



A Quarterly Publication

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PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL-V (APRIL - JUNE 2022)

IN THIS ISSUE

1.

- ◆ Provincial Ombudsman Sindh attended (IOI) Board of Directors meeting held at New York (USA).
- ◆ POS presented Sindhi Topi (cap) / Ajrak and shields to the President & Secretary General IOI.

2.

- ◆ Glimpses of the IOI Events at New York, USA.
- ◆ Hon'ble Ombudsman, Sindh administered Oath form newly appointed Consultant / RD Larkana.

3.

- ◆ Consultation meeting "Online Child Sexual Abuse" held in collaboration with Wafaqi Mohtasib Secretariat.
- ◆ Constitution of working group for awareness raising on "Online Child Abuse".

4.

- ◆ Dissemination of messages about prevention and control of cyber crimes against children

5.

- ◆ Capacity building of Regional Directors / staff.
- ◆ Ceremony for signing of agreement with P&D Board
- ◆ Seminar for implementation of recommendation of study on "Issues of Girls Education in Sindh"

6.

- ◆ Highlights of redressal of important public Grievances

7.

- ◆ Highlights of redressal of important public grievances
- ◆ Glimpses of Khuli Katcheries / Inspections & Site Visits

8.

- ◆ Press Clippings



Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh attended the International Ombudsman Institute (IOI) Board of Directors meeting held in New York (USA) with effect from 10th May to 12th May, 2022.

During his visit, he participated in the meetings of the IOI Executive Committee, IOI's UN Working Group and three working Sessions of the Board. Besides, he also attended meetings with UN representatives and signing ceremony for the Memorandum of Understanding between the IOI and the United Nations Institute for Training and Research (UNITAR).



Hon'ble Ombudsman, Sindh presented Sindhi Topi (cap), Ajrak and Shield to Mr. Chris Field, President IOI/Western Australian Ombudsman and Mr. Werner Amon, Secretary General IOI/Austrian Ombudsman, during the Board of Directors meeting at New York, USA.



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GLIMPSES OF THE IOI EVENTS AT NEW YORK USA



Hon'ble Ombudsman, Sindh administered oath from Mr. Ali Akbar Jagirani newly appointed consultant / RD Larkana.



Hon'ble Ombudsman, Sindh presented Memento as well as Ajrak / Sindhi Topi during farewell of Syed Farrukh Habib on his retirement as Director General on 24 June 2022.



CONSULTATION MEETING REGARDING “ONLINE CHILD SEXUAL ABUSE” HELD IN COLLABORATION WITH Wafaqi MOHTASIB SECRETARIAT.



Mr. Ajaz Ali Khan, Hon’ble Provincial Ombudsman Sindh, chaired the consultation meeting regarding “Online child sexual abuse” held in collaboration with Wafaqi Mohtasib Secretariat on 12.4.2022, with an aim to increase awareness at provincial level. The meeting was attended by Sayeda Viqar-un-Nissa Hashmi, Advisor / Grievance Commissioner for Children & Transgender / Convener of Task Force on prevention and control of cyber-crime against children, Syed Anwar Haider, Senior Advisor / Focal Person of Wafaqi Mohtasib Regional Office Karachi and all the other stakeholders including representatives of Sindh Child Protection Authority, Home Department, Sindh Police, Information, Law, School Education & Literacy Department and Auqaf Department.

2. Sayeda Viqar-un-Nissa briefed the participants about the work done by the Task Force and highlighted that online child sexual exploitation is increasing day by day in Pakistan and it stands 3rd after India and Philippines in sharing transmission and manufacturing of child exploitation content, therefore, Honourable Wafaqi Mohtasib took cognizance of the issue and constituted a Task Force to address the systematic issues by strategizing ways and means by crackdown on the ring working on cyber pornography in Pakistan and to prevent dissemination of the videos of children sexual abuse / torture. It has also been informed that the Task Force of Wafaqi Mohtasib constituted two Sub Committees i.e. one for ‘Legal Reforms’ and other for ‘Awareness – Raising’ and that Legal Reform Committee drafted a bill “Criminal Laws (Amendment) Act, 2021” which has already been tabled in the National Assembly whereas awareness Sub-Committee developed a National Plan of Action which includes public awareness, legal reforms, strengthening Law Enforcement through training, educational reforms and active role of media.

3. The Senior Advisor / Focal Person, Wafaqi Mohtasib Regional Office, Karachi stated that collective efforts to be made to eradicate menace of exploitation of Child Sexual Abuse and adopt the controlling mechanism as done by other countries. Furthermore, PTA, FIA and PEMRA have to play active role and do the filtration in effective manner.

