں نہایت خوشی ہوئی کہ ہماری درخواستوں اور حقائق پر مختص اعلیٰ نے فیصلہ سنایا کہ سائنٹ لمیٹڈ میں ہماری ملازمت بحال کی جائیں۔

ہم پر امید ہیں کہ مختص کے فیصلے پر سائنٹ لمیٹڈ جلد از جلد عمل کر کے ہماری ملازمتیں بحال کر لگیں۔

حق کا فیصلہ سنادینے پر ہم مختص اعلیٰ سندھ کے بے حد مشکور رہیں گے۔

مکان نمبر: 1137، گلی نمبر-2، فیئری روڈ، نزد

لیاری جنرل ہسپتال، لیاری کراچی

0323-2010377

0303-2792624

نادر علی سید محمد نادر علی

ولد ناصر علی بلوچ



Public Acknowledgements

بخدمت جناب ریجنل ڈائریکٹر صاحب
مستحق اعلیٰ سندھ سیکرٹریٹ

جناب عالی۔

صیغہ آفیکل لٹر 2014-85-POS/ROS/S/K-85 بتاریخ
13-8-2018 کے تحت لیٹر موصول ہوا ہے



عرض ہے کہ اس سے متعلق یہ ہے Deceased quota
پیرسٹیکل کا ایوارڈیشن میں میرے بیٹے کو نوکری 19-05-2017
کو مل گئی ہے میرے شوہر کے میڈیکل کارڈ اور ایجن میں
جو بھی بچا جائے گزرتو بھی سچو اور وغیرہ سب مل گیا ہے
میں اور میری فیملی آپ کے شکریہ گزار رہیں ہیں آپ نے ہمارے
مسئلے پر توجہ دی سارے کام ہماری بات اللہ کے حکم سے پورے
ہو گئے آپ کا مخلصانہ ہر شکریہ ادا کرتے ہیں
عسر غدار

16-8-2018

سمیات رحیمہ بالو زوجہ مرحوم لیاقت علی
درجہ سیر والی علی ٹیوٹنڈ





موقوفہ - چکری درخشاں - تاک حصہ کنڈلہ و مہرہ

جناب عالی صلوٰۃ و برکات / فریاد لا علم الا حق و لا حق الا محمد
 یوسف تقییم و بیانی تعلیم معاد نورانی ضلع لاری کلاں جو
 حق اداری جو یہ جناب (میں) و اسٹر (میں) صاحب لاری خانہ
 جی جو تفصیل مسان بشکر گزار آہیں جو حق اداری
 جو جناب (میں) و اسٹر (میں) صاحب لاری کلاں جی
 جی کاوشی مسان مسئلو حل فی دلو آہل
 و مشورہ مان حق اداری جو یہ جناب (میں) و اسٹر (میں)
 لاری کلاں جو بشکر گزار آہیں و بہن لاری کلاں
 مسئلو حل فی دلو آہل است جی بخار دو ای لاری کلاں
 خا مین و کار و فرما حق بشکر گزار آہیں
 حق اداری فریاد لا علم الا حق و لا حق الا محمد

— April 2005
(See) is good for (see)
CNR 45201-5799866-7.



Public Acknowledgements

Letter of Thanks

Forward No: 144
Date: 02/02/18
Regional Director
Sindh Floodplain Rehabilitation
Sindh Floodplain Rehabilitation
Sindh Floodplain Rehabilitation

جناب اعلیٰ :- POS/2925/ROG/GTK-85/2017

آء عومندار عظامحمد ولد
ولي محمد رند عومندار قومانده مان
هڪ عدد ڪمپيٽيٽي اڪاؤنٽس ڊپارٽمينٽ
خلاف G-P فنڊ بابت درج
ڪرائي هئي جو هن اداري جي تحرڪ
ونٽ ڪان پوري موٽي G.P فنڊ جا
پسڪا موٽي ملي ويا مان هن اداري
جو نتيجو دل سان شڪر گذار آهيان

هت آء


عظامحمد رند
ولد ولي محمد رند



Public Acknowledgements

CASE NO. POS/CH/837/2012/HYD/07

148

پنشنر دستہ جنرل صاحب مات محتسب اعلیٰ صاحب

صوبہ سندھ سپریمٹ حیدرآباد

SUBJECT:- UNJUST CLOSURE OF SCHOOL LAST MORE THAN ELEVEN YEARS

CASE NUMBER POS/CH/837/2012/HYD/07/1734.DATE 20-8-2018

جناب اعلیٰ

آئون هیٺ صحیح ڪندڙ نالي جلال احمد مجید ائو ویلنگ ڳوٺ میمن جی وسمی تعلقی متیاری جی عرض
تہ اسان جی ڳوٺ ۾ واقع گورنمنٽ پوائنٽ لوئر سرینشنڊری اسکول جیڪو 2001 کان 2012 تائین اسکول
بند هو جنهن لاءِ مون توهان کي اسکول کي ٻيهر فعال ڪرڻ لاءِ اهڙي درخواست ڏني، جنهن کانپوءِ

اسکول باقاعده هلي رهيو آهي ۽ ان سان منسلڪ مسئلا پڻ حل ٿي چڪا آهن. اسکول ۾ باقاعده
ٽيچنگ ۽ نان ٽيچنگ اسٽاف مقرر ڪيو ويو ۽ ٻارن کي مفت ڪتاب وغيره مهيا ڪيا پيا وڃن شاگرد نمبر
پراڻي رهيا آهن

2012 کان وٺي اڄ تائين ٻارن جو تعداد لڳ ڀڳ 63 ڇوڪرا ۽ ڇوڪريون تعليم حاصل ڪري رهيون آهن
ان لاءِ هاڻي توهان کي گذارش آهي ته منهنجي ڏنل درخواست کي بند ڪيو وڃي ته عین نوازش ٿيندي

مهر يائي

عرضدار

J. Ahmed

جلال احمد مجید ائو ولد مرید احمد

27/8/2018

ویلنگ ڳوٺ میمن جی وسمی تعلقی متیاری

شناختی ڪارڊ نمبر 4130535321555

موبائل نمبر 03003034772



Public Acknowledgements

محنت جناب بجل دائر رجسٹر
مستب آفیس نوشهر و فیروز

POS/RONF/92/2014/NFZ-67

جناب بجل :-

آء عرمدار بلاول ولد انو خان چرم

وینل قل شهر تعلقہ ضلع نوشهر و فیروز

جیئ نہ سائی مون دائر رجسٹر مستب نوشهر و فیروز آئی
حصیلت بیاتھنت خلاف (deceased quota) تی فکری (او
دعوت کئی هئی، جیئ نہ سائی مون تی نائی قاسد
جو آئی، تاریخ 2018-01-01 تی مایو آئی، مان دائر رجسٹر
مستب نوشهر و فیروز یم مستب اداری جو بیاتھ
شکر گزار آئی، جو متنبی جرائر مشلو حال
کرائی دلو آئی، سائی حالی مؤلفی حیلت بیاتھنت
مخلاف کباب شکایت نہ آئی، سائی مان پنهنی
آئی، جو مؤلف کابیون پیش کریاں نو، سائی جی
سے گزارش نو کریاں تہ متنبی کیس بنرگیو وری

عرمدار بلاول

بلاول ولد انو خان چرم

cell- 03073406343



Prophet Muhammad (Peace be upon him) said,
"I and the person who looks after an
orphan and provides for him,
will be in Paradise like this,"
PUTTING HIS INDEX AND MIDDLE FINGERS TOGETHER."



*PRESS
COVERAGE*



Press Coverage

The DAILY NEWS

Friday, May 11, 2018



Asad Ashraf Malik Provincial Ombudsman Sindh receiving Life Time Achievement Award. Mian Sultan Mehmood Secretary General of IEP, Regional President Prof Sahibzada Farooq Ahmed and Dr. Sarosh Lodhi VC NED University are also seen in the picture on the occasion.

Asad Ashraf Malik gets Life Time Achievement Award

KARACHI, May 11 (PR): The Institution of Engineers Pakistan, has conferred the Life Time Achievement Award upon Mr Asad Ashraf Malik, Provincial Ombudsman Sindh in the field of "Public Service" to the people in his professional career.

The Life Time Achievement Award was given to Asad Ashraf Malik by the Institution of Engineers Pakistan, on the eve of "Engineer Day" held at the Auditorium of NED University of Engineering and

Technology, Karachi.

Eminent engineers of Pakistan from public and private sectors including Vice Chancellors of Engineering universities were also there to grace the occasion.

Justice Zulfiqar Ahmed of Sindh High Court and Brig Bassim of ASF were also given the life time achievement awards in public service. Late Junaid Jamshed, Mr Umer Munshi and Mr. Zaheer Mirza were given posthumous awards in their respective fields of culture and professional excellence,

while renowned international cricketer Saeed Anwar was awarded for excellence in sports. The Jury of IEP had proposed names of these engineers including Asad Ashraf Malik for their outstanding professional contribution after scrutiny of a number of nominations.

