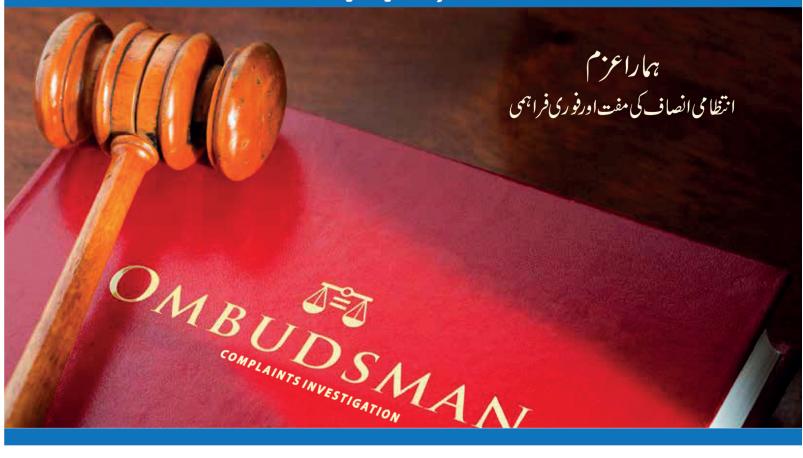
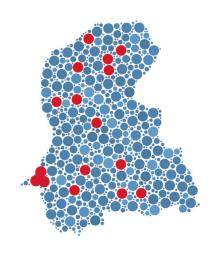


ANNUAL REPORT 2019

"Providing speedy and inexpensive administrative justice to the people of sindh"



PROVINCIAL OMBUDSMAN SINDH, PAKISTAN



OMBUDSMAN SINDH



ANNUAL REPORT 2019

Presented to Honourable Chief Minister, Sindh



ACKNOWLEDGEMENT

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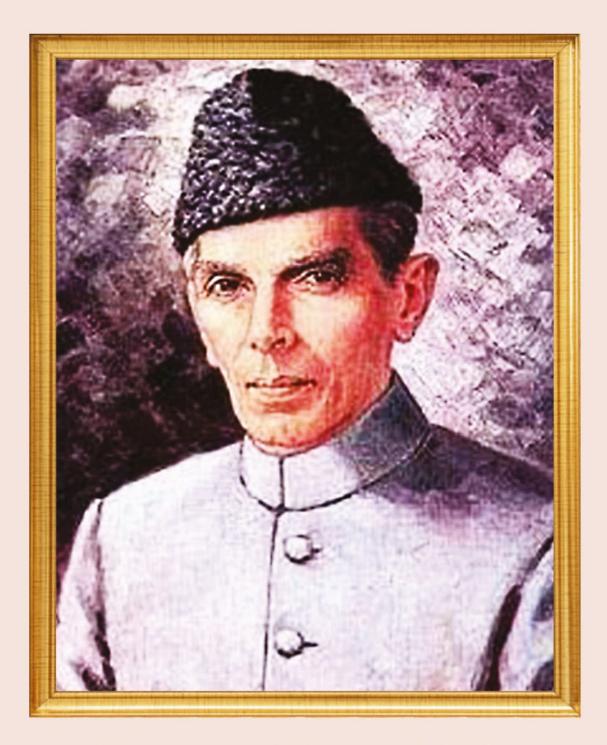
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TABLE OF CONTENTS

S. No.	CHAPTER	PAGE No.
1.	Letter to the Honourable Chief Minister Sindh	17
2.	Provinicial Ombudsman Sindh Offices (Map)	19
3.	Introduction to the Office of the Ombudsman Sindh	20
4.	Proposed amendments in Ombudsman Acts of four provinces and Azad Jammu & Kashmir	22
5.	SDG-16: Peace, Justice and strong institutions	24
6.	Democracy, Administrative Justice and Ombudsman	26
7.	Performance of CCO Strategies/Future Planning	27
8.	Profile of Regional Directors, Provincial Ombudsman Sindh	29
9.	International coverage of Activities and Decisions	33
10.	The Ombudsman Sindh Office (FAQ)	34
11.	Children's Complaints Office (FAQ)	35
12.	Opinions of Cross Section of Civil Society	00
13.	Letter from Maj. Gen. Omer Ahmed Bokhari DG Rangers, Sindh	39
14.	Letter from Additional Inspector General of Police, Hyderabad Region	40
15.	Letter from Ombudsman for Ministry of Interior Kingdom of Bahrain	41
16.	Letter from President Hamdard Foundation Pakistan	42
17.	Letter from General Secretariat of the Islamic Chamber of Commerce, Industry and Agriculture (ICCIA)	43

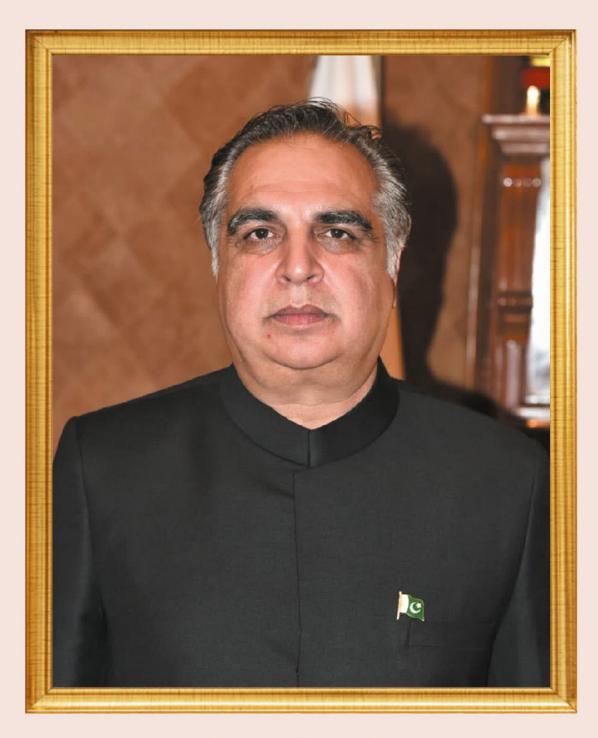
TABLE OF CONTENTS

S. No.	CHAPTER	PAGE No.
18.	Letter from Prof. Dr. Mohammad Altamsh	44
19.	Performance Review	45
20.	Images & Reflections	59
21.	Selected Cases	67
22.	Public Acknowledgements	129
23.	Press Coverage	155
24.	چلدرين كمپليننس آفيس عام طور تي پڇياوينڌر سوال	162
25.	محتسب جياداري ۾ شڪايت پيش ڪرڻ جو طريقو عام طور تي پڇياوينڌر سوال	163
26.	محتسب سنڌ اغراض ۽ مقاصد	164
27.	محتسب جو ادارو ڇو ۽ ڇالاءِ	165
28.	چلڈرنز كمپلينٹس آفس عام طور پر پو يتھے جانے والے سوالات	166
29.	مختسب سندھ کے اوار ہے میں شکایات کیسے درج کرائی جائے عام طور پر پوچھے جانے والے سوالات	167
30.	محتسب اعلى سندھ	170
31	قوم کی خدمت حکومت کا اوّ لین نصب العین	172



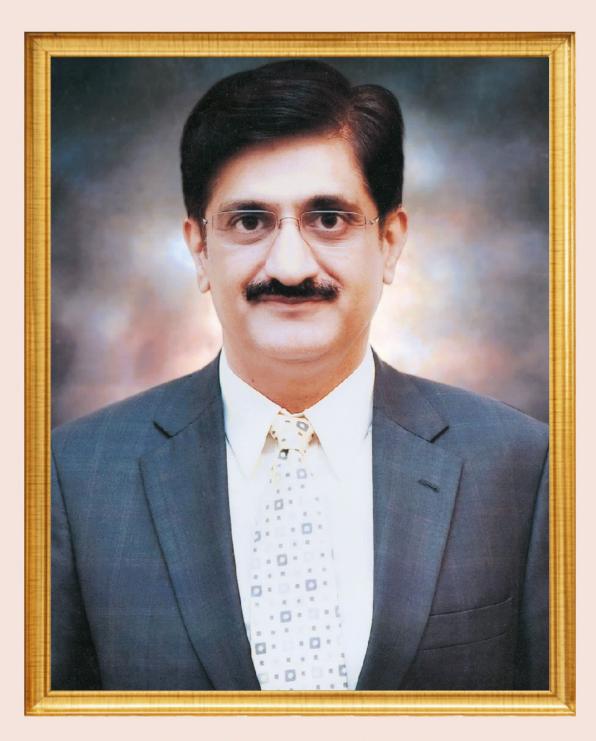
Quaid-e-Azam Muhammad Ali Jinnah

Founder of the Nation



Imran Ismail

Honourable Governor, Sindh



Syed Murad Ali Shah Honourable Chief Minister, Sindh



Ajaz Ali Khan

Provincial Ombudsman, Sindh





Ajaz Ali Khan Provincial Ombudsman Sindh (Pakistan)

Dear

Chief Minister Scheb

اَلسَّلامُ عَليكُمُ

It is indeed a privilege for me to present this year's annual report. I take this opportunity to thank the honorable Chief Minister for giving me the opportunity to serve the people of this province as the Provincial Ombudsman.

- 2. The Annual Report 2019 presents the activities carried out by this institution during the last year, its achievements and challenges. Although it is heartening to report that this institution has been able to redress grievance of a lot of people, however, there have been some challenges too. My focus in the coming year will be to overcome these challenges and make the grievance redressal system more smooth and less time consuming. The biggest challenge faced by this institution is implementation of its decisions. After prolonged process of investigation decisions are awarded to redress that grievance of people, unfortunately in many cases the departments and agencies of the provincial government fail to implement these decisions in a timely manner; which not only create frustration for the complainants it also diminishes the image of this institution in the eyes of the people in general. Another challenge faced by this institution is the slow response from the agencies / departments during the course of investigation, this results in undue delay and prolonged investigations causing frustration for the complainants, rather, in some cases defeating the whole purpose of this quasi-judicial process.
- 3. Effort will be made in the coming year to create a better rapport with the provincial departments and agencies at the Chief Secretary and Secretary level to ensure timely implementation of decisions; the aim is to achieve the target of easy and quick justice for the people. Another important area of focus for me in the coming year will be to highlight and address the root causes which give rise to maladministration and resultant complaints. Government will be kept abreast of these root causes and suggestions to remove these which will facilitate good governance which is the aim of any government. This will also reduce the number of complaints and will improve the trust and goodwill for the sitting government. I also intend to continue with the awareness campaign for the agencies / departments and also the general public at large, the target would be to inform the public about the availability of this forum and how it can be accessed, aim would also be to ensure that only mandated complaints. The awareness for the



government agencies would be to remind them of the purpose of this institution and that it is there to help them prevent maladministration and create an environment of good governance. This Annual Report also presents a review of the working of important provincial departments; I gratefully acknowledge the contributions made and cooperation extended by the administrative heads of these departments.