4. After due deliberation, Hon’ble Provincial Ombudsman, Sindh has decided to constitute a working group to raise awareness at Provincial Ombudsman Secretariat, by including representation (not below the rank of BPS-19) from all the concerned departments.

5. Hon’ble Provincial Ombudsman Sindh also emphasized that a collaborative effort between legislatures, enforcement agencies and all other stake holder/government departments are required to prevent and control cyber-crime against children.



CONSTITUTION OF WORKING GROUP FOR AWARENESS RAISING ON “ONLINE CHILD ABUSE”.

Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh in exercise of powers vested in him under Section 18 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date) has been pleased to constitute a “Working Group” for Awareness Raising regarding “Online Child Abuse”, consisting upon the following with below mentioned Terms of Reference, in consonance with the decision taken in the Provincial Consultation Meeting held on 12.04.2022 on “Awareness Raising” under the auspices of Task Force on Prevention & Control of Cybercrime against children:

Departments	Nominated Officers
1. Ombudsman Sindh	Chairman
2. Advisor/Child Rights Commissioner	Vice Chairman
3. Syeda Viqar-un-Nissa Hashmi Advisor/Grievance Commissioner for Children and Transgender, Wafaqi Mohtasib Secretariat, Islamabad.	Member
4. Director (Operations), FIA	Member
5. Additional Secretary, Social Welfare Department.	Member
6. Dr. Fouzia Khan, Addl: Secretary, (A&T), Education & Literacy Department.	Member
7. Mr. Abdul Ghani Mahar, Addl: Secretary, Auqaf Dept.	Member
8. Deputy Secretary (Police), Home Department.	Member

9. Ms. Shehla Qureshi, SSP, Human Rights Enquiry Cell, CPO Karachi.	Member
10. Mr. Muhammad Hassan Sahto, Sr. Superintendent of Prisons, Central Prison Karachi.	Member
11. Athar Ali Shah, Joint Director Labour Department.	Member
12. Mr. Abdul Samad Samo, Deputy Secretary (Admn), Law Department.	Member
13. Mr. Zulfiqar Ali Shah, Director, Information Department.	Member
14. Dr. Fouzia Masoom, Director Operations, Sindh Child Protection Authority.	Member
15. Mr. Nisar Nizamani, CEO Devcon (NGO).	Member
16. Ms. Rehana Ghulam Ali, Consultant-H, Sectt: POS.	Member/ Secretary

TERMS OF REFERENCE (TOR)

1. To have open discussion and engagement with online child protection issues by Child Commissioner Sindh by engaging all departments, media, academic practitioners and civil society organizations through Children Complaints Office of Secretariat Provincial Ombudsman Sindh/Regional Directors of Ombudsman Sindh.
2. To recommend strong legal framework that comply with international legal standards, policies and programs for a protective environment of children against cybercrime and its enforcement.
3. To include the subject cybercrime against children and the safe use of internet in the school syllabus and curriculum by Education Departments to prevent children from online child abuse.
4. To develop an interpersonal parenting package about online child abuse by School Education Department.
5. To develop and rollout participatory entertainment education meeting about online child abuse by Education Department through NGOs such as local story telling, indigenous art and music, theater and puppetry to educate the children about online abuse and highlight its negative impact on the lives of children.

6. To develop effective material against online child abuse and place it on notice boards of schools, markets, places of worship and distribute to households by Information Department.
7. To make the Helpline (1121) on Child Abuse by Sindh Child Protection Authority (SCPA) more effective by linking it with other stakeholders such as Police, FIA and others.
8. To develop effective material for print and electronic media and display by Information Department.
9. To prepare community based media service about online child abuse through newsletter and pamphlets, newspapers, rallies and public meetings by Social Welfare Department through NGOs and Sindh Child Protection Authority.
10. To establish a well-coordinated online child protection case management and referral system to protect children from cybercrime by Sindh Child Protection Authority and Children Complaint office of Secretariat Provincial Ombudsman Sindh.
11. To develop a capacity building of staff of all stakeholders such as law enforcement officials, judiciary, community based organizations, etc. by educating them on cybercrime of children and its prevention through best practices.
12. To develop and strengthen the capacity of Faith Actors like Madarsa, head of Mosques and Dargahs, by Auqaf Department in order to harness the impact of religion to prevent online child abuse and provide safe environment for children.
13. To identify the technological approaches adopted by Law Enforcement Agencies to identify online child crimes.
14. To develop monitoring and reporting system by all the stakeholders to prevent online child abuse.