Mian Sultan Mehmood Secretary General of IEP gave away the awards while Regional President Prof Sahibzada Farooq Ahmed and Dr. Sarosh Lodhi VC NED University were also present on the occasion.



Press Coverage

INTERNATIONAL
THE NEWS
Friday, Wednesday 07, 2018

‘Govt to help set up ombudsman’s sub-offices in other districts of Sindh’

By our correspondent

Sindh Governor Mohammad Zubair has said the government will provide utmost support to the office of the provincial ombudsman so that the scope of its services could be extended to other districts of the province, in addition to Karachi.

He stated this during a meeting with provincial ombudsman Asad Ashraf Malik at the Governor House on Tuesday.

Zubair appreciated the services of the ombudsman in resolving public complaints about the working of various government offices and organisations.

He said the ombudsman’s office had emerged as a leading institution to provide justice to people at grass-roots level, besides being instrumental in providing justice in respect of the working of government organisations on a most speedy and inexpensive basis.

The governor stated that government officials also got relief as public complaints about their organisations were resolved by the office. He said people seeking redressal of their problems would be greatly benefited if the scope of the services of the ombudsman’s office were extended to other districts. Ombudsman Malik briefed the governor about the performance of his institution and the process initiated by him to establish sub-offices in other cities of the province.



Press Coverage

Daily Pakistan

Global

June 12, 2018

Ombudsman issues arrest warrant against principal

STAFF REPORTER

Provincial Ombudsman Sindh, Asad Ashraf Malik has issued non-bailable warrant of arrest against Ghulam Abid Suhag, Principal, Government Institute of Business & Commercial Education Pir Jo Goth Taluka Kingri, District Khairpur for his failure to appear in the hearings in the Ombudsman Office, Karachi without any reasonable cause.

The principal and other staff including Noor Muhammad Magnejo of said institute did not appear in the hearing of the case under investigation against the Institution, despite issuance of various notices and Bailable Warrant, following which Provincial Ombudsman Sindh ordered the SSP Khairpur to arrest the Principal and produce before him on June 13th, 2018 at 1200 hours positively.



Press Coverage



یکم مئی 2018ء

رجسٹر اریاقت میڈیکل یونیورسٹی جامشورو کے وارنٹ گرفتاری جاری

کراچی (دقائق نگار) صوبائی محاسب اعلیٰ سندھ نے رجسٹر اریاقت یونیورسٹی آف میڈیکل اینڈ ہیلتھ سائنسز جامشورو کے قابل ضمانت (باقی صفحہ 6، پیر 6)

بقیہ 6 لیاقت یونیورسٹی

گرفتاری کے وارنٹ جاری کر دیے جو کہ 24 اپریل 2018ء کو صوبائی محاسب اعلیٰ سندھ کے ریورم محذروں تقرری کے لیے قائم کمیٹی کی سفارشات کے باوجود حکایت کنندہ کو تقرری کے احکامات نہ دینے کی ایک شکایت کے سلسلے میں مذکورہ دن پر حاضر نہ ہونے کے سبب جاری کیے گئے۔ اس سلسلے میں صوبائی محاسب اعلیٰ سندھ نے 24 اپریل 2018ء کو ایک فیڈبک میں رجسٹر اریاقت یونیورسٹی آف میڈیکل اینڈ ہیلتھ سائنسز جامشورو کو بلائی مقرر اور اطلاع کے حاضر نہ ہونے کے باعث سینئر سپرنٹنڈنٹ آف پولیس جامشورو کو احکامات دیتے ہوئے قابل ضمانت وارنٹ گرفتاری جاری کیے کہ انہیں گرفتار کر کے 03 مئی 2018ء کو ان کے چار بچے ان کے درویش گھر لائے۔



لاڑکانہ 726 پولیس اہلکاروں کا بینولنٹ فنڈ جاری کر دیا گیا

صوبائی محاسب اسد اشرف ملک کی ہدایات پر مقامی ریجنل ڈائریکٹر ذوالقرنین اہڑو نے اقدام کیا لاڑکانہ (بیورو رپورٹ) صوبائی محاسب اسد اشرف ملک کی ہدایات پر مقامی ریجنل ڈائریکٹر ذوالقرنین اہڑو نے 726 پولیس اہلکاروں کا طویل عرصے سے رکا ہوا بینولنٹ فنڈ جاری کر دیا اور اس ضمن میں ڈی آئی جی لاڑکانہ کو ہدایت کی ہے یہ فنڈ فوری طور پر 10 صفحہ 15

بقیہ 15 لاڑکانہ بینولنٹ فنڈ جاری

پر متاثرہ اہلکاروں کو جاری کر دیا جائے۔ ادھر دوسری جانب ملکہ پبلک ہیلتھ کے زیر اہتمام شہداد کوٹ میں چار کروڑ پچاس لاکھ روپے سے زائد لاگت سے سی سی ڈی ریٹائرڈ دیگر ترقیاتی کام پر شدید برقی کا اظہار کرتے ہوئے ندیم ظہیر ان کا اظہار کیا اور ملکہ پبلک ہیلتھ کے سیکریٹری کو کام کرانے والے اہلکاروں اور ٹیمکدار کے لئے مثالی سزا دینے کی تجویز دی ہے۔ ریجنل ڈائریکٹر ذوالقرنین اہڑو نے صوبائی محاسب کو اپنی رپورٹ میں بتایا ہے کہ ملکہ پبلک ہیلتھ کے اہلکاروں نے نہ تو معیاری کام کیا ہے اور نہ ہی کام کو مکمل کیا ہے جس کی وجہ سے قومی خزانے کو نقصان پہنچنے کے ساتھ شہریوں کی تکلیف اور پریشانی بدستور موجود ہے جو قابل توجہ نہیں ہے اور ایسے اہلکاروں کو مثالی سزا دے کر دوسرے حکاموں کے لئے مثال قائم کریں۔

Press Coverage



روزنامہ نوائے وقت کراچی (2) 07 فروری 2018ء



October 05, 2018

سیکرٹری محتسب اعلیٰ سندھ لیاری
میدیکل کاليج جو پرنسپال بدلي، فرخ جيب
کي سیکرٹری محتسب اعلیٰ بٹایو ویو

کراچی (استاف رپورٹر) سندھ سرکار
کامورن / ڈسٹر صفحو 11 بتایا نمبر 27

جون بلدیون ۽ مقریون کیون آھن سیکرٹری
محتسب اعلیٰ سندھ لیسٹی صلاح الدین کی بدلی
کری ایس ایند جی ڈی پر رپورٹ کرن جو
نوٹیفکیشن جاری کندی سندس جاء تي گریڈ
20 جی ایکس پی سی ایس آفیسر ڈائریکٹر جنرل
صوبائی محتسب اعلیٰ سندھ سیکرٹری فرخ
حبیب کی مقر کیو ویو آھی اھڑی طرح صحت
کاتی لیاری میڈیکل کاليج جی پرنسپال
پروفیسر انجم رحمان کی بدلی کری کاتی پر
رپورٹ کرن جو حکمر ڈنو ویو آھی، جڈھن ت لیاری
میڈیکل کاليج جی پروفیسر ڈاکٹر شعیب
گانگت کی کاليج جو پرنسپال مقرر کیو ویو
آھی، ہٹی طرف لاکھائی جی ایڈیشنل ڈی سی ون
محمد حاجن ایچ کی میونسپل کمشنر جی لک
آڈر چارج ڈی ویو آھی۔

انصاف کی فراہمی میں صوبائی محتسب کا کردار مثالی ہے، گورنر سندھ محمد زبیر اشتراک میں دفاتر سے لوگوں کو انصاف کے حصول میں آسانی پیدا ہو رہی ہے، اسد اشرف سے گفتگو

کراچی (استاف رپورٹر) گورنر سندھ محمد زبیر نے کہا ہے کہ گورنر کو ان کی ویٹیز پرست انصاف کی فراہمی، مسائل کے حل اور درجہ کی مشکلات کے خاتمہ کے لئے ادارے فعال کروا کر ادا کر رہے ہیں اس ضمن میں سرکاری اداروں سے متعلق شکایات کے ازالہ کے لئے صوبائی محتسب اعلیٰ کی تک انصاف کی فراہمی میں سرفہرست ادارہ ہے، صوبہ کے مختلف اضلاع میں دفاتر کے قیام سے لوگوں کو انصاف کے حصول میں آسانی پیدا ہو رہی ہے۔ انہوں نے گورنر ہاؤس میں صوبائی محتسب اسد اشرف ملک سے ملاقات میں کیا۔ ملاقات میں ادارہ کی کارروائی، دائرہ



