



A Quarterly Publication

COMMITTED TO PROVIDE INEXPENSIVE AND  
PROMPT JUSTICE TO THE PEOPLE OF SINDH

# PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

**VOL-IX ( April - June 2023)**

## **MR. MARINO FARDELLI, HONOURABLE OMBUDSMAN OF LAZIO, ITALY VISITED PROVINCIAL OMBUDSMAN SINDH OFFICE**

On the special invitation from Provincial Ombudsman Sindh, Mr. Marino Fardelli, Honourable Ombudsman of Lazio Region and President of the National Coordination of Italian Ombudsmen visited Karachi, Pakistan from 10 - 12 June 2023. He visited the office of Provincial Ombudsman Sindh on June 12th, 2023 where he planted a sapling as part of the ongoing "Tree Plantation" drive. Later a formal meeting was held with Provincial Ombudsman Sindh where matters of mutual interest were discussed. A detailed presentation on "Complaint Handling Process" was also given to the Honourable guest. On this occasion Mr. Danilo Giurdanella, Consul General of Italian Consulate was also present.

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

The distinguished guests also visited the Pakistan Institute of International Affairs (PIIA), where the visiting dignitary Mr. Marino Fardelli spoke about advancing of global justice and human rights and had a brief question answer session with the audience. The Honourable Ombudsman Sindh Mr. Ajaz Ali Khan also spoke about achievements of Sindh Ombudsman office on the occasion.



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## THE PROVINCIAL OMBUDSMAN SINDH PRESENTED ANNUAL REPORT 2022

The visiting guest called on to the Chief Minister, Sindh and Governor, Sindh where the Honourable Ombudsman Sindh Mr. Ajaz Ali Khan also presented Annual Report 2022 of Provincial Ombudsman Sindh institution



Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh, administered Oath from newly appointed Consultants / Regional Directors and Senior Fellow



**MEETINGS WITH CONCERNED STAKEHOLDERS TO DISCUSS THE IMPLEMENTATION STRATEGY FOR THE RECOMMENDATIONS OF THE STUDY “ASSESSMENT OF MALNUTRITION (STUNTING) IN DISTRICT THARPARKAR” WERE PRESIDED OVER BY THE HONOURABLE OMBUDSMAN SINDH**



Program Coordinator,  
Accelerated Action Plan (AAP), P&D Department



DG, Peoples Poverty Reduction Program (PPRP),  
P&D Department.



General Manager, Thar Foundation



CEO, Thardeep Rural Development  
Program (TRDP)



Program Coordinator, AAP Health and Social Protection  
Department with all the concerned Multi-Sectoral  
Program Coordinators



Director (A&F), Directorate of Urban Regional Policy &  
Strategic Planning (URP&SP), P&D Department.



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

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



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

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

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

## **HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES**

### **COMPLAINANT GOT FINANCIAL ASSISTANCE OF RS.600,000/-**

Mr. Muhammad Uris Rustamani son of a Naib Qasid of Government Boys Higher Secondary School Daur who died in June, 2019 approached the Provincial Ombudsman Sindh in June, 2022 and received financial assistance of Rs.600,000/- on intervention of Provincial Ombudsman Sindh.

### **MOTHER RECEIVED FAMILY PENSION OF HER DECEASED SON**

Mst. Kaz Banu wd/o Naseer Muhammad Rind filed complaint stating that her son Ali Asghar was constable in Sindh Reserve Police (SRP), Hyderabad and died during service on 04.02.2009 and thereafter his widow was receiving family pension but in the year 2015 she contracted second marriage, therefore, she being mother approached the SRP to transfer family pension to her but received no response, hence approached this Institution for intervention.

After pursuation, the Superintendent of Police, SRP Hyderabad, reported that pension of deceased Constable Ali Asghar has been transferred in the name of complainant who expressed her thankfulness.

### **RS. 90,000/- PAID TO WIDOW TOWARDS AID OUT OF BENEVOLENT FUND**

Mst. Dur Bibi filed a complaint alleging that authorities concerned failed to release arrears of aid out of Benevolent Fund since March, 2019 despite her constant persuasion. Aggrieved by that, she approached the Ombudsman for intervention.

The Accounts Officer, Benevolent Fund Office, Karachi reported that the claim of Rs. 90,000/- of complainant had been approved and paid to her, which was also confirmed by the lady.

### **RUPEES 3.2 MILLION PAID TO RETIRED HIGH SCHOOL TEACHER**

Mr. Niaz Hussain filed complaint stating that he retired from service on 31.05.2021 and approached the District Accounts Office, Naushahro Feroze for payment of service dues but to no avail and requested to intervene.

After intervention of Ombudsman Sindh, he received all the service dues including commutation Rs.2,192,223/-, Leave encashment Rs. 723,240/- and arrears of pension Rs. 364,012/- (total Rs. 3,279,475/-).