DISSEMINATION OF MESSAGES ABOUT PREVENTION AND CONTROL OF CYBER CRIMES AGAINST CHILDREN

All the stakeholders in the Province of Sindh i.e. Child Protection Authority, School Education & Literacy Department, Home, Social Welfare, Auqaf, Religious Affairs and Zakat & Ushr Department as well as Police, Prisons and FIA Departments were advised to disseminate and display the following messages (received from Wafaqi Mohtasib Task Force on Prevention & Control of Cybercrimes Against

Children) in national and local languages at all the public places. Besides, CDs of animated clips for display in the schools and seminars have also been provided. It has also been advised to share the pictures / posters displayed at public places with the Secretariat Provincial Ombudsman Sindh.

1. Harassment or intimidation of child through electronic means is an offence punishable with imprisonment up-to five (5) years, or fine to the extent of Rupees ten (10) million or both;

2. Every child has the right to socialize and acquire knowledge through electronic means BUT SUPERVISE your child's online contacts and appropriate information search;

3. Beware – the acquisition, production and dissemination of child sexual abuse content are heinous offences punishable with imprisonment to the extent of seven (7) years or fine up-to five million rupees or both;

4. Compliant of cybercrimes against children must be lodged with FIA via:

- Hand submission or by post submission to relevant circle. Address of each circle is available on website www.nr3c.gov.pk
- Online Form available on website through complaint. fia.gov.pk
- Sending email at address <helpdesk@nr3c.gov.pk>



CAPACITY BUILDING OF REGIONAL DIRECTORS / STAFF



In compliance of directives of Honourable Ombudsman Sindh, a meeting / training Program for newly appointed Regional Directors of Regional Offices, Sukkur, Ghotki & Nasuhahro Feroze was held at Headquarter Karachi on 05th April, 2022.

The participants were briefed about:-

- i. Handling of fresh complaints /disposal.
- ii. Material for Newsletter,
- iii. Actions to be taken by the Regional Directors to get implemented the recommendations of the Study on “Issues of Girls’ Education” in Sindh.
- iv. Drafting of Decisions and examining the documents received from the complainants and Agencies.

It has been stressed about use of telephone and cell phone as well as social media applications to improve the communication with the Agencies which would definitely reduce the time limit in disposal of complaints. Besides, it has been informed that Hon'ble Ombudsman has already directed/empowered the Regional Directors to admit the children's related complaints at their level and ensure disposal of the same within a fortnight.



CEREMONY FOR SIGNING OF AGREEMENT WITH PLANNING & DEVELOPMENT BOARD FOR STUDY “ASSESSMENT OF MALNUTRITION (STUNTING) IN DISTRICT THARPARKAR”.

The International Ombudsman Institution (IOI) granted Regional Subsidy for the year (2021-22) to the Provincial Ombudsman Sindh, for study regarding “Assessment of Malnutrition (Stunting) in District Tharparkar”. A meeting was held by Hon'ble Provincial Ombudsman with Chairman P&D Board on 22.03.2022 when the objectives / scope and methodology for conducting the study was discussed in detail and agreed upon. Thereafter, signing of the Agreement was held on 11th April, 2022. Mr. Muhammad Zakir, Advisor, POS and Mr. Asghar Memon, Chief Economist, P&D Board Sindh signed the agreement. The project will be completed within four (4) months from the date of start.



SEMINAR ARRANGED BY REGIONAL DIRECTOR HYDERABAD FOR IMPLEMENTATION OF RECOMMENDATIONS OF STUDY ON “ISSUES OF GIRLS’ EDUCATION IN SINDH”.

1. In light of the recommendations of study on “Issues of Girl's Education in Sindh” conducted in collaboration with IOI Regional Subsidy 2018/19, Regional Directors of Secretariat Provincial Ombudsman Sindh were advised

to take action in accordance with the recommendations pertaining to “Community Awareness”.

2. As a follow up, the Regional Director, Hyderabad arranged a Seminar on 02.06.2022 for implementation of recommendations of study on “Issues of Girls’ Education in Sindh” attended by the District Education Officer, (Elem: Sec., Higher Secondary & Primary) Hyderabad, Director Schools, Hyderabad Region, Taluka Education Officer (ESHS) Male, City Hyderabad, representatives of Sindh Education Foundation (SEF), Human Rights Youth Organization, District Peace Committee, Hyderabad and Mehran Journalist Association, etc.

3. The participants discussed the Girls’ education and the benefits it brings to the family and society as a whole; importance of education particularly girls from a religious perspective; and awareness about existing legislation and the rights accruing thereof to women.



HIGHLIGHTS OF REDRESSAL OF IMPORTANT PUBLIC GRIEVANCES

● The complaint filed by Syed Adnan Ali regarding alleged inaction on complaints for execution of Sub-Lease despite receiving all payments by the builder was admitted and after prompt intervention the Agency handed over sub-lease documents to the complainant in the office of Regional Director, Karachi East. The complainant extended gratitude to the Ombudsman Office.