- 4. During the coming years I intend to undertake some mandated research studies with regard to certain important issues which impact the governance in particular and society in general. These research studies will be carried out in collaboration with international agencies and local organizations including universities. Results of these research studies will be shared with the government for appropriate policy making to address those issues. Endeavor will also be made to take full advantage of membership of International Ombudsman Institute (IOI) through regular interaction and exchange of ideas; study policies being adopted internationally and how these can be useful in our environment. The Child Commissioner Cell created under the auspices of UNICEF will be reactivated fully and activities will be initiated to take full advantage of this initiative.
- 5. In the end I would like to acknowledge and appreciate the efforts of the outgoing Ombudsman Mr. Asad Ashraf Malik who during his long tenure of twelve years carried out many reforms within the institution and added a lot of stature to it. His services were recognized internationally too evidence of which is his elevation as the President of Asia Region of the IOI. I would also like to acknowledge the contribution of those who have made this report possible.
- 6. Finally, I want to thank you for your support and look forward to your continued support and cooperation to make this institution truly effective and beneficial for the people of the province. I assure you that this institution under my guidance will use all its energies and resources to come up to your expectations.

With Kind Regards.

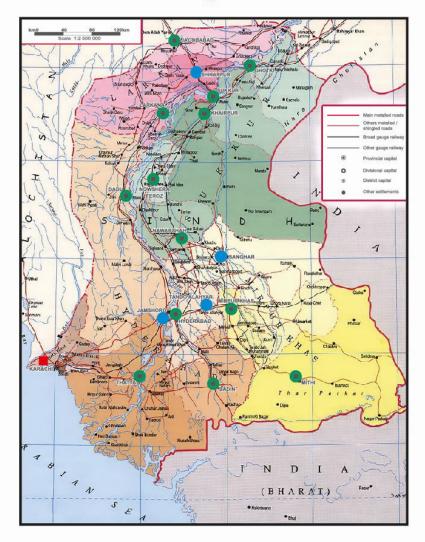
Yours

AJAZ ALI KHAN

Honourable Syed Murad Ali Shah Chief Minister of Sindh, Karachi.



Provincial Ombudsman Sindh Offices



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

Existing Regional Offices

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

To be opened shortly

- Tando Allahyar
- Sanghar
- Jamshoro
- Shikarpur



INTRODUCTION TO THE OFFICE OF THE OMBUDSMAN SINDH

By: Ghulam Abid Sheikh

The Office of Ombudsman Sindh was established in the year 1991 for protection of the rights of the people ensuring adherence to the rule of law, diagnosing redressing and rectifying any injustice done to a person through mal-administration and suppressing corrupt practices. The main aim for setting up Ombudsman institution is to provide "inexpensive expeditious dispensation of justice at door step with NO COST".

- 2. As per Section 2 of the Act of the Office of Ombudsman for the Province of Sindh Act, 1991, Mal-administration includes:
 - a. a decision, process, recommendation, act of omission or commission which is contrary to law, rules or regulations or is a departure from established practice or procedure unless it is bonafide and for valid reasons; or
 - is perverse arbitrary or unreasonable, unjust biased, oppressive, or discriminatory; or
 - c. is based on irrelevant grounds; or
 - d. involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favoritism, nepotism and administrative excesses, and
 - (ii) Neglect, inattention, delay incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsible;
- 3. A large number of complaints have been received by the Office of Ombudsman since its inception. The office of Ombudsman endeavored hard to provide relief to the public affected by mal-administration of agencies of Sindh and redressed their grievances.
- 4. In order to ease the access of the public to the office of the Ombudsman, following Regional Offices have been established:
 - · Karachi Central
 - · Karachi East
 - · Karachi South
 - Hyderabad
 - Badin
 - Mirpurkhas
 - Dadu
 - Sukkur



- Khairpur
- Shaheed Benazirabad (Nawabshah)
- Thatta
- · Naushahro Feroze
- Tharparkar @ Mithi
- Ghotki
- Larkana
- Jacobabad
- 5. Statistical analysis of the data pertaining to the complaints received, processed, investigated and disposed of shows that a total of 2765 complaints were admitted and 2235 complaints disposed of during the 2019 out of which relief was provided to 1563 which comes to 72%. The highest numbers of complaints 415 were received against Education Department followed by 353 against Karachi Water & Sewerage Board and 318 complaints against Police Department. Amongst others include Local Government & Housing Town Planning Department 239 complaints, KMC 238 complaints, Sindh Building Control Authority 157, KDA 120 complaints, and office of the A.G, Sindh 104 complaints where 98% of pensioners or the widows were provided relief.
- 6. Complaints are dealt with in accordance with the provisions of Sindh Ombudsman Act, 1991. In terms of this Act the Ombudsman's Institution is designed to function independently of the Executive. During the last 18 years, the Institution has proved to be an effective and efficient grievance redressal forum and has rendered valuable service to the common man by providing cost effective redressal of public grievances at fast track against the mal-administration of the public sector Departments / Agencies Due to continuous interactions improvement in response from a number of agencies was noticed which helped in timely resolution of complaints.
- 7. Under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991, is vested with powers to undertake investigation at his own motion as and when he may deem necessary in public interest. There may be individual cases where the Ombudsman do not wait for a complaint and proceed to inquiry so as to prevent injustice. Suo moto power of Ombudsman is a unique feature where it is incumbent upon him to take timely action against mal-administration of government and its functionaries which may be brought to his knowledge through electronic and print media, NGO's or some other sources.



PROPOSED AMENDMENTS IN OMBUDSMAN ACTS OF FOUR PROVINCES AND AZAD JAMMU & KASHMIR

By: Muhammad Zakir

In Pakistan, establishment of the office of Ombudsman was great landmark in the quasi-judicial hierarchy as its clientele largely comprises of the have-nots and poor common people.

- 2. Basic objectives of Ombudsman Institution was to provide prompt and inexpensive justice to the common man without hiring the services of lawyer. It was thought that the this institution will share the burden of judiciary and help in reducing the number of pending cases which linger on for decades and people do not get timely.
- 3. Due to its expeditious disposal of public grievances, especially of the poor and the marginalized segment of society, people who were hitherto neglected and un-attended found an easy access to justice. This institution came forward as a blessing for the not so lucky on this earth. Its consistent \mathcal{E} unmitigated efforts to resolve the issues of common man specially in case of excesses committed by state functionaries against which no remedy was available in the past. This institution has given the voice to them to articulate their grievances and demand justice.
- 4. The Ombudsman institution is mandated to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration committed by a Government Department / Agency.
- 5. It may be clearly understood that the primary objective of this Institution is to introduce the system of accountability and to take effective steps for redressal of cases of the complaints arising out of the mal-administration committed by the Government Departments and the Agencies working there-under.
- 6. Presently the judicial institution in Pakistan is under great pressure of litigation at every level. Due to fact that the judiciary has not been expanded with the increase in population. As a result judicial institution are not in position to meet the ever rising requirements of dealing with criminal, civil cases. It is therefore necessary that the judiciary should be further developed in terms of number of Judges, Judicial Staff and required infrastructure to enable it to meet the challenge of the existing back log of judicial cases which comes to 2 million cases.
- 7. The institution of Ombudsman can contribute in addressing the present huge number of pending cases if it is made more efficient by investing it with more powers. Presently Ombudsman Institution entertain grievances against Government Department / Agencies at Federal and Provincial level respectively, to share the burden of Judiciary. It is imperative to enhance the authority of Ombudsman Institution at Federal and Provincial level to meet the challenge.



- 8. Ombudsman Institution's endeavours are focused on ensuring effective and prompt service delivery to the people by redressing their grievances. For the purpose amendments are required to be made in Provincial Ombudsman Acts on the pattern of amendments carried out in the Federal Ombudsman Act in 2013. The amendments made in the Federal Ombudsman Act had empowered the Federal Ombudsman to ensure compliance of his orders and in case of non-compliance to take punitive action. Powers to review and to grant stay has strengthened his position.
- 9. The amendments in Federal Ombudsman Act are of great significance for enhancing his authority and capacity for service delivery. It is felt that if similar powers should also be conferred upon the Provincial Ombudsmen by adopting the Federal Ombudsman Institutional Reform Act, 2013 (FOIR-2013). Amendments in the Provincial Ombudsman Acts should thus also be incorporated to ensure substantial improvement in the overall performance of the institution at Provincial and Federal level the stakeholder would be the ultimate beneficiaries.
- 10. Proposed amendments are as under:-

Powers of Ombudsman.—In addition to powers exercised by Ombudsman under the relevant legislation, he should have following powers of a civil court, namely:--

- a) Granting temporary injunctions; and
- **b)** "Recommendations" to be substituted by word "decision".

Temporary Injunction.—The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days.

Power to punish for contempt. Ombudsman should have power to punish for contempt as provided in the Contempt of Court Act 2012.

Review.—(1) The Ombudsman should have power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

- (2) The Ombudsman should decide the review petition within forty-five days.
- (3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.
- (4) Like Federal Ombudsman specific period for disposal of a case should be mentioned. In Federal Ombudsman sixty (60) days is specified, in Provincial Act it should not be more than ninety (90) days to avoid accumulation of complaints.

Representation. Any person or party aggrieved by a decision, order, findings or recommendation of an Ombudsman may file representation to the Governor within thirty days of the decision, order, findings or recommendations.

11. It is expected that with the proposed amendments overall performance of Provincial Ombudsman Institutions would undergo positive change.



SDG-16: PEACE, JUSTICE AND STRONG INSTITUTIONS

SDG Support Unit, GOS

Role of the Institution of Ombudsman in achieving Sustainable Development Goals-16 in Sindh.

In 2016, Government of Sindh (GoS) adopted the Global Agenda for sustainable development, committing to an action plan for people, planet and prosperity, as part of a national initiative. The Agenda 2030 has 17 Sustainable Development Goals (SDGs) that inculcate a vision and direction for a better tomorrow, targeting human prosperity, reduction in poverty, healthy eco-systems, a stable climate, and a clean environment. Considering the increasing socio-economic and environmental concerns, stemming from infectious diseases, unemployment, pollution, inequality, and social injustice, Agenda 2030 offers Sindh an avenue for inclusive development that can help to transform it into a sustainable society and better the future generations to come.

- 2. Achieving Agenda 2030 and envisioning Sindh as a prosperous and peaceful province where justice prevails, is not possible without strong institutions that can ensure that rights of the citizens, which includes, women, children, people with disabilities, and minorities are met, in all social, economic, and environmental spheres. SDG 16, of Agenda 2030, is specifically about peace, justice and strong institutions, and it places great significance on providing access to justice for all. It promotes freedom of expression, respect for human rights, elimination of inequalities, and moving ahead from social exclusion. It is an integral goal which ensures that the rights of the citizens are fulfilled; without which we cannot foresee achieving any of the 17 SDGs.
- 3. Since 2015, Sindh has taken several transformative steps to integrate Agenda 2030 into its existing intuitional mechanism. This includes aligning provincial department functions with achievable goals and targets. Thematic committees have been established for priority SDGs for setting short, medium, and longer-term targets and guiding action on operational activities to achieve them. For SDG-16, the Institution of Ombudsman in Sindh provides a vital platform to achieving targets of society wide peace, justice and strong institutions.
- 4. The Ombudsman institution was first established as Wafaqi Mohtasib in 1983 and later on in Sindh in 1991 through the Provincial Ombudsman Act. It is an independent institution which maintains delegated powers to investigate, diagnose, address, and rectify cases and complaints of injustice submitted by any individual, on part of any department or agency. The institution particularly caters to the harassed and victimized individuals and groups, who are encouraged to access its services with confidence and without any fear of repercussions. In order to leave no one behind, the Children Complaint Office has also been established at Ombudsman office with the help of UNICEF, to exclusively address the Child rights issues relating to maladministration in any Provincial Government agency, through research and advocacy.