### **WATER SUPPLY RESTORED IN MUSLIM LEAGUE QUARTERS, NAZIMABAD**

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

The Executive Engineer (Water), Liaquatabad Town reported that the water supply of potable water in the area in question has been resolved and assured laying of six inches diameter water line to improve supply of water in the area.

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



### **Rs.6.168 MILLION PAID BY DR. RUTH K.M. PFAU / CIVIL HOSPITAL**

Syed Raees Haider, General Manager Operations, M/s Omer Razzak Enterprises Ltd. filed a complaint stating that his company had provided service of security guards to Dr. Ruth K.M Pfau (Civil Hospital) from September, 2020 to July, 2021 satisfactorily but payment for the period from March, 2021 to June, 2021 amounting to 6.168 Million was not made. Having failed to receive response from the authorities concerned, requested the Ombudsman Sindh to intervene.

The Agency after getting permission from Finance Department to clear the said liabilities during current financial year 2022-23 presented two cheques which were delivered to the complainant who confirmed redressal of his grievance and thanked to this institution.



### **ALLEGED DEMAND OF BRIBE FOR RELEASING SALARIES TO THE NEWLY APPOINTED JST(S)**

Mr. Waliullah Laghari in his complaint on 16.02.2023 against Sindh Education & Literacy Department alleged about demand of bribe for finalization of process of salaries of newly appointed JSTs, hence solicited intervention.

The Taluka Education Officer (TEO) Male, Elementary and Secondary and Higher Secondary, District Ghotki, reported that the matter has been resolved as F.O.Forms of all JSTs along with complainant's file were sent to the District Accounts Office, Ghotki @ Mirpur Mathelo for release of their salaries. The complainant confirmed the position and thanked for prompt redressal of the grievance.



### **ARREARS OF FAMILY PENSION PAID TO WIDOW**

Mst. Nasreen Widow of Ghulam Hyder Kaheri complained that her husband was a Teacher in School Education Department, Badin and expired in the year 2021 but despite lapse of more than one year payment of service dues amounting to Rs. 190,314/- has not released by the District Accounts Officer, Badin.

District Accounts Officer, Badin has reported that due to financial constraints the payment of arrears could not be paid. However, after pursuance the District Account Officer Badin paid the amount of Rs. 190,314/- to the complainant who expressed her thankfulness for releasing of payment.



### **COMMUTED PORTION OF PENSION RESTORED**

Mr. Munawar Hussain widower of Najma Ahmed, retired School Teacher, r/o. Chakwal, approached the Provincial Ombudsman Sindh by alleging delay in restoration of commuted portion of pension of his late wife by office of A.G. Sindh.

As a consequence of Ombudsman's timely intervention the scrutiny process was expedited by the office of AG Sindh and after completion of the required formalities, the restoration of the commuted portion of pension was done and its arrears amounting to Rs. 626,808/- were paid to him.

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



### **COMPLAINANT APPOINTED AS LADY CONSTABLE**

Mrs. Kainat in her complaint alleged that she had qualified the written / physical tests and also cleared the interview and medical tests for her recruitment as Lady Police Constable but in final merit her name was inadvertently mentioned against District Hyderabad instead of Tando Allahyar which was not being rectified despite her repeated approaches resultantly her appointment order has not been issued. She, therefore, solicited intervention.

DIG Police Hyderabad Range reported the after completion of formalities, offer letter for the post of Lady constable (BPS-05) in Sindh Police, District Tando Allahyar, has been issued in favour of the complainant, who in her written statement confirmed that she has joined the duty and extended thanks to Ombudsman Sindh for his prompt and immediate action to resolve the grievance.



## ESTABLISHMENT OF HELP DESKS FOR DIFFERENTLY ABLED PERSONS

The Hon'ble Ombudsman has pleased to establish Help Desks for the Persons with Disabilities at Head quarter as well as 19 Regional Offices to ensure protection of rights of Persons with Disabilities, which is the basic purpose of establishment of institution of Ombudsman.

Complaints Section of Head quarter is designated as Help Desk for the Persons with Disabilities and Mr. Asadullah, Complaint Section is nominated as Focal Person / Coordinator.

All Regional Directors are also directed to nominate the Assistant Registrar(s) or any senior official as Focal Person/Coordinator for the Help Desk for the Personswith Disabilities in their respective Regional Offices.

## ADVOCACY & AWARENESS



On directives of Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh, passed in the complaint filed by Mr. Muhammad Aslam, construction of building of Government Dispensary, village Haji Mir Khan Nuqrach, has been completed.



Cheque of Rs. 130,000/- presented by DMC South Karachi towards 2nd installment of out standing dues on account of medical reimbursement handed over to lady complainant.



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

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

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