● The Honorable Ombudsman Sindh in exercise of powers vested in him under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991,

(amended up to date), took Suo-Moto cognizance of the information regarding “open rain and sewerage drainage passing through the Shell Petrol Pump adjacent to Lakhani Heights to Faraz Apartments being totally broken down, gobbling up a sizable portion of road side approaching Airport from Johar Chowrangi, Block No. 13, Gulistan-e-Jauhar, which plummeted road side coupled with broken drainage has become a permanent point where the local inhabitants and passerby become victim of falling down in fissure on daily basis, whereby, not only the vehicles get damaged but also the people get injured, etc. KW&SB and KMC authorities failed to get the same repaired despite collecting utilities bills for providing services regularly”.

In compliance of directives of Hon’ble Ombudsman, Regional Director Karachi East taken up the matter with all the concerned Agencies and also visited SITE in the presence of representatives of concerned Agencies. The representative of KDA reported that PC-I for reconstruction of drain nala has already been prepared and processed and that work would be executed immediately on receipt of approval of Government of Sindh, for which matter is being pursued.



● Prof. (Rtd) Liaquat Ali Khawaja & two Other professors filed joint complaint regarding delay in payment of their service dues etc. After intervention the District Accounts Officer Jacobabad paid the dues amounting to Rs. 25,000,000/- (Rupees Twenty Five Million) towards LPR, GP Fund, Commutation and arrears of residual pension to the complainants.



- Mst. Waziran Somooro Wd/o. Manzoor Ahmed Somroo, EX-PST GPBS, Lakhidar Shikarpur, filed a complaint regarding delay in grant of financial assistance in respect of her deceased husband. After intervention of Ombudsman office, the Agency presented cheque of financial assistance amounting to Rs.1,200,000/- in the office of Regional Director, Jacobabad, which was handed over to representative of the widow complainant.



- Mr. Zahoor Ahmed complained about delay in construction of water course by Water management, Agriculture Department, Mirpurkhas despite its sanction during the year 2017-18. The Agency admitted the fact and reported that the construction work of lining up water course at Village Dangan Bhurghari was delayed due to change of policy and late release of funds. However, the works were started / completed at site after intervention and persuasion of office of Provincial Ombudsman, Sindh, which was appreciated and acknowledged by the complainant. Regional Director Mirpurkhas also visited to site.



- Dr. Riaz Ahmed Siddiqui, Regional Director, Provincial Ombudsman's Regional office Thatta, visited the Civil Hospital Thatta at Makli. During the visit, the Medical Superintendent was directed to improve the sanitary conditions and to ensure provision of adequate facilities to patients.



- Mr. Farhad Baig S. Dahar, Regional Director Larkana handed over "B.Sc. Degree" to the complainant, who complained about non - issuance of the same, by the concerned University.



- Mr. Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad visited the site on receipt of complaint from Mr. Gulzar Ali and others regarding non-clearance of water tanks of various localities of Sanghar Town. During first visit it was witnessed that the water tanks were full of grass and shortage of water. Therefore the concerned Engineer, Public Health Engineering Department was directed for immediate de-slitting and cleanness of water tanks which was found satisfactorily done during the follow up visit. Besides R.O. plants installed in Sanghar Town were also inspected and non-functional plants were got restored in the interest of general public.



GLIMPSES OF KHULI KATCHERIES/ INSPECTIONS & SITE VISITS BY THE REGIONAL DIRECTORS ON DIRECTIVES OF HONOURABLE OMBUDSMAN, SINDH





PRESS CLIPPING

تاجپہنڈی کی اشدیت ایس جی شہت منظم طریق شہتیت تشریح کار روپورٹی تاجپہنڈی ڈول شہتی جا پگھر وہی بیہ
پانچویں روزہریں پگھانہ پستین پیس پیس پات تاجپہنڈی ملین ایف 30 کار مئی ڈو پستین ملین ایف ریجنل پگھرت
ایس جی شہت منظم طریق شہتیت تشریح کار روپورٹی تاجپہنڈی ڈول شہتی جا پگھر وہی بیہ
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تاجپہنڈی کی اشدیت ایس جی شہت منظم طریق شہتیت تشریح کار روپورٹی تاجپہنڈی ڈول شہتی جا پگھر وہی بیہ

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روزنامہ 92 نیوز
تاجپہنڈی کی اشدیت ایس جی شہت منظم طریق شہتیت تشریح کار روپورٹی تاجپہنڈی ڈول شہتی جا پگھر وہی بیہ

روزنامہ امن کراچی
تاجپہنڈی کی اشدیت ایس جی شہت منظم طریق شہتیت تشریح کار روپورٹی تاجپہنڈی ڈول شہتی جا پگھر وہی بیہ

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