- 5. Since the establishment of the institution, agencies and departments that were previously accused of non-response, delays in processing cases, maladministration, and red-tapisim, have adopted a more responsible attitude, knowing very well that their actions can be reported against at any time by anyone and a strong action will be taken as a consequence. They are more conscious of their actions when interacting with the local community. The institution ensures that the government departments remain accountable for their actions, maintain records of their activities, abide by regulations and rules, and are able to provide all required evidence, with transparency, given the need. The influence and presence of the institution of Ombudsman, to this end, functions as an invisible hand, that monitors and controls 'ethical' and sound practice of the departments, limiting malpractice, and optimizing responsibility towards the local community.
- 6. The institution primarily offers 'easy' and 'inexpensive' access to justice to the citizens of Sindh, ensuring that the local community, particularly vulnerable groups, including children can approach to register complaints, and be confident that their rights will be met. The independence that the department enjoys in handling complaints, and the mandate to ensure that the larger population has access to justice, irrespective of his/ her ethnicity, religion, cast or culture, make it an indispensable platform to achieve SDG 16, which seeks to promote access to justice and strong, peaceful and just institutions.
- 7. While there is no doubt about the significance of the institution in achieving SDG 16, there is limited appreciation and acknowledgement of the role that the institution can play in achieving SDGs. There is a dire need to align monitoring of the different activities and services of the institution with the specific indicators of SDG 16, so that the role can be highlighted and reporting towards progress of the goal can be undertaken.
- 8. However, given the breadth of operations led by Government of Sindh, the number and size of its departments, it is a challenging task for the Institution of Ombudsman to keep its eye on all activities, and report at the global level. Not only it is difficult to control corruption at all levels, but to have a sound monitoring and reporting mechanism in place to ensure timely reporting against Agenda 2030, adds to the challenge of the institution.
- 9. It is high time that the contribution of the Institution of Ombudsman be rightfully acknowledged, as the provincial government progresses towards attainment of 17 SDGs. It is true that with strong, and ethical institutions, and ensuring that the rights of the citizens are met, provincial government of Sindh will be able to ensure that 'no one is left behind' in this journey to achieve Agenda 2030. Thereby to proliferate the role of Institution of Ombudsman as an enabler and change agent for SDGs, there is a need for capacity building of the institution led by the provincial government, and a much stronger integration of its operations and coordination with the line departments, and their monitoring and evaluation cells, so as to not only keep a close check on operational activities but also have sufficient and accurate data to report progress on SDG 16.



DEMOCRACY, ADMINISTRATIVE JUSTICE AND OMBUDSMAN

By: Sayed Amir Ali Shah

There is an inseparable relation between democracy and Ombudsman. The central idea of democracy means people's rights and freedom shall be prevailed and protected and their legitimate grievances shall be redressed. When in 1809 the Swedish government created the institution of Ombudsman the purpose was to protect the rights and privileges of the people. The Ombudsman originally is a Swedish Institution appointed by the executive/legislature to deal with the complaints raised by public or any organization. It is an institution to protect people/individuals from the injustice done to the people by any organs of the government. It is an independent and autonomous institution accessible to all person freely.

- 2. Since the creation of Ombudsman's Institution, the concept of democracy and administrative justice have witnessed many changes enhancing the importance of Ombudsman. The concept of Welfare State has imposed additional responsibility upon the State. Now, the question is who will supervise whether the state is performing its duties, the benefits of state activities are reaching the target areas and the people's grievance regarding mal-administration who will redress the same.
- 3. In any democracy, the three ideas are given predominance i.e. rule of law, equality before law and equal protection of law. If these are neglected or are not properly maintained the idea or value of democracy will face a big question mark. Another idea of liberal democracy is attainment of justice especially administrative justice. The state authority adopts a policy, the administrative organ is to execute the policy. If the public administration fails to discharge its responsibility overseeing body is required to protect and promote common interest. Therefore an effective, impartial watch dog for safeguarding people right is essential i.e. Ombudsman.
- 4. Naturally, ordinary people shall be the victim of the negligence of public administration or wrong policies of the government. This situation suggests that there should be an institution in any democracy whose chief function shall be to oversee whether proper policies are adopted and more important, whether the adopted policy is executed properly. Here lies the importance of Ombudsman. This is a great advantage and the citizen can get prompt relief or remedy to his grievance by way of getting recourse to this Institution. An important function of Ombudsman is to protect the rights and freedoms of citizens and needless to say that primarily for this purpose the post of Ombudsman was instituted. In nineteenth and twentieth centuries there were autocracies in many European states and even the bureaucracies were indifferent to people's freedom. This appalling situation inspired freedom-loving men to find out a solution and Ombudsman was the consequence.
- 5. In some countries the Ombudsman enjoys enormous power. Hence we find that the Ombudsman is a very important institution for the protection of democratic rights and freedoms and to free the general administration from corruption and inefficiency.



PERFORMANCE OF CCO STRATEGIES / FUTURE PLANNING

By: Muhammad Naseer Jamali

UNCRC Convention

The UNCRC is an international accord with legal bindings on its signatories, to protect the human rights of children under the age of 18. The UNCRC was ratified by the UN General Assembly and came into force on 20-September, 1990. Pakistan was among the very first 20 countries to have acceded and ratified the document promoting good life for children.

Background of CCO.

Based on national and international commitments, Provincial Ombudsman Sindh and UNICEF established Children Complaint Office (CCO) in July-2009. The CCO unit of Provincial Ombudsman aims to provide special protective measures to a child who is (i) victim of violence, abuse and exploitation (ii) subjected to physical and psychological violence and sexual abuse (iii) forced into worst form of child labour (iv) forced into exploitative beggary (v) subjected to human trafficking within and outside Pakistan (vi) being misused for drug trafficking etc.

Performance of CCO

The Children Complaint Office has been established in Ombudsman Secretariat (HQ) Karachi. The staff has been hired and unit is functional under Child Rights Commissioner (CRC)/ Advisor of this secretariat and CCO desks are established in regional offices. Networking and referral system has been put into action. Regional Directors are in close liaison with provincial district offices dealing child rights i-e. police, education, labour and local Govt. etc.

A seminar was organized on "Convention on Rights of Child" and Governor Sindh was Chief Guest. Another seminar on "Juvenile Delinquency and Child abuse was also organized. Two days training workshop of Regional Directors and Investigation Officers was held on "child complaint handing procedure". Orientation sessions conducted at schools in collaboration with NGOs and community participation. Advertisements published in newspapers, printed folders and brouchers in local languages and distributed in schools and displayed at public places.

Suo Moto actions taken on grave / serious issues i-e. corporal punishment and torture to a 10 years old madrasa student by teacher in Karachi, torture upon a class-5 student by Principal of private school in Korangi Karachi and physical abuse of student in school of District Khairpur. The number of children complaints received so far, are 1448 and in most cases, their grievances have been redressed. 148 complaints are still under investigation in different offices under Ombudsman Secretariat.

Child Rights Commissioner (CRC) / Advisor attended a large number of seminars, workshops and meetings conducted by UNICEF, Federal Ombudsman and National Children Commission formed under a very senior lawyer S.M. Zafar in Islamabad and Lahore. In the same way, Deputy Director and Senior Fellow attended seminars at local level with NGOs working on child rights.



Future Planning

Regular contact of Regional Directors with District Officers and stake-holders has been established where children are at risk like child abuse, child labour and corporal punishments. Prompt relief to affected children will encourage the people to come forward in lodging their complaints before this Institution.

This Institution can provide a platform for research and advocacy through renowned NGOs or consultant on any of major issues on child rights (i) children malnutrition in Tharparkar district since 2014 (ii) carpet weaving industry (iii) glass bangle making in Hyderabad-hazardous-work (iv) child beggary (v) children out of school (vi) child abuse cases in Sindh. Daily Dawn Karachi dated 16.03.2020 reported 358 child abuse cases in Sindh province during last five years. After investigation, charge sheets of 257 cases submitted before concerned courts, out of which 17 cases convicted, 132 acquittals and 117 still under trial in the courts.

The research reports can be submitted to Government of Sindh for appropriate action to adopt corrective measures under existing laws like "The Sindh Prohibition of Employment of Children Act 2017", "Right of Children to Free and Compulsory Education Act 2009", "Sindh Child Protection Authority Act 2011 and other applicable laws in Sindh province.



PROFILE OF REGIONAL DIRECTORS, PROVINCIAL OMBUDSMAN SINDH

1. MR. AHMED JAMAL AIJAZI

(at Regional Office Karachi-East, Office Contact No. 021-99245217)
He joined the Ombudsman Secretariat as Consultant / Regional Director in the year 2008 on retiring from the position of Managing Director of a Private Sector Public Limited Company.



2. MR. NAZIR AHMED QIDWAI

(at Regional Office Karachi-Central, Office Contact No. 021-99246400) He joined as Consultant in the Ombudsman Sindh institution after his retirement as Chief Engineer from City District Govt. Karachi (CDGK). He has a vast experience of working in local bodies/govt. departments as well as Civil Engineering related matters. He also remained associated with Local Government Commission, Govt. of Sindh for conducting enquiries.



3. MR. ISHRAT ALI SIDDIQUI

(at Regional Office Karachi-South, Office Contact No. 021-99203244)
A Retired Secretary, EX-PCS Officer served as Director General Information Sindh, Director Industries Sindh, Additional District Magistrate East and South Karachi beside in various important posting in filed as well as in Sindh Secretariat. Advisor Media in Sir Syed University of Engineering & Technology and joined Ombudsman Office as Regional Director Mohtasib Sindh Karachi South, Media Consultant and Editor Annual Report of Sindh Mohtasib Office.



4. MR. MANZOOR AHMAD MUGHAL

(at Regional Office Thatta, Office Contact No. 0298-920187)

A retired Senior Civil Servant has a law graduate from University of Sindh, Jamshoro he is currently serving this esteemed institution as Regional Director. He served at various senior positions in the Sindh Police Department as SP, SSP, DIG (Investigation), DIG (CIA Karachi), DIG (East Range Karachi) and Director Intelligence Bureau (I.B.) Sindh.



He also has a good experience of 35 years of investigation. During his career service he dealt with very high profile cases and concluded investigation successfully. He takes deep interest in administrative justice and public service reforms. Many gallantry and civil awards including S.St (Military) QPM, PPM $\ensuremath{\mathcal{B}}$ Bar were conferred on him during his active Police service for his outstanding performance.