کراچی: گورنر سندھ محمد زبیر سے صوبائی محتسب اسد اشرف ملک ملاقات کر رہے ہیں

Press Coverage



بدھ، 19 ستمبر، 2018ء

صوبائی محاسب کا مسائل کے حل میں اہم کردار ہے، گورنر

کراچی (اسٹاف رپورٹر) گورنر سندھ عمران اسماعیل سے صوبائی محاسب اسد اشرف ملک نے گورنر ہاؤس میں ملاقات کی، ملاقات میں صوبہ کے عوام کی نجی سطح پر انصاف کی فراہمی میں ادارے کے کردار، اخلاق کی سطح پر قائم و قائم کے قیام سے عوام کے مسائل بالخصوص سرکاری سطحے کی طرف شکایات کے ازالے اور اہمیت کے حامل دیگر امور پر تفصیلی تبادلہ خیال کیا گیا۔ گورنر سندھ نے کہا کہ عوام کو ہر ممکن سہولیات اور سرکاری اداروں (باقی صفحہ 4 نمبر 27)



بالخصوص علاقائی مسائل اور شکایات کے فوری حل حکومت کی اولین ترجیح ہے اس ضمن میں صوبائی محاسب کا کردار اہم ہے ملاقات میں صوبائی محاسب اسد اشرف ملک نے گورنر سندھ اور ان کی کارکردگی سے متعلق تفصیل سے آگاہ کیا۔



14 اپریل 2018ء



صوبائی محاسب اسد اشرف ملک وائٹ بورڈ کے ملازم کی بیوہ کو چیک دے رہے ہیں

صوبائی محاسب اسد اشرف ملک نے وائٹ بورڈ کے ملازم کی بیوہ کو 11 لاکھ روپے کے واجبات دلا دیے

کراچی (اسٹاف رپورٹر) صوبائی محاسب اعلیٰ سندھ اسد اشرف ملک نے کراچی وائٹ اینڈ سیورس بورڈ کے ملازم رابین مسیح کی بیوہ آسیہ بی بی کو پینشن و مالی امداد اور جی پی فنڈ کی مد میں تقریباً 11 لاکھ 94 ہزار 538 روپے کے بقایا جات کی ادائیگی کروادی۔ صوبائی محاسب نے بقایا جات کی رقم کا چیک اپنے دفتر میں رابین مسیح کی بیوہ کے حوالے کیا۔ اس موقع پر کنستبل سید محمد شجاعت علی بھی موجود تھے۔ واضح رہے کہ آسیہ بی بی نے صوبائی محاسب اعلیٰ سندھ کو وائٹ اینڈ سیورس بورڈ کے خلاف اپنے شوہر کی وفات کے بعد پینشن، جی پی فنڈ اور مالی امداد کی عدم ادائیگی کی شکایت کی تھی۔ جس پر صوبائی محاسب اعلیٰ سندھ نے کارروائی کرتے ہوئے ان کی شکایت کا ازالہ کرتے ہوئے ان کی ادائیگی کو یقینی بنایا۔



عام طور تي پڇيا ويندڙ سوال

چلدرين ڪمپليننس آفيس

سنڌ سرڪار جي ڪنهن به اداري يا ڪارپوريشن سان جيڪڏهن توهان کي ڪا شڪايت آهي ته اداره محتسب سنڌ کان مدد وٺو اوهان جي ذهن ۾ محتسب سنڌ جي اداري متعلق پيدا ٿيندڙ سوالن جا جواب اسان هيٺ ڏئي رهيا آهيون ته جيئن توهان کي طريقه ڪار تي عمل ڪرڻ ۾ آساني ٿئي

- س: ٻارن جي شڪايت جي آفيس (CCO) جو صوبائي محتسب سنڌ (POS) ۾ ڇپار جو مقصد ڇا آهي؟
- ج: (CCO) ٻارن جون شڪايتون وصول ڪرڻ لاءِ صوبائي محتسب جي طرفان يونيسيف جي تعاون سان آفيس قائم ڪئي وئي آهي. ان جو مقصد خاص طور تي صوبي ۾ ٻارن جي حقن مسئلن ۽ انهن سان ٿيندڙ زيادتين جي روڪڻ ۾ آهي.
- س: ٻارن جون شڪايتون وصول ڪرڻ جي آفيس ڌار قائم ڪرڻ جي ضرورت پيش ڇو آهي؟
- ج: پاڪستان ٻارن جي حقن جي بابت اقوام متحده جي قرارداد جو اقرار آهي جنهن جي مطابق پاڪستان قانوني طور تي پابند آهي ته ٻارن جي حقن جي متعلق شڪايتون ٻڌڻ ۽ ان جي لڙائي جو نظام تشڪيل ڏئي ۽ ٻارن جي حقن جو تحفظ کي بهتر بڻائي.
- س: ٻارن جي شڪايت جي آفيس (CCO) ۾ ڪهڙي قسم جي شڪايت قابل قبول هوندي آهي؟
- ج: سنڌ جي سمورين سرڪاري آفيسن، ادارن، جنهن ۾ پوليس، جيل، تعليمي ادارا، پيٽر خان، ريمانڊ هومز ۽ اسپتالون وغيره شامل آهن جتي ٻارن سان ٿيندڙ زيادتين جي متعلق شڪايتون درج ڪرائي سگهجن ٿيون.
- س: ٻارن جي شڪايت جي آفيس (CCO) ٻارن جي لاءِ ڪهڙي طرح فائديمند آهي؟
- ج: (CCO) ٻارن جي تحفظ جو ماحول قائم ڪرڻ جي لاءِ هڪ اهم ڪردار ادا ڪندي ۽ حقن جي بابت شڪايتن جي لڙائي لاءِ تحقيق، وڪالت ۽ ٻارن جي متعلق ٻين ادارن جنهن ۾ غير سرڪاري ادارن (NGOs) سان رابطي جي ذريعي هڪ پليٽ فارم مهيا ڪندي.
- س: ڪير ٻارن جي شڪايتي آفيس (CCO) ۾ شڪايت درج ڪرائي سگهي ٿو؟
- ج: ڪوبه ٻار يا ان جي نمائندگي طور تي ڪو به بالغ فرد ذاتي طور تي تحريري درخواست شڪايت جمع ڪرائي سگهي ٿو يا فون ذريعي ۽ اي ميل وغيره به موڪلي سگهجي ٿو.
- س: ٻارن جي شڪايتي آفيس (CCO) مون کي بطور شڪايت ڪندڙ ڪهڙي ڳالهه جي يقين دهائي ڪرائيندو؟
- ج: ان ۾ بنا دير تصاف نائين مفت رسائي، تسلي بخش ٻڌڻي ۽ نتيجا خيز ڪارروائي شامل آهي، جيڪا هر ٻار (18 سالن جي عمر تائين) جي لاءِ بنا فرق، مذهب، ذات يا تهذيب جي مدد فراهم ڪئي ويندي.
- س: ڇا ان معاملي ۾ صوبائي محتسب يا اختيار آهي؟
- ج: جي ها! صوبي سنڌ جي ايڪٽ ميجر 1991 جي تحت قائم ٿيل محتسب سنڌ کي ان معاملي ۾ بنيادي قانون جي تحت ڪارروائي جو اختيار حاصل آهي.
- س: ڇا مان سنڌي زبان ۾ شڪايت درج ڪرائي سگهان ٿو؟
- ج: بلڪل اوهان سنڌي، اردو يا انگريزي ۾ شڪايت درج ڪرائي سگهو ٿا.
- س: ٻارن جي شڪايتي آفيس (CCO) ۾ شڪايت درج ڪرائڻ جي فيس (fee) ڪيتري آهي؟
- ج: شڪايت درج ڪرائڻ جي ڪابه فيس ناهي ۽ ان جون سڀئي خدمتون بنا معاوضي انعام ڏنيون وينديون آهن.
- س: ڇا مون کي بحاليت شڪايت ڪندڙ ڪو وڪيل مقرر ڪرڻ جي ضرورت هوندي؟
- ج: جي نه ان جي ڪابه ضرورت ناهي.
- س: هي آفيس حڪومت جي انتظامي امور ۾ ڪهڙي طرح فائديمند ثابت ٿيندي؟
- ج: قانون جي عملداري، بلا معاوضا ۽ بنا ڪنهن درجي انتظامي انصاف جي فراهمي حڪومت جي حقيقي مفادن ۽ تحفظ ۽ اختيارن جي جائز استعمال کي يقيني بڻائڻ ۾ آفيس پريور ڪوشش ڪندي.
- س: هن آفيس ۾ ڪهڙي قسم جون شڪايتون درج نه ٿينديون؟
- ج: (i) جيڪي پهريان درج ٿي چڪيون آهن ۽ جن تي ڪارروائي ٿي چڪي آهي، (ii) جنهن تي ڪنهن عدالت جي طرفان ڪوبه فيصلو ٻڌايو ويو هجي يا جيڪو عدالت ۾ هلندڙ هجي، (iii) ڪنهن ٻئي محتسب جي حدن يا اختيارن ۾ اينديون هجن.
- س: شڪايت جي چند ڇاڻ ۽ ان جي لڙائي جي ڪارروائي ۾ ڪيترو وقت گهربل هوندو آهي؟
- ج: هي آفيس ڪنهن مسئلي کي 2 کان 3 مهينن جي عرصي ۾ حل ڪرڻ جي ڪوشش ڪندي آهي. ان عرصي ۾ گهٽ وڌائي شڪايت جي نوعيت سان ڳڻتا پيل آهي.
- س: ڇا صوبي جي انتظامي مشينري (ٽائيجو) ۽ بالغ اختيار ادارا محتسب جي فيصلي جا پابند هوندا؟
- ج: بلڪل، هو محتسب جي فيصلي جا پابند هوندا.
- س: ڇا محتسب جو تعاون حاصل ڪندڙ پوءِ ڪنهن قانوني عدالت سان رجوع ڪرڻ جا حقدار نه هوندا؟
- ج: پهرين ڳالهه اها ته جيڪڏهن اوهان جو ڪيس عدالت ۾ هلي رهيو آهي ته هن آفيس ۾ اوهان جي شڪايت قبول نه ڪئي ويندي. جيڪڏهن اوهان هن آفيس جو تعاون حاصل ڪري ورتو آهي ۽ اوهان ان مان مطمئن نه آهيو ته اوهان هن آفيس کان شڪايت واپس وٺڻ کان بعد ڪنهن به عدالت سان رجوع ڪري سگهو ٿا.
- س: ڇا صرف ڪراچي ۾ محتسب سيڪريٽريٽ جي صدر آفيس ۾ ئي شڪايت داخل ڪرائي سگهان ٿو؟
- ج: اهو ضروري ناهي، اوهان اسان جي ڪنهن به علائقي جي آفيس ۾ شڪايت داخل ڪرائي سگهو ٿا.



