



Frequently Asked Questions
Ombudsman Sindh

Issued by:

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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 functions according to the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991*.

Q What types of complaints does the Ombudsman Sindh deal with?

A Complaints pertaining to maladministration in all government departments, except those that are dealt with by the Federal Ombudsman or specialized ombudsmen—such as the Tax Ombudsman or the Banking Ombudsman.

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) National Identity Card (NIC), and
- (ii) an Affidavit in a printed proforma which is available free of cost in our Head Office and Regional Offices.

Q Can I file my complaint in Sindhi?

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

Q What is my cost of filing a complaint in the Office of the Ombudsman?

A The services offered by this Office are free of cost to you, the complainant.

Q As a complainant, do I need a lawyer?

A No, you do not.



Q Must I lodge my complaint in the Head Office, Ombudsman Secretariat, in Karachi?

A Not necessarily. You may also complain in one of our Regional Offices in Karachi Central, Hyderabad, Larkana, Mirpurkhas, Sukkur, and Nawabshah (Regional Offices for Karachi East, Dadu, and Badin are planned to be opened in the current financial year). Your case shall be processed wherever you file your complaint.

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 decisions.

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
- (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 maladministration, it is considered time-barred.

Q Are there any exceptions to time-barring?

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 three (3) months, but the timeframe is flexible depending on the essential particulars of the case.

(Continued on reverse...)

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 if I am unhappy with the Ombudsman's decision?

A Should you feel that the decision is unjust, you may, within thirty (30) days of the said decision, make representation to the 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 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.

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