5. MR. KHAN MUHAMMAD ZARDARI

(at Regional Office S.Benazirabad, Office Contact No. 0244-923089)
Joined the Ombudsman Secretariat as Regional Director Shaheed
Benazirabad on 02-02-2010. He is Advocate of High Court Sindh since
2001 and Ex-Member Sindh Bar Council.



6. MR. MUHAMMAD AKRAM SAEED

(at Regional Office Hyderabad, Office Contact No. 022-9240237)
A retired Ex, PCS Officer, who has served as Assistant Commissioner, Additional Deputy Commissioner, Deputy Secretary, Home Department, Deputy Secretary (Admn), Information Technology Department, Municipal Commissioner, DMC (Central) Karachi besides other important postings. Also held the position of Director (Admn) Secretariat Provincial Ombudsman Sindh, Karachi. On retirement he joined the Ombudsman Secretariat as Regional Director / Consultant, Regional Office, Hyderabad.



7. MR. ZULFIQAR ALI JUNEJO

(at Regional Office Mirpurkhas, Office Contact No. 0233-9290266)
Mr. Zulfiqar Ali Junejo, belongs to Sindh Police Services, served against various posts including Senior Superintendent of Police and Deputy Director, Anti-Corruption Enquiries & Establishment Sindh. Government of Pakistan awarded Timgha e Imtiaz on account of historical work done. On retirement, joined Ombudsman Secretariat and presently serving as Regional Director, Regional Office, Mirpurkhas.



8. MR.ZULQARNAIN ABRO

(at Regional Office Larkana, Office Contact No. 0741-9410222)
Joined the Provincial Ombudsman Sindh Secretariat, as Regional Director, Larkana in December, 2009. Earlier he got M.A., L.L.B degree in 1986 and enrolled in lower Courts on 22.07.1986 and in High Court enrolled on 19.03.2002. Having (23 years) experience of Lawyer in lower Courts and High Court of Sindh.





9. MR. MUHAMMAD RIAZ RAJPUT

(at Regional Office Mithi, Office Contact No. 0232-262175)

A retired Session Judge Grade 21, who has earlier served as Administrative Judge Anti-terrorism Courts Sukkur and Larkana Division at Sukkur, Judge Accountability Court at Karachi, and Judge, Anti-terrorism Court at Larkana, and District and Session Judge Tharparkar at Mithi.



10. MR. NADIR ALI JAMALI

(at Regional Office Dadu, Office Contact No. 025-9200348)
M.A (Political Science), L.L.B enrolled Advocate of Honourable High
Court of Sindh, Joined the Provincial Ombudsman Sindh, as Regional
Director, Regional Office Dadu since 18.12.2014 before present
assignment practicing Advocate of Honourable High Court of Sindh
and Lower Judiciary active member Bar Council and plead in several
cases before Honourable Courts.



11. MR.RIAZ-UL-HASSAN MEMON

(at Regional Office Naushahro Feroze, Office Contact No. 0242-920010) Joined the Ombudsman Secretariat as Regional Director, Naushahro Feroze. Earlier in year 1992 enrolled as an Advocate Proceeded Civil, Criminal, Rent and Banking matters, in different courts including High Court of Sindh, Federal and Provincial Courts.



12. MR. FARHAD BAIG S.DAHAR

(at Regional Office Jacobabad, Office Contact No. 0722-652166)
M.A (Economics) and L.L.B from Sindh University Jamshoro. Joined as a Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Regional Office, Jacobabad, in the year 2015. Earlier served in Judiciary Sindh as a Senior Judicial Officer by performing duties of Returning Officer for the Elections held by the Election Commission of Pakistan during the entire Service in Judiciary.





13. MR. MAHKUM DIN QADRI

(at Regional Office Sukkur, Office Contact No. 071-9310013)
Retired Ex-PCS Officer, served as Secretary Agriculture Government of Sindh, Secretary Zakat, Usher, Auqaf, Minorities and Religious Affairs, Government of Sindh, Member Sindh Public Service Commission, Deputy Commissioner, Additional Commissioner before joining Ombudsman Directorate at Ghotki @ Mirpur Mathelo presently Regional Director, Provincial Ombudsman (Mohtasib) Sindh, Sukkur.



14. HAJI GHULAM KASIM BALOCH

(at Regional Office Khairpur Mir's, Office Contact No. 0243-9280357) Joined the Ombudsman Secretariat as a Regional Director on retirement from the position of Deputy General Manager (Establishment), Pakistan Steel Karachi.



15. MR. MANZOOR ALI SOOMRO

(at Regional Office Badin, Office Contact No. 0297-920101)
An Ex-PCS Officer, served as Deputy Commissioner, District Naushahro Feroze, District Officer and Executive District Officer in different District of Sindh Province. After retirement, remained as Consultant Board of Revenue Sindh. Joined as Regional Director, Provincial Ombudsman (Mohtasib) Sindh, at Regional Office, Badin.



16. SYED SHAFI MUHAMMAD SHAH

(at Regional Office Ghotki, Office Contact No. 0723-681934)
Joined the Ombudsman Secretariat as a Regional Director, District Ghotki after retirement as Secretary to Government of Sindh (PSS Cadre) – BPS-20, Did M.Sc (Chemistry) & M.A (Economics) and attended various in-service trainings/course. Served in various capacities in different departments and offices in Sindh such as Home, Labour & Transport, Education, H&T Planning, Excise Taxation, SGA&CD, Culture, Tourism & Antiquity Department, District Government and Sindh Public Service Commission (SPSC) etc.





INTERNATIONAL COVERAGE OF ACTIVITIES AND DECISIONS

International Ombudsman Institute NEWSLETTER



Dated: 21.08.2019



PAKISTAN | District Council Hyderabad pays service dues on orders of Mr. Malik, Ombudsman Sindh

A retired government employee approached the Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik with the complaint that District Council Hyderabad was not paying arrears of Pension and Dearness Allowance and 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.134524/- were paid to the retired government servant.

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



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

Q. What types of complaints does the Ombudsman Sindh

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 Omdudsman for protection against Harrassment 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

a copy of your (the complainant's) Computerized National Identity Card (CNIC), and 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.

What is the cost filing a complaint in the office of the Ombudsman?

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

Q. Which complaints are turned away by this office?

A. Those complaints which

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

A. Yes, the Decision of the Ombudsman is binding thereupon.

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.

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 Gout. 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?

 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?

 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.



The best among you is the one who doesn't harm others with his tongue and hands.

Prophet Muhammad P.B.U.H.







Major General Omer Ahmed Bokhari HQ Pakistan Rangers (Sindh) Muslim Jinnah Courts Building Dr Zia Ud Din Ahmed Road Karachi - 4 Telephone - 021-99202534 PF/30522/DO/

October 2019

Asad Ashraf Malik Provincial Ombudsman Sindh, Pakistan

Dear Mr Asad Sb wer

I hope and pray that you are in good health. It is indeed a great pleasure receiving a copy of Annual Report of Provincial Ombudsman, Sindh for year 2018.

I would like to take this opportunity to appreciate commendable efforts of Ombudsman Sindh through which not only expeditious justice was provided to citizens but a similar amount of litigation weight was deflected away from already overburdened judicial system. The report also reflects public sentiments and concerns in various domains thus serves as a prudent guideline for policy makers.

I would suggest that enhanced public awareness regarding mandate of Ombudsman would considerably increase the numbers of beneficiaries from your office.

Refound regards

Wishing you at the best for your future endeavors.

39





ADDITIONAL INSPECTOR GENERAL OF POLICE HYDERABAD REGION, HYDERABAD

No: D99413163

Date: 04-11-2018

Dear Sir,

Thank you for Annual Report-2018. We appreciate efforts in the Annual Report for providing justice to people of Sindh. Report is comprehensive and provides information about expeditious delivery of justice to the aggrieved, poor and deserving people.

- 2. It is hoped that continuation of such efforts will be very helpful in bringing about good Governance in Government institutions. The statistics speaks about number of complaints of different departments disposed off by efforts of the office of Ombudsman.
- 3. I would like to take this opportunity to appreciate commendable efforts and great work that you and your team have done.

Wishing you all the best for future endeavors.

(DR. WALIULLAH) PSP

Mr. Asad Ashraf Malik, PPM, PSP Provincial Ombudsman (Mohtasib), Sindh, Karachi.







January 20, 2019

Mr. ASAD ASHRAF MALIK

Provincial Ombudsman, Sindh Secretariat Provincial Ombudsman (Mohtasib)

Sindh - Pakistan

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

SUB: Annual Report - 2017 of the Provincial Ombudsman Sindh

Dear Sir,

It is a great pleasure to receive an enclosed copy of your annual report – annual report 2017 of the provincial Ombudsman Sindh.

Your respected organization always promotes wider understanding about the role of the Ombudsman's office key principles, we are fortunate to have a wide range of relationships with global Ombudsman offices, we believe that international communication and cooperation is an essential tool to exchange a various expertise between offices worldwide.

Once again, thank you for sending us a copy of the annual report and look forward for more future cooperation, wishing your organization success and prosperity.

With regards,

Yours sincerely.

Nawaf Mohammed Al Moawda

Ombudsman for Ministry of Interior

Kingdom Of Bahrain



سعديه راشد SADIA RASHID

President

Hamdard Foundation Pakistan

19 September 2019.

Mr. Asad Ashraf Malik
Provincial Ombudsman, Sindh,
and
Dr. Muhammad Usman Chachar,
Additional Chief Secretary,
Secretariat, Provincial Ombudsman, Sindh,
Shahrah-e-Kamai Ataturk,
Opp Sindh Secretariat,
Karachi.

Hamdard Foundation Pakistan Head Office 16th Floor, Bahria Town Tower, Tariq Road Karachi, Pakistan. Phone Office: (+92-21) 38244000, Ext. 1610 e-mail: chairperson@hamdard.com.pk

Dear Mr. Malik and Dr. Chackar,

السلام عليكم ورحمة الله وبركاته

Thank you both for sending me a copy of the Annual Report 2018 of the Provincial Ombudsman Sindh.

As usual, it was an eye-opener to see how much harm can be done to innocent lives (and the lives of those dependent on them) sometimes by mere red tape, sometimes by inefficiency, and sometimes by quite deliberate malice. And, also as usual, it is heartening to see that there is a last resort for sufferers of such injustice.

And that welcome resort is the office of the Mohtasib! You have aided a wide range of sufferers – from a sweeperess to a town committee. Not only do I congratulate you, but undoubtedly Allah will reward every single cog in the machinery of this mission. Ameen!

Sadia Rashid.

with respect-





No. 51/MEM/PK/0288

Mr. Shamsuddin Soomro

PAS Secretary Secretariat Provincial Ombudsman (Mohtasib) Sindh Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat KARACHI Fax:9221-99211091

السلام عليكم ورحمة الله وبركاته

Subject:

Acknowledgement Annual Report of the Provincial Ombudsman, Sindh, for the year 2018

We acknowledge receipt with thanks your letter No. POS/Coord/A.Report-18/2019 dated September 30, 2019 alongwith Provincial Ombudsman, Sindh Annual Report for the year 2018.