عام طور تي پڇيا ويندڙ سوال

محتسب جي اداري ۾ شڪايت پيش ڪرڻ جو طريقو

سوال: حڪومت جي انتظامي شاخن کي هن آفيس مان ڪهڙي هٿ حاصل ٿي سگهي ٿي؟
جواب: قانون جي برتري، تڪڙو ۽ سستو انصاف، حڪومت جي جائز حقن جو تحفظ وغيره.

سوال: ڪهڙين شڪايتن تي ڏيان نه ڏنو ويندو؟
جواب: (1) داخل ٿيل اهي شڪايتون جن تي اڳ ئي عمل ڪيو ويو هجي.
(2) اهي شڪايتون جن تي ڪورٽ فيصلو ٻڌائي چڪي هجي يا ان وٽ اسڪلاءِ هيٺ هجن.

(3) اهي شڪايتون جيڪي ٻين محتسبن جي دائري ۾ اينديون هجن.
(4) بيڪار ٿيل شڪايتون.
سوال: بيڪار ٿيل شڪايتن مان ڇا مراد آهي؟
جواب: الزاميل بدانتظامين کان ٿي مهينها پوءِ داخل ڪيل شڪايتون بيڪار سڏجن ٿيون.

سوال: ڇا بيڪار ٿيل درخواستن جي گنجائش آهي؟
جواب: ها، اهو محتسب جي اختيار ۾ آهي ته هو ڪجهه مخصوص حالتن تحت اهڙيون درخواستون پٽڻ جو ڇوڳيون قرار ڏئي.

سوال: ڇا ڇا ۽ تدارڪ ۾ ڪيترو وقت لڳي سگهي ٿو؟
جواب: گهڻو ڪري ٻن يا ٽن مهينن ۾ شڪايت حل ٿي ويندي آهي پر ڪڏهن ڪڏهن ڪيس جي نوعيت تي به دارومدار آهي.

سوال: ڇا محتسب جي فيصلي تي عمل صوبائي انتظاميا لاءِ لازمي آهي؟
جواب: ها، اهو لازمي آهي.

سوال: جيڪڏهن محتسب جي فيصلي سان سهمت نه هجان ته؟
جواب: جيڪڏهن توهان سمجهو ٿا ته فيصلو انصاف ڀريو نه آهي ته توهان ٽيهن ۳۰ ڏينهن اندر سنڌ جي گورنر کي درخواست ڪري سگهو ٿا، ان تي ڪوبه حڪم نامو جاري ڪري سگهي ٿو.

سوال: ڇا محتسب سنڌ جي مدد سان پنهنجي ڪورٽ ۾ ويڃڻ جي حق تان هٿ نه ٽوڙي ٿو؟
ڪٿان؟

جواب: پهرين ڳالهه ته هي آفيس ان ڪيس تي غور نه ڪندي جيڪو ڪورٽ ۾ اسڪلاءِ هيٺ آهي پوءِ به جيڪڏهن اسانجي مدد حاصل ڪيو ٿا ۽ ڪارروائي مان مطمئن نه آهيو ته توهان ڪهڙي به وقت هن آفيس مان ڪيس تان هٿ کڻڻ بعد ڪنهن ڪورٽ ۾ وڃي سگهو ٿا.

سوال: صوبائي محتسب سنڌ جي آفيس جي تيار جو ڪهڙو مقصد آهي؟
جواب: صوبي اندر انتظامي ڪوتاهين خلاف شڪايت ڪندڙن جي مسئلن کي حل ڪرڻ.

سوال: ڇا سنڌ جو محتسب ايگزيڪيوٽو جي بالادستي کان آزاد آهي؟
جواب: ها، سنڌ صوبي جي محتسب جي آفيس جي تيار جو ايڪٽ 1991 ع تحت محتسب پنهنجي ڪمن ڪارين ۾ خودمختيار ۽ آزاد آهي.

سوال: محتسب ڪهڙي قسم جون شڪايتون پڙي ۽ حل ڪري سگهي ٿو؟
جواب: محتسب سنڌ حڪومت جي سڀني ادارن سان لاڳاپيل بدانتظامي جون شڪايتون پڙي سگهي ٿو، سواءِ ان شڪايتون جي جيڪي وفاقي محتسب، وفاقي ٽيڪس محتسب، انشورنس محتسب، ۽ پينڪنگ محتسب جي اختيارن ۾ اچن ٿيون.

سوال: ڇا محتسب وٽ ڪا شڪايت ڪري سگهان ٿو؟
جواب: ها ڪوبه ماڻهو سادي پني تي صحيح ٿيل شڪايت محتسب وٽ داخل ڪري سگهي ٿو جنهن تي ٽڪلي لڳائڻ جي ڪا به ضرورت نه آهي. ڪنهن به گمنام يا ڪوڙي درخواست تي غور نه ڪيو ويندو.

سوال: ڇا محتسب منهنجي شڪايت پٽڻ جو ڇوڳي قرار ڏيندو؟
جواب: ها، جيڪڏهن ان سان گڏ هيٺيان دستاويز شامل هجن.
(1) شناختي ڪارڊ جي ڪاپي (شڪايت ڪندڙ جي)
(2) هڪ عدد قسم نامو شامل هوندو جيڪو هيڊ آفيس يا ريجنل آفيس مان پشاني جي حاصل ڪري سگهي ٿو.

سوال: ڇا مان پنهنجي شڪايت سنڌي ۾ داخل ڪري سگهان ٿو؟
جواب: ها، بلڪل سنڌي، اردو ۽ انگريزي ۾ درخواست جمع ڪرائي سگهجي ٿي.

سوال: اهڙي شڪايت داخل ڪرائڻ ۾ منهنجو ڪيترو خرچ ايندو؟
جواب: شڪايت ڪرڻ جو ڪوبه خرچ نه پرڻو پوندو.

سوال: ڇا شڪايت ڪندڙ کي وڪيل جي ضرورت آهي؟
جواب: نه بلڪل نه آهي.

سوال: ڇا مان صرف پنهنجي شڪايت مرڪزي آفيس ڪراچي ۾ داخل ڪري سگهان ٿو؟

جواب: ضروري نه آهي، توهان اسان جي ڪنهن به علائقي آفيس ۾ داخل ڪرائي سگهو ٿا.

سوال: شڪايت ڪندڙ محتسب جي آفيس مان ڪهڙي اميد رکي سگهي ٿو؟
جواب: انصاف تائين سستي پهچ، صحيح پڙي، لاڙائي مداخلت، جلد انصاف ۽ محتسب جي فيصلي تي ترڪ عمل.



يا نظر اندازي جو عمل جيڪو قانوني قاعدن يا ضابطن جي ابتڙ هجي مڃيل دستور يا طريقيڪار کان هٽيل هجي، اخلاقن کان ڪريل، غير واجب، انصاف جي ابتڙ، تعصب تي ٻڌل يا امتيازي هجي، فرضن ۽ ذميوارين نڀائڻ يا انهن جي پورائي ۾ ڪوتاهي، بي ڌياني، دير، نااهلي ۽ نالائقي شامل هجي، اهڙين بدانتظامين بنسبت محتسب سنڌ متاثر شخص کان شڪايت ملڻ بعد انصاف مهيا ڪرڻ لاءِ تحرڪ وٺندو.

مٿين وضاحت مان خبر پوندي ته محتسب جو ادارو ڪيترو نه ڪارائتو ۽ عام ماڻهو کي لاپ ڏيندڙ آهي ڇاڪاڻ جو عام ماڻهو جو روزانو ڪنهن نه ڪنهن آفيس سان واسطو پوي ٿو ۽ مٿين سببن جي ڪري هن جي جائز ڪمن ۾ تاخير (دير) ٿئي ٿي.