We commend the efforts of your team in preparing such a valuable and informative research report, which could be a useful reference material for the industrial sector of Pakistan.

We wish your team success in their future assignments.

Thanking you,

Karachi, October 07, 2019

Ana/ak

General Secretariat of the Islamic Chamber of Commerce, Industry & Agriculture (ICCIA)

info@cicia.com ويه يكستان الإسلامية (المكتب الرئيسي) صريب (۳۸۳ كر الشي ١٩٢٠ كر الشي ١٩٢٠ كر ١٩٠٠ كر ١





Altamash Institute of Dental Medicine

ST-2B, Block 3, Shahrah-e-Firdousi, Clifton, Karachi-75600 - Pakistan Tel: +(92 21) 35874071 Fax: +(92 21) 35874074

Email: drmaltamash@gmail.com

Prof. Dr. Mohammad Altamash B.D.S. Dr. med.dent (Germany)

F.A.C.D. (USA) Sitara-e-Imtiaz President / Principal

September 3, 2019

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- 2018 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 Altamas

Sitara-e-Imtiaz





RECEIPT AND DISPOSAL OF COMPLAINTS FROM JANUARY TO DECEMBER 2019

Provincial Government Agencies	 7,073
Federal Government Agencies	 683
Total	 7,756

ACTION TAKEN ON COMPLAINTS RELATING TO PROVINCIAL GOVERNMENT AGENCIES

Admitted for investigation u/s 10	2,680
Admitted for investigation (complaint of children issues)	73 >
Suo-Moto	02 (
Admitted U/s. 33	10
Forwarded to the Agencies for necessary action (including	
08 children complaints)	1,209
Not entertained (Deferred/Anonymous/Pseudonymous)	1,398
Advised to approach the concerned higher authorities or	
await action by authorities	1,701
Total	7,073

NATURE OF COMPLAINTS NOT ENTERTAINED AFTER INITIAL SCRUTINY

Private matters	52
Service matters	170
No case of mal-administration	546
Subjudice	18
Anonymous/Pseudonymous	302
No personal grievance	17
Time barred	44
Advice Tendered	249
Total	1,398



AGENCY WISE COMPLAINTS DURING THE YEAR 2019

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	1,326
2	Education & Literacy Department	1,031
3	Revenue Department	575
4	Karachi Metropolitan Corporation	419
5	Local Government and Housing Town Planning Department	629
6	Karachi Water & Sewerage Board	556
7	Sindh Building Control Authority	410
8	Irrigation Department	225
9	Health Department	290
10	Karachi Development Authority	191
11	Works & Services Department	94
12	Accountant General Sindh	205
13	Augaf, Religious Affairs Zakat & Ushr Department	50
14	Agriculture, Supply & Prices Department	41
15	Malir Development Authority	65
16	Excise, Taxation and Narcotics Department	49
17	Public Health Engineering and Rural Development Department	62
18		70
19	Hyderabad Development Authority	50
20	Cooperation Department Industries & Commerce Department	24
21	STATE OF THE STATE	11
22	Food Department Transport & Mass Transit Department	21
23		22
24	Forest & Wild Life Department Sindh Employees Social Security Institution	15
25	Sindh Public Service Commission	25
26	Labour and Human Resources Department	43
27	Services, General Administration & Coordination Department	15
28	Lyari Development Authority	41
29		47
20000000	Finance Department	
30	Enquiries & Anti Corruption Establishment	15 14
31	Home Department	10
Alleren.	Social Welfare Department	200.00
33	Live Stock & Fisheries Department	16
34	Environmental Alternate Energy	3
35 36	Population & Welfare Department Law and Parliamentary Affairs Department	10
37	Culture, Tourism and Antiquities Department	7
38	Sports & Youth Affairs Department	3
39	Mines & Mineral Department	4
40	Information Science& Technology Department	10
41	Information & Archives Department	6
42	Private matter / Miscellaneous Complaints	369
43	Federal Government Agencies	683
	TOTAL	7,756



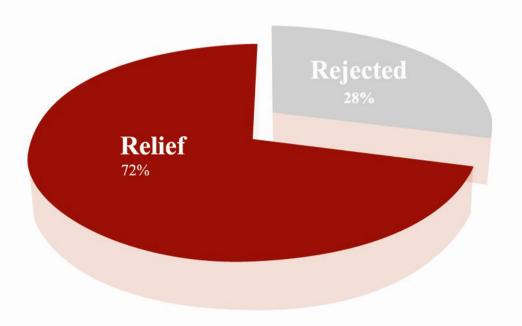
AGENCY WISE ADMITTED CASES DURING THE YEAR-2019

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	318
2	Education & Literacy Department	415
3	Karachi Metroploitan Corporation	238
4	Karachi Water & Sewerage Board	353
5	Revenue Department	221
6	Local Government and Housing Town Planning Department	239
7	Sindh Building Control Authority	157
8	Irrigation Department	108
9	Karachi Development Authority	120
10	Work & Services Department	58
11	Health Department	100
12	Accountant General Sindh	104
13	Malir Development Auhtoirty	43
14	Public Health Engineering and Rural Development Department	32
15	Agriculture, Supply & Prices Department	16
16	Excise, Taxation and Narcotics Department	22
17	Cooperation Department	14
18	Industries & Commerce Department	18
19	Food Department	3
20	Lyari Development Authority	28
21	Transport & Mass Transit Department	9
22	Hyderabad Development Authority	36
23	Augaf, Religious Affairs Zakat & Ushr Department	14
24	Finance Department	32
25	Sindh Employees Social Security Institution	10
26	Services, General Administration & Coordination Department	5
27	Forest & Wild life Department	4
28	Sindh Public Service Commission	3
29	Enquiries and Anti Corruption Establishment	4
30	Live Stock & Fisheries Department	5
31	Labour and Human Resources Department	19
32	Sports & Youth Affairs Department	2
33	Environmental Alternate Energy	1
34	Culture & Tourism Department	2
35	Social Welfare Department	2
36	Mines & Mineral Department	1
37	Home Departmen	6
38	Information Science& Technology Department	3
	TOTAL	2,765



DECISIONS TAKEN DURING THE PERIOD FROM JANUARY TO DECEMBER 2019

Relief	Rejected	Total
1,563	*672	2,235
72%	28%	



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



AGENCY WISE CHILDREN COMPLAINTS DURING THE YEAR 2019

S. No.	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	63
2	Police Department	3
3	Karachi Water & Sewerage Board	1
4	Health Department	1
5	Works & Services Department	1
6	Revenue Department	1
7	Karachi Development Authority	2
8	Karachi Metropolitan Corporation	1
	TOTAL	73



AGENCY-WISE CHILDREN COMPLAINTS (SEPTEMBER-2009 TO DECEMBER-2019)

S. No.	NAME OF AGENCY	TOTAL
1	Education & Literacy Department	556
2	Police Department	103
3	Health Department	23
4	Zakat & Ushr Department	5
5	Revenue Department	6
6	Works & Services Department	9
7	Karachi Metroplitan Corporation	12
8	Irrigaiton Department	1
9	Local Governemnt Department	5
10	Labour Department	1
11	Public Health Engg. Department	1
12	Karachi Water & Sewerage Board	3
13	Excise & Taxation Department	3
14	Auqaf, Religious Affairs Zakat & Ushr Department	2
15	Karachi Development Authority	2
16	Malir Development Authority	1
17	Federal Government Agency	1
	TOTAL	★ 734

Admitted - 610 Decided - 457



CHILDREN COMPLAINTS REGION-WISE 2009 TO 2019

2009 10 2019			
S.No	NAME OF REGION	NUMBER OF COMPLAINTS	
1	Headquarter	286	
2	Shaheed Benazirabad (N/Shah)	72	
3	Hyderabad	57	
4	Mirpurkhas	52	
5	Larkana	36	
6	Karachi East	28	
7	Karachi Central	29	
8	Khairpur	30	
9	Jacobabad	25	
10	Naushero Feroze	23	
11	Thatta	21	
12	Badin	20	
13	Dadu	18	
14	Sukkur	15	
15	Ghotki	11	
16	Tharpurkar @ Mithi	6	
17	Karachi-South	5	
	TOTAL 734		



DETAILS OF REPRESENTATION TO GOVERNOR

	Jan to Dec. 2019	Oct. 1991 to Dec. 2019
Representations received	64	631
Representations decided	59	626
Accepted	Nil	58
Upheld the Decision	59	568

Pending with Governor Sectt.	5	5
		500



AGENCY WISE DECISION DURING THE YEAR 2019

S.NO	NAME OF AGENCY	TOTAL
1	Karachi Water and Sewerage Board	83
2	Education & Literacy Department	433
3	Police Department	435
4	Revenue Department	222
5	Local Government and Housing Town Planning Department	213
6	Karachi Development Authority	87
7	Karachi Metropolitan Corporation	99
8	Irrigation Department	103
9	Health Department	83
10	Works & Services Department	70
11	Sindh Building Control Authority	74
12	Accountant General Sindh	75
13	Malir Development Authority	19
14	Food Department	4
15	Agriculture, Supply & Prices Department	26
16	Industries & Commerce Department	19
17	Excise, Taxation and Narcotics Department	17
18	Forest & Wild Lift Department	7
19	Finance Department	18
20	Public Health Engineering and Rural Development Department	20
21	Auqaf, Religious Affairs Zakat & Ushr Department	29
22	Hyderabad Development Authority	20
23	Sindh Employees Social Security Institution	6
24	Cooperation Department	7
25	Social Welfare Department	5
26	Labour and Human Resources Department	8
27	Population & Welfare Department	3
28	Transport & Mass Transit Department	6
29	Services, General Administration & Coordination Department	1
30	Sports & Youth Affairs Department	1
31	Live Stock & Fisheries Department	4
32	Inforamation Technology Department	1
33	Home Department	2
34	Sindh Public Service Commission	2
35	Mines & Mineral Department	3
36	Lyari Development Authority	26
37	Enquiries & Anti Corruption Establishment	2
38	Culture, Tourism and Antiquities Department	1
39	Environmental Alternate Energy	1
	TOTAL	2,235



AGENCY WISE COMPLAINTS UP TO THE YEAR 2019

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	31,483
2	Education & Literacy Department	24,990
3	Local Government and Housing Town Planning Department	19,840
4	Revenue Department	18,181
5	Federal Government Agencies	15,166
6	Private matter / Miscellaneous Complaints (Name of Agency not mentioned)	18,828
7	Irrigation Department	10,751
8	Karachi Metropolitan Corporation	10,513
9	Karachi Development Authority	5,904
10	Health Department	5,601
11	Work & Services Department	4,757
12	Augaf, Religious Affairs Zakat & Ushr Department	3,091
13	Agriculture, Supply & Prices Department	2,452
14	Karachi Water & Sewerage Board	3,202
15	Labour and Human Resources Department	2,238
16	Excise, Taxation and Narcotics Department	1,977
17	Services, General Administration & Coordination Department	1,597
18	Sindh Building Control Authority	2,132
19	Accountant General Sindh	1,730
20	Food Department	1,287
21	Industries & Commerce Department	1,217
22	Forest And Wild Life Department	1,160
23	Malir Development Authority	1,106
24	Finance Department	1,000
25	Social Welfare Department	817
26	Population & Welfare Department	670
27	Home Department	466
28	Cooperation Department	426
29	Public Health Engineering and Rural Development Department	350
30	Culture, Tourism and Antiquities Department	281
31	Transport & Mass Transit Department	292
32	Sindh Employees Social Security Institution	266
33	Lyari Development Authority	264
34	Enquiries & Anti Corruption Establishment	209
35	Information & Archives Department	175
36	Environmental Alternate Energy	168
37	Law and Parliamentary Affairs Department	137
38	Sindh Public Service Commission	155
39	Live Stock & Fisheries Department	120
40	Hyderabad Development Authority	163
41	Sport & Youth Affairs Department	47
42	Information Science & Technology Department	34
43	Mines & Mineral Department	14
	TOTAL	195,257



AGENCY WISE ADMITTED COMPLAINTS UP TO THE YEAR 2019

S.NO	NAME OF AGENCY	NO. OF CASES
1	Police Department	9,847
2	Education & Literacy Department	9,389
3	Local Government and Housing Town Planning Department	8,955
4	Revenue Department	6,812
5	Karachi Metropolitan Corporation	6,107
6	Irrigation Department	3,967
7	Karachi Development Authority	3,327
8	Karachi Water and Sewerage Board	2,469
9	Works & Services Department	1,977
10	Health Department	1,714
11	Augaf, Religious Affairs Zakat & Ushr Department	1,601
12	Accountant General Sindh	1,165
13	Sindh Building Control Authority	1,173
14	Labour and Human Resources Department	1,014
15	Agriculture, Supply & Prices Department	788
16	Malir Development Authority	636
17	Industries & Commerce Department	525
18	Services, General Administration & Coordination Department	475
19	Excise, Taxation and Narcotics Department	480
20	Food Department	459
21	Finance Department	417
22	Cooperation Department	252
23	Public Health Engineering and Rural Development Department	270
24	Forest & Wild Lift Department	210
25	Home Department	208
26	Social Welfare Department	173
27	Sindh Employees Social Security Institution	172
28	Transport & Mass Transit Department	142
29	Lyari Development Authority	143
30	Hyderabad Development Authority	147
31	Culture, Tourism and Antiquities Department	84
32	Population & Welfare Department	79
33	Enquiries & Anti Corruption Establishment	70
34	Environmental Alternate Energy	62
35	Live Stock & Fisheries Department	59
36	Sindh Public Service Commission	53
37	Information & Archives Department	33
38	Law Department	26
39	Sports & Youth Affairs Department	19
40	Information Science& Technology Department	20
41	Mines & Mineral Department	7
	TOTAL	65,526



"A Muslim shall never leave another Muslim helpless in the time of need."

Prophet Muhammad (P.B.U.H)







Honourable Governor Sindh Mr. Imran Ismail is administering oath of Ombudsman Sindh to Mr. Ajaz Ali Khan





Honourable Governor Sindh Mr. Imran Ismail is shaking hand with Mr. Ajaz Ali Khan (PAS) after taking oath of Ombudsman Sindh.





Honourable Ombudsman Sindh Mr. Ajaz Ali Khan (PAS) Chairing a meeting of officers of Secretariat Provincial Ombudsman Sindh.





Left to Right Sitting

Mr. Firoz Akhtar (Consultant-M/D.G. Finance), Mr. Nazir Ahmed Qidwai (R.D. Karachi Central), Mr. Ali Nawaz Bohio (Advisor I&S), Syed Qamar Razi Naqvi (Consultant-B), Mr. Shamsuddin Soomro (Additional Chief Secretary), Mr. Asad Ashraf Malik (Ex-Ombudsman Sindh), Syed Farrukh Habib (Director General-I), Mr. Muhammad Naseer Jamali (Advisor-N), Mr. Zamir Ahmed Khan (Advisor-Z), Mr. Manzoor Ali Awan (Consultant-F), Ms. Rehana G. Ali Memon (Consultant-H)

Left to Right Standing

Mr. Muhammad Zafar (Assistant Director, PR), Mr. Muhammad Munawar Shah (Assistant Registrar), Mr. Danish (Deputy Director, CCO), Mr. Ishrat Ali Siddiqui (Regional Director, Karachi South), Mr. Muhammad Ali Shah (Fellow, CCO), Mr.S. M. Shujat Ali (Consultant-G), Mr. Aftab Ahmed Khatri (Consultant-L), Brig. (Retd) Muhammad Jamil (Consultant-I), Mr. Masood Ishrat (Registrar), Mr. Ahmed Jamal Aijazi (Regional Director, Karachi East), Mr. Muhammad Noor Alam (Librarian), Mr. Ozair Ahmed Siddiqui (Assistant Director, Admn), Mr. Allah Ditta Shad (Security Officer), Mr. Afzal Ahmed (Director Finance), Mr. Naeemuddin (P.S. to A.C.S.)





Mr. Asad Ashraf Malik (Ex-Ombudsman Sindh), sixth from right (sitting) along with some officers and staff members of Secretariat Provincial Ombudsman, Sindh









Selected Cases



Complaint No: POS/1605/2018/DG-I

Name and address Mr. Muhammad Tariq Zafar,

of the complainant:

R/o. L-3134, Block-2, Metroville-III, Abul Hassan

Isphani Road, Scheme-33, Karachi.

Name of the Agency complained against:

Karachi Development Authority (K.D.A.)

Name & Designation of Investigating Officer:

Syed Farrukh Habib, Director General-I

Subject:

NON-PAYMENT OF PENSION FOR THE MONTHS OF MARCH & APRIL 2018 TO THE COMPLAINANT

AND OTHER RETIRED OFFICERS

THE COMPLAINT

Mr. Muhammad Tariq Zafar, vide his application dated 07.07.2018, stated that he was serving as Director (Traffic Engineering Bureau) in Karachi Development Authority and retired in the year 2015. He added that despite repeated requests, the authorities concerned did not make payments of pension for the months of March $\mathcal B$ April 2018. He further alleged that the Agency has also not allowing increase their pension, as announced by the Government. He therefore, requested to direct the Agency for payment of arrears and increase in pension.

PROCEEDINGS

- 2. The Additional Director (Finance & Accounts), KDA, vide letter dated 27.9.2018 reported that the monthly pension for the month of March and April 2018, has already been paid to the complainant.
- 3. The complainant through his email dated 11.12.2018 reported that pension increase as announced by the Government in 2016, 2017 and 2018 had not been paid by KDA till to date and requested for intervention of this office.
- 4. To know the facts of the case, hearing in the matter was fixed on 08.4.2018, wherein no one appeared from the agency. However, a report dated 09.4.2019 received from the Director (F&A), KDA along-with a cheque bearing No. 00006173 dated 03.4.2019 amounting to Rs.42,000/- on account of pension arrears. The report stated that now there was nothing outstanding in Finance & Accounts Department, KDA, in favour of complainant.



- 5. Mr. Muhammad Tariq Zafar (complainant) appeared in person in this Secretariat and submitted acknowledgement of cheque bearing No. 00006173 dated 03.4.2019 amounting to Rs.42,000/- on account of pension arrears.
- 6. The complainant sent an email in which he confirmed the version of the Agency's report and stated that the Agency had cleared his all outstanding dues towards Pension arrears and also extended his gratitude

CONCLUSION

7. The grievance of the complainant has since been redressed, the complaint therefore stands disposed of and consigned to record.

Given under my hand and seal of this office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 28th June, 2019



Selected Cases



Complaint No: **POS/2652/2018/C-15**

Name and address Mr. Abdul Sattar Detho

of the complainant: C/o Advocate Abdul Razzaque Talpur, Room No.10,

3rd Floor, Namco Centre, New Chali, Karachi

Name of the Agency complained against:

Police Department

Name & Designation of Sayed Amir Ali Shah

Investigating Officer: Advisor-C

Subject: ALLEGED DELAY OF MORE THAN THIRTEEN

YEARS IN PAYMENT OF OUTSTANDING DUES TO THE COMPLAINANT RETIRED SSP ABDUL

SATTAR DETHO.

THE COMPLAINT

Mr. Abdul Sattar Detho, retired SSP of Sindh Police in his complaint dated 13.9.2018 alleged that he retired from service on superannuation on 21.7.2005 but since then neither the payment of G.P. Fund was made to him nor the payment of three months' salary was paid to him. He also alleged that even his pension case was not made properly as he was receiving less payment than due. He requested several times to revise the same but all in vain. He, therefore, took recourse of this Institution.

PROCEEDINGS

2. The matter was taken up with the Police Department. Consequently the Inspector General of Police Sindh forwarded the report of AIGP Establishment dated 17.9.2018 according to which the complainant was retired while he was posted as ADIGP Investigation-II CCP Karachi but the record revealed that neither any request for fixation of lien by the above named officer was received nor he had informed as such. As far as the issue of G.P. Fund was concerned it was informed that the case of complainant was forwarded by AIGP Logistics vide letter dated 11.11.2013 to SGA&CD Government of Sindh. The complainant was requested to submit original and photocopy of his service book to A.G. Sindh for finalization of G.P. Fund. The report was silent about the three months' salary claimed by the complainant.

COMPLAINANT'S REJOINDER

3. The counsel of complainant vide rejoinder dated 24.12.2018 informed that pension / gratuity and leave encashment cases were finalized and only the issue of final payment of



G.P. Fund, Group Insurance and three months' salary were still outstanding / pending.

HEARING PROCEEDINGS

- 4. In order to resolve the matter, case was fixed for hearings on 10.01.2019 and 24.01.2019 wherein it was finally concluded that the provision of Group Insurance was not applicable in the complainant's case as he was still alive while the representative of D.I.G. East furnished the report that there were no pending salaries at the time of retirement of complainant. So far the case of final payment of G.P. Fund was concerned the case was sent to A.G. Sindh but it was returned back for want of original Service Book of the complainant to determine the non-gazette period of the complainant. The counsel of the complainant informed that his client had no original service book, however, photocopy of the same was available. The representative of A.G. Sindh Mr. Pervez Aziz, Accounts Officer (PF-1) proposed that the complainant should resubmit the photocopy of the Service Book duly attested, they would proceed with the case for its finalization. The representatives of DIG East and the complainant were advised to proceed as proposed.
- 5. Subsequently, the Accounts Officer (PF-1) vide his letter dated 29.3.2019 reported that the G.P. Fund final payment amounting to Rs.4,65,142/- had been made and credited in the bank account of the complainant. The counsel of complainant vide his letter dated 11.4.2019 paid gesture of thanks to this Institution.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 23rd April, 2019



Selected Cases



Complaint No: **POS/413/2018/B-06**

Name and address of the complainant:

Mr. Abdul Qayoom Detho, Retired HST,
C/o Abdul Hafeez Soomro, Govt. Boys Higher Secodnary School, Garhi Yasin, District Shikarpur,.