محتسب سنڌ جي سالاني رپورٽ جو مطالعو ڪرڻ سان خبر پوي ٿي ته هو گذريل سال محتسب جي ڪارڪردگي ۾ ڏينهن ڏينهن واڌارو ٿي رهيو آهي ۽ سنڌ ۾ هر عام ماڻهو هن اداري کان مستفيض ٿي رهيو آهي، محتسب سنڌ اهو واحد ادارو آهي جيڪو بغير ڪنهن فيس جي عام ماڻهن کي انصاف ڏيڻ لاءِ پاڻ پتوڙي رهيو آهي، محترم اسد اشرف ملڪ، صوبائي محتسب سنڌ جون هن ڏس ۾ ڪوششون ڪنهن کان لڪل نه آهن، هي پنهنجي وسيع تجربي جي بنياد تي عام شهري کي سستو انصاف پهچائڻ ۾ ڏينهن رات محنت ڪري رهيو آهي، جنهن لاءِ هن کي نه رڳو جس هجي پر هو غريب متاثر ماڻهن جي دعائن جو مستحق رهيو آهي.



تاخير – بدانتظامي جي جڙ

نور العين سومرو (وکیل، حيدرآباد)

اڄ ڪلهه هر شخص پنهنجي حقن جي حفاظت لاءِ انصاف جي گهر ڪري ٿو، پر انصاف حاصل ڪرڻ ائين آهي، ”جڻ پيرن کان پير گهرڻ.“ ڇا اها ظلم جي انتها نه آهي ته جنهن سان زيادتي ٿئي اهو ئي ڪورٽن جا ۽ آفيسن جي چڪر تي چڪر کائيندو رهي ٿو پر انصاف ملڻ جي صرف ظاهري آسرو رهي ٿو، ڇو ته کيس انصاف حياتيءَ ۾ ملڻ مشڪل نظر اچي ٿو، ڪورٽن جي ٻاهران يا اندر ماڻهن جا هجوم ان ڳالهه جو ڪليل ثبوت آهي ته انصاف ملڻ نهايت ڏکيو مسئلو آهي، آفيسن ۾ ضروري ڪم ڪار لاءِ ايندڙ شخص کان اگر معلوم ڪبو ته هو اهو ئي چونڊو ته ”ڏنو پٽ ڇٽو جو“ وهنوار آهي معنيٰ جنهن رشوت ڏني ان جو ڪم ٿئي ٿو، باقي سڀ وينا آفيسن جي چڪرن جا سور سهن، ٿورو غور ڪجي ته اهو آفيسن ۾ ائين ڇو ٿي رهيو آهي ته ان جو جواب خود بخود سامهون اچي ويندو ته ”تاخير/ دير هر ڪم ۾ تاخير جو مطلب آهي ته جنهن جو به ڪم هجي، ان کي مڪمل ڪرڻ جي بجاءِ مشڪل ڪري ڇڏڻ ته واسطيدار جڏهن ايندو ۽ رشوت ڏيندو ته ان جو ڪم ٿيندو نه ته سندس ڪاغذن تي ڪابه وڌيڪ ڪارروائي نه ڪئي ويندي.“

اهڙن سببن کي سامهون رکندي حڪومت محتسب سنڌ جو ادارو قائم ڪيو آهي، جنهن جو بنيادي ڪم آفيسن ۾ ٿيندڙ ڪمن ۾ تاخير / دير جو ازالو ڪرڻ آهي، جيڪو ئي بدانتظامي جي بنيادي جڙ آهي، محتسب سنڌ جي قانون (سنڌ ايڪٽ نمبر 1992) شق نمبر (2)(1) 2 ۾ واضع لکيل آهي ته سرڪاري آفيسن، ڪميشن، قانوني ادارن يا جيڪي ادارا صوبائي حڪومت قائم ڪيا هجن يا ان جي ضابطي اختيار تحت هوندا، انهن ۾ ڪو به فيصلو، طريقيڪار، سفارش، خطا



عام طور پر پوچھے جانے والے سوالات

چلڈرنز کمپلینٹس آفس

- س: کیا میں سندھی زبان میں شکایت درج کروا سکتا ہوں؟
ج: جیہاں آپ سندھی، اردو یا انگریزی میں شکایت درج کروا سکتے ہیں۔
- س: CCO میں شکایت درج کروانے کی کیا فیس ہے؟
ج: شکایت درج کروانے کی کوئی فیس نہیں ہے اور اس سلسلے کی تمام تر خدمات بلا معاوضہ انجام دی جاتی ہیں۔
- س: کیا مجھے بحیثیت شکایت کنندہ کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟
ج: جی نہیں اس کی کوئی ضرورت نہیں۔
- س: یہ دفتر حکومت کے انتظامی امور میں کس طرح کے فائدے کو یقینی بنائے گا؟
ج: قانون کی عملداری، بلا معاوضہ اور بلا تاخیر انتظامی انصاف کی فراہمی حکومت کے حقیقی مفادات کا تحفظ اور اختیارات کے جائز استعمال کو یقینی بنانے میں یہ دفتر بھرپور کوشش کرے گا۔
- س: اس دفتر 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 زیر التوا ہوں۔
(iii)۔ جو کسی دوسرے محاسب کے دائرہ کار میں آتی ہوں۔
- س: شکایت کی تفتیش اور اس کے ازالے کی کارروائی میں کتنی مدت درکار ہوتی ہے؟
ج: یہ دفتر کسی مسئلے کو 2 سے 3 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔ تاہم اس مدت میں کسی پیشی شکایت کی نوعیت پر منحصر ہے۔
- س: کیا صوبے کی انتظامی مشینری اور بااختیار ادارے محاسب کے فیصلے کے پابند ہوں گے؟
ج: بالکل۔ وہ محاسب کے فیصلے پر عملدرآمد کے پابند ہیں۔
- س: کیا میں محاسب کا تعاون حاصل کرنے کے بعد کسی قانونی عدالت سے رجوع کرنے کا حق دار نہیں ہوں گا؟
ج: پہلی بات تو یہ کہ اگر آپ کا کیس عدالت میں زیر التواء ہے تو اس دفتر میں آپ کی شکایت قبول نہیں کی جائے گی۔ تاہم پھر بھی آپ نے اس دفتر 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 محاسب سیکریٹریٹ کے صدر دفتر میں ہی شکایت درج کروا سکتا ہوں؟
ج: یہ ضروری نہیں۔ آپ ہمارے کسی بھی علاقائی دفتر (جن کی تفصیل کتاب میں موجود ہیں) میں شکایت درج کروا سکتے ہیں۔

- س: چلڈرنز کمپلینٹس آفس (CCO) کا صوبائی محاسب سندھ (POS) میں قیام کا کیا مقصد ہے؟
ج: CCO صوبائی محاسب کی جانب سے یو سیف 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: چلڈرنز کمپلینٹس آفس کو علیحدہ قائم کرنے کی ضرورت کیوں پیش آتی؟
ج: پاکستان بچوں کے حقوق کے بارے میں اقوام متحدہ کے کنونشن کا دھچکا کنندہ ہے، جس کے مطابق پاکستان قانونی طور پر اس بات کا پابند ہے کہ اس کے تحت جو ذمہ داریاں عائد ہوتی ہیں انہیں پورا کرے اور اس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اور اس کے ازالے کا نظام نہ ہونے کی صورت میں اس کی تشکیل اور بچوں کے حقوق کے تحفظ اور اس کو بہتر بنانا شامل ہے۔
- س: CCO میں کس قسم کی شکایات قابل قبول ہوتی ہیں؟
ج: اس میں سندھ کے تمام سرکاری دفاتر، اداروں بشمول پولیس، جیل، تعلیمی اداروں، یتیم خانوں، رہنماؤں، ہومز اور اسپتالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیادتیوں سے متعلق شکایات درج کروائی جاسکتی 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، وکالت اور بچوں سے متعلق دوسرے اداروں بشمول این جی اوز سے رابطے کے ذریعے ایک پلیٹ فارم مہیا کرے گا۔
- س: کیا میں CCO میں کوئی شکایت درج کروا سکتا ہوں؟
ج: کوئی بھی بچہ یا اس کے نمائندے کے طور پر کوئی بالغ فرد ذاتی طور پر یا تحریری طور پر درخواست جمع کروا سکتا ہے یا پھر کسی اور ذریعے سے مثلاً ای میل 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، تسلی بخش شنوائی اور نتیجہ خیز کارروائی شامل ہے جو ہر بچے (18 سال تک کی عمر تک) کے لئے بلا لحاظ فرقہ، مذہب، ذات یا کچھ کے مدد فراہم کی جائے گی۔
- س: کیا اس معاملے میں صوبائی محاسب سندھ ٹکلی طور پر بااختیار ہے؟
ج: جی ہاں! صوبہ سندھ کے ایکٹ مجریہ 1996ء کے تحت قائم شدہ دفتر محاسب کے مطابق اسے اس معاملے میں بنیادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔



عام طور پر پوچھے جانے والے سوالات

محاسب سندھ کے ادارے میں شکایات کیسے درج کرائی جائے

ج: قانون کی بالادستی، بلا معاوضہ تیز رفتار انتظامی انصاف کی فراہمی، جائز حکومت کے مفادات کا تحفظ اور صوابدیدی اختیارات پر منصفانہ عملدرآمد۔

س: کس قسم کی شکایت دفتر میں قبول نہیں کی جاتی؟

ج: (۱) ایسی شکایات جو پہلے منظور ہو کر کارروائی سے گزر چکی ہو۔

(۲) کسی عدالت میں زیر سماعت ہو یا جس پر فیصلہ ہو چکا ہو۔

(۳) کسی دوسرے محاسب کے دائرہ اختیار میں آتی ہو۔

(۴) شکایت زائد المعیاد ہو چکی ہو۔

س: زائد المعیاد سے کیا مراد ہے؟

ج: بدانتظامی 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 محاسب سندھ کی صوابدیدی پر ہے کہ خصوصی حالات کے پیش نظر کسی شکایت کو منظور کر لے۔

س: کارروائی اور تفتیش میں کتنی مدت لگ جاتی ہے؟

ج: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدت لگتی ہے لیکن تاخیر فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔

س: کیا محاسب کے فیصلوں پر صوبے کی انتظامی اور عالمانہ مشنری کو عمل کرنا لازمی ہوتا ہے؟

ج: جی ہاں محاسب سندھ کے فیصلوں پر عمل کرنا صوبائی حکموں کے لیے لازمی شرط ہے۔

س: اگر میں محاسب سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہو سکتا ہے؟

ج: اگر آپ فیصلے کو غیر منصفانہ سمجھتے ہیں تو تین دن کے اندر گورنر سندھ کو عرضداشت Representation بھیج سکتے ہیں جو مناسب سمجھنے پر نظر ثانی کے لیے ہدایت کر سکتے ہیں۔

س: کیا محاسب سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہو جائے گا؟

ج: جی ہاں شرط میں اگر آپ کا کیس عدالت میں زیر غور (Pending) ہے تو آپ کا کیس محاسب سندھ کے دفتر میں قابل قبول نہیں ہوگا۔ اگر آپ محاسب سندھ کے دفتر سے مطمئن نہیں ہیں تو اپنے کیس کو محاسب سندھ کے دفتر سے واپس لے کر عدالت میں جاسکتے ہیں۔

س: محاسب سندھ کے دفتر کے قیام کا مقصد کیا ہے؟

ج: متاثرین کی شکایتوں کے ازالے کے لیے قائم ہوا ہے۔

س: کیا محاسب سندھ حکومت (انتظامیہ) سے خود مختار ہے؟

ج: جی ہاں یہ نامیاتی قانون کے تحت خود مختار ہے اور اپنا فریضہ محاسب سندھ ایکٹ 1991ء کے تحت انجام دیتا ہے۔

س: کس قسم کی شکایت سے محاسب سندھ کا تعلق ہے؟

ج: ایسی شکایت جو حکومت سندھ کے تمام محکموں میں سے کسی بھی بدانتظامی کے زمرے میں آتی ہو۔ ماسوا ان کے جو وفاقی محاسب سندھ یا خصوصی محستین مثلاً ٹیکس محاسب، بینکنگ محاسب، انشورنس محاسب کے دائرہ اختیار میں ہوں۔

س: کیا میں محاسب سندھ کو شکایت پیش کر سکتا ہوں؟

ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دستخط سے پیش کر سکتا ہے۔ اسٹامپ لگانے کی ضرورت نہیں ہے۔ گمنام یا فرضی نام پر شکایتیں قابل قبول نہیں ہوتیں۔

س: کیا میری شکایت دفتر میں منظور کر لی جاتی ہے؟

ج: جی ہاں۔ اگر اس کے ساتھ آپ کے قومی شناختی کارڈ کی فوٹو کاپی اور حلف نامہ جو بلا معاوضہ دفتر مہیا کرتا ہے اس پر دستخط 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 بھیجی جاسکتی ہے۔

س: محاسب سندھ کے دفتر میں شکایت رجسٹر ہونے پر کیا خرچہ 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 محاسب سندھ سیکریٹریٹ کے ہیڈ آفس میں بھیجنا چاہیے؟

ج: ضروری نہیں ہے۔ آپ کسی بھی ریجنل آفس میں بھیج سکتے ہیں جن کے پتے اس کتاب کے آخر میں دیے گئے ہیں۔

س: میری شکایت پر محاسب سندھ سے کیا توقع رکھی جاسکتی ہے؟

ج: بلا معاوضہ انصاف تک رسائی، توجہ کے ساتھ سماعت، نتیجہ خیز مداخلت، محاسب سندھ کے فیصلے کا جلد از جلد اطلاق۔

س: حکومت کی انتظامی طاقت کے آگے محاسب سندھ کے دفتر سے کیا توقع رکھی جاسکتی ہے؟



ادارے کے طور پر قائم کیا گیا ہے اور اپنے قیام سے ہی ایک مؤثر ادارے کے طور پر اپنے فرائض سرانجام دیتا آ رہا ہے۔ یقینی طور پر کہا جاسکتا ہے کہ انتظامی انصاف فراہم کرنے کا صوبہ سندھ میں ایک موثر ذریعہ بن چکا ہے۔

ان دنوں حکومت پر عوام کا اعتماد دن بہ دن ختم یا کم ہوتا جا رہا ہے۔ کرپشن، اقربا پروری اور سیاسی مداخلت کے نتیجے میں ہماری حکومت اور حکومتی ادارے اپنی ساکھ کھو رہے ہیں، جس کے نتیجے میں افسران کی غلط کاریوں اور تکالیف میں برابر اضافہ ہو رہا ہے۔ ایسی صورت حال میں ان کے سدباب کے لیے یہ ادارہ ہی امید کی آس کے طور پر قائم ہے۔ محتسب کے ادارے کی جانب سے بروقت ٹھوس اقدامات کے ذریعے ہی ان تمام خرابیوں اور بیماریوں کو جڑ سے اکھاڑا کر ختم کیا جاسکتا ہے۔

جس طرح فوری انصاف، دادرسی اور عوامی نوعیت کے مسائل و معاملات کے حل میں محتسب کا ادارہ بہ حسن و خوبی اپنی ذمہ داریاں سرانجام دے رہا ہے اسی طرح دیگر روزمرہ کے معاملات جن میں آج کل کے ماحولیات کے مسائل کے حل میں بھی یہ ادارہ بہتر طور پر اپنا کردار ادا کر سکتا ہے جس طرح کارپوریٹ سماجی ذمہ داری (Corporate Social Responsibility) کے ذریعے سول سوسائٹی اپنا مثبت کردار ادا کر کے سماجی مسائل کو آج گر کر کے اُن کے حل کے لیے آواز بلند کرتی ہے اس طرح محتسب کا ادارہ بھی اس میں اپنا کردار ادا کرنے میں بھرپور کوشش کر رہا ہے بلکہ ڈال رہا ہے مختلف سماجی مسائل، ماحولیات، تعلیمی انحطاط، صحت کی بنیادی سہولیات کی عدم دستیابی، صاف پانی کی کمی، نالوں اور گٹروں کی صفائی، مون سون بارشوں کے بعد کے حالات و دیگر مسائل و معاملات میں محتسب کا ادارہ بھی معاملات کا از خود نوٹس لیتا ہے اور کافی معاملات پر مختلف اوقات میں مثبت کارروائیاں کرتا رہا ہے۔ یہ امید کرنی بے جا نہ ہوگی کہ عوام کا محتسب کے ادارے اور اس کی انتظامیہ پر بھرپور اعتماد روز بروز فروغ پائے گا اور آنے والے دنوں میں یہ ادارہ حکومت سندھ کے مختلف اداروں کی کوتاہیوں اور خامیوں کو دُور کرانے میں کامیابی حاصل کرے گا۔ انشاء اللہ





عوامی مسائل و معاملات کے حل کے لیے صوبائی محتسب کا اعلیٰ کردار

حزب اللہ میمن

ایک اچھے معاشرے میں فوری انصاف کی ترسیل اور متاثرین کی امداد کرنے کے لئے محتسب کا کردار کسی سے ڈھکا چھپا نہیں ہے۔ محتسب کا ادارہ متاثرین کو فوری انصاف اور مدد فراہم کرنے کا سستا اور مستند ادارہ ہے جو بغیر کسی وکیل کے مدد فراہم کرنے کا فوری اور آسان ذریعہ ہے اور ہر کسی کی دسترس میں بھی ہے۔ صوبائی محتسب کا ادارہ ایک عام مسائل کو حکومتی کارندوں کی پیدا کردہ بدانتظامی اور نا کارکردگی کی وجہ سے پیدا ہونے والی شکایات کے ازالے اور دادرسی کے لیے ان کے دروازے پر قائم کیا گیا ہے تاکہ سالکین اپنی مشکلات، مسائل و معاملات جو کسی بھی افسر کی ہٹ دھرمی، اقربا پروری یا ذاتی منفعت کی وجہ سے پیدا ہونے والی دشواریوں کو دُر نہیں کر رہے تو متاثرہ شخص اپنی تکالیف کو اگر صوبائی محتسب کے ادارے سے رجوع کرے تو مجاز افسر نوٹس لیتے ہوئے قانون کے عطا کردہ اختیارات کے تحت متعلقہ ادارے کے افسر یا اہلکار کے خلاف فوری کارروائی کا آغاز کرتا ہے جس کے نتیجے میں اس مصیبت زدہ شخص کو اس کا جائز حق مل جاتا ہے۔