Name of the Agency complained against:

School Education $\mathcal E$ Literacy Department

Name & Designation of Investigating Officer:

Syed Qamar Razi Naqvi,

ting Officer: Consultant

Subject: DI

DELAY IN PAYMENT OF DUES TOWARDS ARREARS OF PAY & ALLOWANCES, PENSION, COMMUTATION & LEAVE ENCASHMENT ETC.

THE COMPLAINT

Mr. Abdul Qayoom Detho, in his complaint filed on 09.02.2018, against School Education & Literacy Department, stated that he had been posted as HST (BPS-19) at Govt. Boys High School, Gaheja, District Shikarpur, and was allowed to proceed on retirement from Govt. Service on 31.12.2015. The 365 days leave encashement already allowed by competent authority i.e. Director, School Education (Elem.Sec:& HS), Larkano but payment was not made to him for want of illegal gratification. He further informed that while his posting, he was implicated falsely in case Crime No. 84/2011 U/s 302,337/H.2 of PPC of PS Lakhi Gate, Shikarpur and accordingly he was under suspension since 01.12.2011. He further submitted that the criminal case was reported to Court vide Sessions case No. 43/2012 which remained under trial and was decided on 22.06.2015 wherein he was acquitted from charge levelled against him.

- 2. After the Decision, he filed application for re-instatement in service with a request for deciding the intervening period from 01.12.2011 to 29.12.2015 as on duty under Rule 8-A of Sindh Civil Servant (E&D) Rules 1973, and his request was approved, vide order No. SD(S-III) 1-388/2015 dated 29.12.2015. He resumed his duty, vide order No. DSE/ES&HS/Admin-II/676/2015 dated 05.01.2016 as well as retired, vide order No. DSE/(ES&HS)Admin-II/Section-II/722 dated 27.01.2016. He informed that his intervening period from 01.12.2015 was decided, vide No. DSE/ES&HS/Admin-II-Section/759 dated 6.02.2016. and time scale had also been awarded to him from BPS-18 to BPS-19 with effect from 01.09.2012 vide order No. DSE/ES&HSAdin-II-Section/790 dated 02.03.2016.
- 3. He further informed that after fulfilment of all codal formalities, the concerned authorities failed to pay his service dues amounting to Rs. 8,18,242/- for want of bribe, the papers were kept in abeyance. As a result, he was deprived of his service benefits due to which he was facing



financial problems. He stated that he had approached several times to the concerned offices but due to the demand of illegal gratification, the matter was kept pending in the office of District Education Office, Shikarpur. He, therefore, sought our intervention to resolve his problem.

PROCEEDINGS

- 4. The complaint was forwarded to School Education & Literacy Department, the Director School Education, Larkana and District Education Officer, Shikarpur, as well as to District Accounts Officer, for report.
- 5. The Deputy Director, Directorate of School Education, vide letter No. DSEL/E,S&HS/B&A/3843/2018 dated 01.03.2018 submitted that the case file in response of letter No. SO(A&MR)E&L/Misc/2016 dated 08.11.2016 was submitted to Administrative Department along with all requisite codal formalities for onward process at quarter concerned, vide letter No. DSE/(E,S&HS)B&A/2289/2017 dated 06.07.2017.
- 6. The Section Officer, School Education & Literacy Department, vide letter No. SO (A&R)SE&LD/NAB/2017-18 dated 26.03.2018, informed that the department has once again requested to furnish the required documents for arrears in respect of Mr. Abdul Qayoom Detho, retired HST.
- 7. The Deputy Director, Larkana, vide letter No. DSEL/E,S&HS/B&A/4478/2018 dated 05.06.2018, informed that the desired papers of the claimant, Mr. Abdul Qayoom Detho, alongwith requisite codal formalities, were again forwarded to the Administrative Secretary, vide letter No. DSE/Elem:S&HS)B&A/3843/2018 dated 26.03.2018.
- 8. Several hearings were held in the matter with the concerned officials. The Section Officer (A&R) submitted that the Director School Education, Larkana, was advised to furnish Check List Proforma, FD Proforma, Non-payment certificate duly countersigned by concerned Director/DDO, reason of claim of arrears and authentic copy of Service Book of the complainant for further necessary action.
- 9. The Deputy Director, vide letter No. DSEL/E,S&HS/B&A/4853/2018 dated 29.08.2018, informed that he had forwarded all the required documents to the Section Officer (A&R) for necessary action.
- 10. The Section Officer (SR-I), Finance Department, vide letter No. FD(SR-I)13 (505)/2018 dated 06th December, 2018, informed that the Finance Department had accorded permission for the drawal of arrears of pay and allowances amounting to Rs. 4,113,939/- and directed District Accounts Officer, Shikarpur, for necessary payment under relevant head of account during the current financial year 2018-19.
- 11. The District Accounts Officer Shikarpur, vide letter dated 10th December, 2018, directed to verify the genuiness of the claim of the complainant, Mr. Abdul Qayoom Detho, for immediate payment of all the arrears of pay & allowances. In response, the District Accounts Officer, Shikarpur, submitted, vide letter No. DAO/SHP/2018-19/521 dated 19.12.2018, that bill regarding arrears of pay and allowances in respect of Mr. Abdul Qayoom Detho, Ex. HST, amounting to Rs. 41.13.939/= had been received which was passed accordingly.



- 12. The District Accounts Officer, Shikarpur, submitted copy of the Bill amounting to Rs. 41,13,939/= along-with copy of letter of thanks of the complainant.
- 13. The complainant, in his letter dated 18.12.2018, had expressed his thanks to this Secretariat for helping him in getting the outstanding dues of his service.

CONCLUSION

14. 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, the 17th January, 2019



Selected Cases



Complaint No: **POS/2770/2019-F**

Name and address Mr. Muhammad Sharif,

of the complainant:

House No. 07-110, Mohalla Zubaida Compound,
Tai Maniid Boad, Agra Tai Calany, Karaghi

Taj Masjid Road, Agra Taj Colony, Karachi.

Name of the Agency complained against: Karachi Metropolitan Corporation (KMC)

Name & Designation of Investigating Officer: Mr. Manzoor Ali Awan, Consultant-F

Subject: COMPLAINT REGARDING UNJUSTIFIED

FINAL NOTICE FOR DEMOLITION OF LEASED HOUSE OF THE COMPLAINANT.

THE COMPLAINT

Mr. Muhammad Sharif in his complaint admitted on 16.07.2019 stated that he was residing in house No. 7-110, Mohalla Zubaida Compound, Agra Taj Colony, Lyari, Karachi. He had received a Final Notice from the office of the Senior Director, Anti Encroachment, Karachi pasted on the wall of his house for demolishing the house on plot No. 52-A situated at Agra Taj Colony, Karachi. He stated that he was residing in the house since creation of Pakistan. The said house was leased in favour of his mother. The plan of the allaga was revised and the plot was shown as Dispensary, which was not in his knowledge. Thereafter they submitted an application to the Honourable Ombudsman Sindh who called for the report and after that passed a decision dated 12.04.1993. According to decision the authority was directed to remove the word dispensary from the Map Plan of the plot with immediate effect to enable the owner to take loan from the bank. Thereafter, the KMC according to rule and regulation published in the newspaper, passed resolution No. 800 dated 14.02.1998 thereby the word dispensary was removed from the plan and the Assistant Director Land was informed accordingly. After the death of his mother the legal heirs after completing legal formalities got the house mutated in their names. Despite that the Senior Director had issued notice for demolition of the house on the ground that the plot in question was earmarked for dispensary. The complainant sought relief from this institution.

2. The complainant submitted photocopies of the relevant documents along with copies of the decision passed by the then Honourable Ombudsman Sindh.

REPORT BY THE AGENCY

3. The Senior Director, Anti Encroachment Department, KMC was asked to furnish comments vide letter dated 25.07.2019.



4. The Senior Director, Anti Encroachment, KMC vide his letter dated 06.08.2019 stated that the Honourable Supreme Court of Pakistan had passed order dated 09.05.2019 in C.P. No. 09/2010 for removal of encroachment from Government lands, parks, amenity lands, playgrounds, hospital, graveyard lands and land meant for educational purposes. He added that the plot No. 52-A, Taj Masjid Road, Agra Taj Colony, Lyari was reserved for "Dispensary" in the approved layout plan of the locality hence in compliance with the order of Honourable Supreme Court the department notice was issued under Sindh Public Property (Removal of Encroachment), KMC. He submitted copy of the order dated 09.05.2019 in C.P. No. 09/2010.

REJOINDER BY THE COMPLAINANT

- 5. Copy of the letter was sent to the complainant vide letter dated 26.08.2019 for rejoinder.
- 6. The complainant in his rejoinder received on 12.09.2019 stated that the order passed by the Honourable Supreme Court of Pakistan was not applicable in his case as the plot in question was leased out by the KMC in favour of his mother in October, 1980. His mother had filed a complaint before the Honourable Ombudsman Sindh vide complaint No. POS/5387/J-446/92 as the NOC was not being issued by the KMC to enable her to obtain loan from the Bank. The Honourable Ombudsman passed a decision dated 12.04.1993 whereby it was ordered to amend the layout plan. Thereafter the plot was transferred/mutated in favour of the heirs of their deceased mother. He alleged that the notice issued by the Senior Director Land, Anti Encroachment, KMC was illegal and to cause harassment.

HEARING/PROCEEDINGS

- 7. The copy of rejoinder was sent to the Senior Director, Anti Encroachment Department, KMC for comments.
- 8. The Senior Director repeated the same contention as in his letter dated 01.10.2019.
- 9. Thereafter, a letter dated 21.10.2019 was issued to the Senior Director, Anti Encroachment, KMC vide letter dated 21.10.2019 was informed that the then Honourable Ombudsman Sindh had passed decision dated 12.04.1993, as a result of which, the Council vide resolution No. 800 dated 14.02.1998 deleted the word "dispensary" from the layout plan. The plot was the mutated in favour of Mrs. Rehana Yasmeen and six others vide Deputy Director Land, Lyari Lease Division, KMC letter No. DDL/LY/212/2019 dated 24.06.2019. The decision of the Honourable Ombudsman was not challenged before any forum thus attained finality. Besides, the plot had been properly leased out.
- 10. The Senior Director was called to appear on 06.11.2019 to justify the issuance of the notice and further directed to furnish list of such other plots where action for removal was taken.

FINDINGS

11. Mst. Khatoon Begum wd/o late Rashid Ali in a petition dated 14.09.1992 filed before the then Honourable Ombudsman Sindh Karachi stated that she owned a residential plot bearing No. 52, Street No. 2, measuring about 200 sq. yds. at Agra Taj Colony, Lyari Quarters by virtue of registered lease deed dated 02.10.1980. The KMC Land Department in capacity as lessor had issued NOC on the basis of which building plan for ground and first floor was approved by



K.B.C.A. vide order dated 12.01.1986. In order to raise house building loan, she repeatedly requested Land Department, KMC to issue requisite permission to mortgage/assign the plot in favour of H.B.F.C., which was not being issued. The case was examined and the then Honourable Ombudsman was pleased to pass the following order:

"I have examined the contention of the agency. The complainant's old possession on the basis of which the plot was first regularized by K.M.C & then lease deed was executed in favour with the approval of the Council & the Controlling Authority, has vested in her the inalienable proprietary right. The balance of convenience is decidedly tilted in favour of the complainant. In other words the layout plan is to be amended to reflect the factual position as on ground. The Administrator, K.M.C., in exercise of the powers of the Council may accord approval to the amendment, so that the Department may process the request of the complainant. The necessary formalities as prescribed in the rules be completed expeditiously within a period of 3 months."