کسی بھی عوامی نوعیت کے معاملے کو اُجاگر کرنے میں سول سوسائٹی کا کردار بھی کسی سے ڈھکا چھپا نہیں ہے۔ سول سوسائٹی اپنے کردار اور عمل سے عوام کی آواز ہوتا ہے۔ سول سوسائٹی کے ممبر کی حیثیت سے کوئی بھی فرد محتسب کے ادارے کو یا انفرادی اجتماعی طور پر رجوع کر کے عوامی نوعیت کے معاملات و مسائل پر اس ادارے کی توجہ مبذول کر سکتا ہے۔ کہنے کا مقصد یہ ہے کہ اگرچہ سول سوسائٹی بہت کم پیمانے پر یہ کام سرانجام دے رہی ہے دراصل حالیکہ اس سمت میں ہمت افزائی اور توجہ کی ہر سطح پر اشد ضرورت ہے۔ اس صورت حال میں اگر سول سوسائٹی اپنا مقررہ کردار ادا کرے تو حکومت وقت پر خاصی اثر انداز ہو سکتی ہے گویا اس سمت میں ہمیں اپنی اس اہم سوسائٹی کی عدم توجہی کا پتہ چلتا ہے۔ کبھی جائے یا نہ کبھی جائے سچی بات تو یہ ہے کہ ہماری سول سوسائٹی اپنا متوقع کردار ادا کرنے میں بڑی حد تک ناکام ہے ورنہ حکومت وقت پر اس اہم کردار کی بروقت ادائیگی سے خاصا مثبت اثر پڑ سکتا ہے۔ اس سلسلے اگر دیکھا جائے تو میں سول سوسائٹی کو آگے لانے کی بہت سخت ضرورت ہے اور اس مقصد کے لیے میڈیا، چاہے پرنٹ ہو یا الیکٹرونک، جدید دور کے تقاضوں کے مطابق سوشل میڈیا اور دیگر ذرائع ابلاغ یہ کام بخوبی سرانجام دے سکتے ہیں اور اس طرح عوام کے لئے اپنے حقوق سے آگاہی کا ایک موثر ذریعہ بن سکتے ہیں۔ محتسب کا ادارہ سندھ میں اولین



واضح رہے کہ اگر متعینہ حدود و دائرہ کار میں اخلاق و قانون کی شرائط پوری کی جا رہی ہوں تو کسی شکایت کے پیدا ہونے کا امکان ہی ختم ہو جاتا ہے اور اگر کوئی غلط فہمی پیدا ہو بھی جائے تو اس کو بہتر انداز سے حل کیا جاسکتا ہے۔ لیکن اگر اس میں ذاتی پسند و ناپسند شامل ہو جائے تو کرپشن و بدانتظامی بہر حال سامنے آ جاتی ہے جس کا مقابلہ کرنے کے لیے عوام اپنی شکایات کے ازالے کے لیے عدلیہ سے رجوع کرتے ہیں لیکن چھوٹی چھوٹی شکایات کے حل کے لیے عدلیہ سے رجوع کرنے میں وقت اور اخراجات دونوں کا زیاں ہوتا ہے جس سے گڈ گورننس (Good Governance) کا تصور مجروح ہوتا ہے اور معاشرے میں بے چینی اور انتشار کی صورت حال پیدا ہو جاتی ہے جس کے خاتمے کے لیے لوگوں کو محتسب کا ادارہ اگر مل جائے تو وہ اس مقصد پر پورا اترتا ہے اور بغیر کسی خرچ کے، تھوڑے ہی عرصے میں اُن کے مسائل حل ہو جاتے ہیں۔

محتسب کا ادارہ جو کہ ایک عوام دوست ادارہ ہے معاشرتی سطح پر لوگوں کی تکالیف کے ازالے کے لیے تفویض کردہ اختیارات میں رہتے ہوئے اپنی پوری ذمہ داریاں نبھا رہا ہے۔ ایک اچھے معاشرے کے قیام کے لیے ہر سطح پر بدعنوانی کا خاتمہ ضروری ہے خصوصاً تعلیم، صحت، قانون کی عملداری، بچوں سے جبری مشقت کا تدارک اور خواتین سے ان کے کام کرنے والی جگہوں پر غیر مساوی اور غیر اخلاقی سلوک کے خاتمے میں محتسب سندھ کا ادارہ اپنا بھرپور کردار ادا کر رہا ہے۔ اگر محتسب کے ادارے کا اصل مقصد مکمل طور پر لوگوں میں اور سوسائٹی میں متعارف ہو جائے تو عدلیہ کا بوجھ کافی حد تک کم ہو جائے گا اور ان مسائل کے متاثرین نا انصافی کے خلاف بہادری سے مقابلہ کر سکیں گے اور کسی مزاحمت، رکاوٹ اور خوف کے بغیر کوئی بھی متاثرہ شخص خود محتسب کے ادارے سے رجوع کر کے اپنی پریشانی سے نجات حاصل کر سکتا ہے۔

ہمیں جان لینا چاہیے کہ بہترین طرز حکومت وہی ہے جہاں افراد کے بجائے قانون کی حکمرانی ہو اور موجودہ عہد میں محتسب کا ادارہ عملی طور پر اس ذمہ داری کو نبھا رہا ہے۔





عوامی مسائل اور محتسب کا کردار

طلعت قیوم

صوبائی محتسب کے ادارے میں سندھ گورنمنٹ اور اس سے منسلک اداروں کے خلاف شکایات کا ازالہ کیا جاتا ہے۔ محتسب کا ادارہ لوگوں کو درپیش مسائل، شکایات، ریٹائرڈ سرکاری ملازمین اور ان کے لواحقین کو فوری امداد اور انصاف کی فراہمی میں مصروف کار ہے۔ پینشنرز کو پینشن کی ادائیگی اور اس کی راہ میں درپیش مسائل کو حل اور ان کی دادرسی اس ادارے کا مقصد ہے۔ اس کے ساتھ ساتھ بچوں کو درپیش مسائل، شکایتی مراکز کی کارکردگی کو بہتر بنانا اور شکایات کے ازالے کے طریقہ کار کو مستحسن شکل دینا بھی اس میں شامل ہے۔ یہی وجہ ہے کہ سندھ کے مختلف اضلاع میں ریجنل دفاتر کا قیام عمل میں لایا گیا جس کا اصل مقصد صوبہ کے دور دراز علاقوں میں رہنے والے افراد کو ان کی دہلیز پر انصاف فراہم کرنا ہے۔

محتسب کے ادارے کے قیام کا کیا مقصد ہے؟ یہ کیا کام سرانجام دیتا ہے اور اس میں سندھ کے حکومتی اداروں سے متعلق عوام کے مسائل کیسے حل ہوتے ہیں؟ یہ وہ سوالات ہیں جن کے جواب کے لیے صوبائی محتسب اعلیٰ سندھ جناب اسد اشرف ملک اور ان کا عملہ ہمہ تن مصروف عمل ہے۔ اس سلسلے میں متعلقہ اداروں اور افراد کی آگاہی سے متعلق مختلف اضلاع میں سیمینار وغیرہ کا انعقاد بھی کیا جاتا ہے تاکہ زیادہ سے زیادہ محتسب کے ادارے سے متعلق عام آدمی میں آگہی اور شعور پیدا کیا جاسکے تاکہ وہ اپنے مسائل کو سمجھ سکیں اور ان کے حل کے لیے محتسب کے ادارے سے رجوع کریں جب کہ یہ ادارہ بھی اس سلسلے میں مسلسل اور بہتر مساعی کے ساتھ کوشاں ہے۔ اسی سلسلے کی ایک کڑی ضلع میرپور خاص میں منعقدہ سیمینار بعنوان ”سندھ میں صحت عامہ کی دیکھ بھال میں درپیش مسائل اور محتسب اعلیٰ کا کردار“ ہے۔ محتسب اعلیٰ سندھ جناب اسد اشرف ملک کی کاوشوں کا یہ مثبت نتیجہ ہے کہ وہ لوگوں کے مسائل کو سننے اور ان کو حل کرنے کے لیے ان کے دروازے پر پہنچ گئے۔ اس موقع پر موصوف نے لوگوں کو بتایا:

”عوام کو درپیش مسائل اور ان کے حل کو ہم جذبہ حب الوطنی، محنت، ایمانداری اور احکام کی پاسداری کے ذریعے ہی دُور کر سکتے ہیں جس کے لیے ہمیں اپنے نظام کو درست کرنا ہے تاکہ لوگوں کا زیادہ سے زیادہ سرکاری اداروں پر اعتماد بحال ہو سکے۔“



مختب کے ادارے نے اپنے قیام کے بعد تھوڑے ہی عرصے میں یقیناً کامیابی حاصل کی ہے جس کو دیکھ کر اس ادارے کی کارکردگی پر اگر نظر ڈالی جائے اور تجزیاتی فکر و عمل کو بروئے کار لایا جائے تو یہ امر واضح صورت میں سامنے آتا ہے کہ مختب کا ادارہ دفاتر میں کرپشن کے خاتمے کے لیے ہمہ جہت کوشش کر رہا ہے اور انشاء اللہ ہم دیکھیں گے کہ ہمارے محکمہ جاری اداروں میں کرپشن کی لعنت سے جلد چھٹکارا نصیب ہوگا۔ آمین





مختسب کا ادارہ سرکاری دفتری نظام کو بہتر بنانے اور کرپشن ختم کرنے میں کلیدی کردار ادا کر رہا ہے

یعنی صدیقی

اچھے طرز حکومت کی بنیاد قانون کی بالادستی اور سرکاری دفتری نظام کی بہتری پر منحصر ہوتی ہے۔ جس کے ذریعے ایک قابل اعتماد طرز حکومت کی راہ ہموار کی جاسکتی ہے نیز معاشرے سے بددیانتی اور کرپشن کے خاتمے کے لیے ایک مربوط اور مضبوط نظام قائم کرنے کی اشد ضرورت ہے تاکہ غریب، بے سہارا اور ضرورت مند ملازمین اور اُن کے ورثاء کو انصاف فراہم کر کے انہیں معاشرے میں اُن کا جائز مقام دلایا جاسکے۔ مختسب اعلیٰ کا ادارہ نہ صرف حکومت سندھ کے محکموں میں عوام کو متعلقہ اداروں میں درپیش مسائل کا ازالہ کرتا ہے بلکہ اس کے ساتھ ساتھ غریب اور پریشان حال ملازمین اور اُن سے متعلق لوگوں کے مسائل کا بھی مدد ادا کرتا ہے۔ دیکھا تو یہ جارہا ہے کہ آج کل بہت سے حکومتی ادارے اپنی ذمہ داریاں مکمل طور پر اور بروقت ادا کرنے سے قاصر ہیں جس کی وجہ سے معاشرے میں ہر طرف بے چینی مایوسی اور غیر یقینی صورت حال کا سامنا ہے جسے صرف اور صرف حب الوطنی، ایمانداری اور احساسِ ذمہ داری کے عملی اظہار سے ہی ختم کیا جاسکتا ہے جس کے لیے معاشرے میں موجود ہر طبقہ فکر کے لوگوں کو اپنا اپنا کردار ادا کرنے کی ضرورت ہے۔ اس صورت حال میں تجربہ شائد ہے کہ ہماری قوم کو بڑے صبر آزما مقابلے کا سامنا ہے اگر ایسی صورت حال میں صوبائی مختسب اعلیٰ سندھ کا محکمہ لوگوں کے لیے ایک امید کا مرکز ہے۔ یہی وہ ادارہ ہے جہاں سرکاری اداروں کا احتساب کیا جاتا ہے اور جہاں یہ موقع فراہم ہوتا ہے کہ محکمہ جاتی افراد کی بالادستی کو صحیح معنوں میں حکومتی اداروں سے متعلق افراد کی بہتری کے لیے استعمال کیا جائے تاکہ یہ محکمہ سرکاری سطح پر ہر ممکن اور بہتر سہولتوں کی فراہمی میں اپنا حقیقی کردار ادا کریں۔ یہاں یہ کہنا بے جا نہ ہوگا کہ مختسب اعلیٰ سندھ کے ضلعی اور صوبائی اشتراکِ عمل کے ذریعے بہتر طرز حکومت کی راہ ہموار ہوتی جا رہی ہے۔

ہمیں یہ محسوس کرنا چاہیے کہ سرکاری محکموں کے قیام کا مقصد عوام کو بہتر سے بہتر انتظامی سہولتوں کی فراہمی ہے اور اگر عوام کو انتظامی امور میں ان محکموں سے شکایات درپیش ہیں تو ان کے فوری حل کے لیے کارروائی بھی اشد ضروری ہے اور اللہ کا شکر ہے کہ یہ کام مختسب کا ادارہ بخوبی اور توقعات کے مطابق سرانجام دے رہا ہے۔ یہ ادارہ جو صوبائی محکموں 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۔

CONTACT US:

HEADQUARTER

Secretariat Provincial Ombudsman, Sindh
Shahrah-e-Kamal Ataturk,
Opp. Sindh Secretariat, Karachi.
Contact : 021-99211025, 99211031
Fax : 021-99211262, 99211207
Website : www.mohtasibsindh.gov.pk
E-mail : mohtasibhd@yahoo.com

01. **Regional Office,**
Provincial Ombudsman Sindh, **Karachi East**
S-3, 2nd Floor, E.O.B.I. House,
(Ex-Awami Markaz),
Near Baloch Colony Flyover,
Shahrah-e-Faisal, Karachi.
Contact : 021-99245217
Fax : 021-99245216

02. **Regional Office,**
Provincial Ombudsman Sindh, **Karachi South**
1st Floor, State Life Building No. 3,
Dr. Ziauddin Ahmed Road,
Opp. C.M. House, Karachi.
Contact : 021-99203244
Fax : 021-99217790

03. **Regional Office,**
Provincial Ombudsman Sindh, **Karachi Central**
Office of the District Officer (Male)
Elementary Education,
Near Govt. APWA Women College,
Karimabad, Karachi.
Contact : 021-99246400
Fax : 021-99246413

04. **Regional Office,**
Provincial Ombudsman Sindh, **Thatta**
Bungalow No. B-162, Unit No. 2,
Makli Cooperative Society,
Ghulamullah Road, Thatta.
Contact : 0298-920187
Fax : 0298-920197

05. **Regional Office,**
Provincial Ombudsman Sindh, **Hyderabad**
Bungalow No. 3,
Sindh University Old Campus Compound
Near District Session Court, Hyderabad.
Contact : 022-9240237, 9200467
Fax : 022-9201312

06. **Regional Office,**
Provincial Ombudsman Sindh, **Badin**
Karachi Road, Near District Session Court,
Badin.
Contact : 0297-920101
Fax : 0297-920102

07. **Regional Office,**
Provincial Ombudsman Sindh, **S. Benazir Abad**
Kazi Ahmed Road,
Near Bhahria Foundation School,
Shaheed Benazir Abad (Nawabshah)
Contact : 0244-9370474
Fax : 0244-9370474

08. **Regional Office,**
Provincial Ombudsman Sindh, **Naushahro Feroze**
Old EDO Health Office, Near DC Office,
Naushahro Feroze.
Contact : 0242-920010
Fax : 0242-920011

09. **Regional Office,**
Provincial Ombudsman Sindh, **Dadu**
Irrigation Rest House Compound,
Opp. DC House, Dadu.
Contact : 025-9200348
Fax : 025-9200348

10. **Regional Office,**
Provincial Ombudsman Sindh, **Khairpur Mir's**
Near Bilawal Bhutto Zardari Park,
Old National Highway, Khairpur Mir's.
Contact : 0243-9280357

11. **Regional Office,**
Provincial Ombudsman Sindh, **Sukkur**
Bungalow No. A-38-39,
Friends Cooperative Housing Society,
Yousif Masjid, Shikarpur Road, Sukkur.
Contact : 071-5807100, 9310013,
Fax : 071-9310013

12. **Regional Office,**
Provincial Ombudsman Sindh, **Larkana**
Old Session Court Compound,
Larkana.
Contact : 074-9410222
Fax : 074-9410222

13. **Regional Office,**
Provincial Ombudsman Sindh, **Jacobabad**
Old A.T.C. Court,
Opp: Govt. Technical College,
Shikarpur Road, Jacobabad.
Contact : 0722-921222
Fax : 0722-921222

14. **Regional Office,**
Provincial Ombudsman Sindh, **Mithi**
Near Treasury Office,
Tharparkar @ Mithi.
Contact : 0232-920164
Fax : 0232-920165

15. **Regional Office,**
Provincial Ombudsman Sindh, **Mirpurkhas**
Opp: Govt. Comprehensive High School
Mirpurkhas.
Contact : 0233-9290266
Fax : 0233-9290424

16. **Regional Office,**
Provincial Ombudsman Sindh, **Ghotki**
Station Road, Barrage Colony,
Opp. Islamia Public School, Ghotki.
Contact : 0723-681933
Fax : 0723-681934

PROVINCIAL OMBUDSMAN
Secretariat, Provincial Ombudsman Sindh,
Shahrah-e-Kamal Ataturk,
Karachi, Sindh, Pakistan