- 12. Later on, in compliance of the above decision the Karachi Municipal Corporation passed a resolution No. 800 dated 14.12.1998 whereby the word Dispensary was deleted from the layout plan.
- 13. The Senior Director, Anti Encroachment, KMC however issued a Final Notice to the complainant for demolition of the house in accordance with the order dated 22.01.2019 passed in C.P. No. 815/2016 by the Honourable Supreme Court of Pakistan. He quoted the relevant portion of the order, which is reproduced below:

"Besides, Jam Sadiq Ali Park, there are so many other amenity plots in the city meant for parks, playgrounds and other amenity use as per the original Master Plan of the city which have been allowed to be converted into commercial use. DG shall take steps to have all such plots which were originally meant for residential purposes amenity plots and playgrounds, to restore them to original position and remove all illegal and unlawful construction on such plots. There seem to be and epidemic in the city of marriage halls, shopping malls, petrol pumps, CNG Stations and the houses are being allowed to be converted for these purposes. Besides, encroachments upon and change the use of amenity plots like playgrounds, parks and meant for other amenities. Hence forth that is from today there is a complete ban on Master Plan Department of SBCA or any other authority of the City Government or Government of Sindh of allowing change in the use of land. No such change of use of land shall be permitted, conversion of residential houses and amenity plots meant for paths, playground and other amenities, their conversion shall not be allowed for commercial use that of marriage halls, markets, shopping malls, apartments, marquees, petrol pumps/CNG stations etc. This complete ban in cessation of conversion plots, amenity plots like that of parks, playgrounds and other amenities shall apply all across Karachi city including cantonment areas. SBCA nor any other authority shall approve any conversion including pending ones. All conversion allowed by these authorities



shall be reviewed and all efforts shall be made to ensure that the land which was original provided in the Master Plan of City of Karachi is restored to that status. SBCA shall not approve any multistoried building plan on residential plots meant for residential houses, amenity plots like playgrounds, parks and other amenities and all such approval given by SBCA shall be reviewed and any building constructed in violation of original Master Plan in the City of Karachi shall be ensured to be restored to its original position. Environmental Department and all other Government Departments shall ensure that City of Karachi is restored to that all its original master plan and no deviation from it shall be allowed to be made. MPGO of SBCA shall not convert or allow to be converted the use of plot or land from its original use to that of any other use. All constructions which are illegally and unlawfully made in the city of Karachi shall be reviewed by the SBCA within a period of one month and a report in this respect shall be submitted to this Court, which should recommended the solution as to how these illegal and unlawful constructed buildings can be demolished and the plot/land put to its original use and how the people, who are occupying such buildings, will be compensated and provided alternate accommodation by SBCA from the funds generated by its own staff. Accountant General shall discuss the issue with the DG SBCA as to how the payment of emoluments to the staff of SBCA is to be released."

- 14. According to the above decision the Honourable Supreme Court of Pakistan had very clearly ordered that henceforth from today there was complete ban on Master Plan Department of SBCA or any other authority of the City Government or Government of Sindh of allowing change in the use of land. No such change of use of land shall be permitted, conversion of residential houses and amenity plots meant for paths, playground and other amenities, there conversion shall not be allowed for commercial use that of marriage halls, markets, shopping malls, apartments, marquees, petrol pumps/CNG stations etc. This complete ban in cessation of conversion plots, amenity plots like that of parks, playgrounds and other amenities shall apply all across Karachi city including cantonment areas. SBCA nor any other authority shall approve any conversion including pending ones. All conversion allowed by these authorities shall be reviewed and all efforts shall be made to ensure that the land which was originally provided in the Master Plan of City of Karachi is restored to that status.
- 15. In the light of above decision, all such cases had to be placed before the competent authority i.e. the Council, for review after giving due opportunity to the affected party.
- 16. In the present case the Council of the KMC had not reviewed the present case. The Senior Director at his own had issued Notice to the complainant. The complainant had alleged that he was hurt being heart patient due to the notice issued to him.
- 17. It was thus observed that a notice issued by the Senior Director, Anti Encroachment, KMC was without any authority and amounts to mal-administration. He has in fact transgressed his position.

DECISION

18. 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 Senior Director, Anti Encroachment, Karachi Metropolitan Corporation, Karachi to immediately withdraw notice dated 10.07.2019 issued to the complainant for demolition of House No. 52-A, Taj Masjid Road, Agra Taj Colony, Lyari, Karachi and before taking any action should place all such cases before the Council of the Karachi Metropolitan Corporation in accordance with the order of Honourable Supreme Court of Pakistan.

19. A copy of the decision should be sent to the Mayor/Metropolitan Commissioner, KMC, Karachi for information and necessary action.

Given under my hand and seal of office



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 14th November, 2019



Selected Cases



Complaint No: **POS/3266/2018/K-31**

Name and address of the complainant: Mst. Bakhat Bhari wd/o. Gul Khan, Village Wandha Khan Baig, Tehsil & District

Mianwali

Name of the Agency District Accounts Officer,

complained against: Sukkur

Name & Designation of Mr. Ghulam Abid Shaikh,

Investigating Officer: Advisor-K

Subject: ALLEGED NON-PAYMENT OF FAMILY PENSION

TO THE COMPLAINANT SINCE 2016 BY DISTRICT ACCOUNTS OFFICER, SUKKUR.

THE COMPLAINT

Mst. Bakhat Bhari wd/o. Gul Khan retired Constable Sindh Police R/o. Village Wandha Khan Baig, District Mianwali filed her complaint on 06.11.2018 regarding non-payment of family pension to her since January 2016 by DAO, Sukkur. She stated therein that despite having furnished all required documents to District Accounts Officer Sukkur on 11.04.2017 for conversion of her monthly pension to Direct Credit System, no action was taken by his office. Being aggrieved by that, she 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 District Accounts Officer, Sukkur and A.G., Sindh vide this office letter dated: 14.11.2018. In response, the District Accounts Officer, Sukkur vide his letter dated: 26.11.2018 informed that the family pension of the widow had been brought on Direct Credit System w.e.f. November, 2018 through her bank account. As regards her previous pension arrears, she may be advised to appear in person in his office for taking thumb impression otherwise furnish Life Certificate duly countersigned by Treasury Officer, Minawali.
- 3. After receiving this office advice dated: 30.11.2018 the complainant furnished her Life Certificate dated: 14.12.2018 which was forwarded to DAO, Sukkur vide this office letter dated: 17.12.2018 followed by reminder dated: 23.01.2019 to expedite the finalization of the pension case of the widow. But there was no response from him.



CONFIRMATION OF THE COMPLAINANT

4. Meanwhile when the complainant was contacted on her given cell No. 0301-6354263, her son confirmed having received family pension through Direct Credit System alongwith all consequential dues.

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 1st April, 2019





Complaint No: **POS/2153/2014-N-51**

Name and address of the complainant: Syed Muhammad Usama, Lieutenant, Officer Pakistan Navy, PNS/M Hamza at PN

Dockyard, Karachi.

Name of the Agency complained against:

Jinnah Sindh Medical University (JSMU) Karachi.

Jinnah Post Graduate Medical Centre (JPMC) Karachi

Name & Designation of Mr. Muhammad Naseer Jamali,

Investigating Officer: Advisor-N.

Subject: ALLEGED NON-PAYMENT OF TWO

MONTHS STIPEND TO THE HOUSE

OFFICERS OF JPMC.

THE COMPLAINT

Syed Muhammad Usama filed a complaint dated 31.05.2019 wherein he alleged that his wife alongwith 20 other doctors were engaged as House Job officers in JPMC / Sindh Medical College Karachi for one year up-to June-2018. They were paid stipends up-to April-2018 and the remaining stipend of May and June-2018 was not paid to them. They had approached VC, JSMU, Executive Director, JPMC and Health Department, Govt. of Sindh for payment of stipend of last two months but the matter was not resolved. 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 VC, JSMU vide this office letter dated 12.06.2019 who in response, informed vide letter dated 24.06.2019 that the matter did not pertain to Jinnah Sindh Medical University. He further informed that the issue remained in correspondence by JPMC with Health and Finance Departments, GOS. The relevant agencies i-e.JPMC and Health department would be in better position to redress the grievance of complainants.
- 3. The matter was taken up with Secretary, Health Department and Executive Director, JPMC vide this office letter dated 01.07.2019. In response, the Executive Director, JPMC Karachi informed vide letter dated 12.07.2019 that 02 months outstanding stipend of House Officers was paid to them on 01.07.2019 and delay was due to late release of funds by Finance Department and fulfillment of procedural requirements of A.G. Sindh office. Meanwhile, the complainant also



informed vide letter dated 18.07.2019 that the outstanding stipend of two months i-e Rs. 60,000/each was paid to them by JPMC on 08.07.2019. He was thankful to this Institution for entertaining their complaint and taking prompt action with Health Department and JPMC in redressal of their grievance.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 29th August, 2019





Complaint No: POS/574/2018/Cons.I

Name and address Mr. Bilal Ashraf Khan

of the complainant:

B-85/1 Gulshan-e-Faisal, Bath Island

15th Street, Karachi.

Name of the Agency complained against:

S.B.C.A

Name & Designation of Investigating Officer:

Brig. Muhammad Jamil (Retd),

Consultant-I

Subject:

ALLEGED UNJUSTIFIED CANCELLATION OF PLOT OF THE COMPLAINANT BY THE MANAGEMENT OF M/S DADABHOY INVESTMENTS (PVT) LIMITED DESPITE PAYMENT OF ENTIRE DUES, ETC.

NON-RESPONSE TO NOTICES ISSUED TO SBCA.

THE COMPLAINT

Mr. Bilal Ashraf submitted his complaint dated 16.01.2017 stating therein that M/s Dadabhoy Investments (Pvt) Limited had cancelled the allotment of his plot details of which are as follow:

- 1). That, according to the booking of said plot he had deposited \mathcal{B} paid the whole amount of the plot in 1982 and cleared all outstanding dues at that time.
- 2). That the builder(s) Dadabhoy Investments Limited had issued provisional allotment order in his favour dated January 08, 1985. The subject allotment order was issued after clearance of all dues upon his subject plot at that time but no development work is done till todate.
- 3). That, he had submitted the request for change of his residential address along with mobile number and the same was delivered by hand to Mr. Capt. Siddiqui in 2005 but could not obtain the receiving from him in over faith.
- 4). Unfortunately Office of Dadabhoy (Pvt) Ltd did not updated their record, hence the complainant did not receive any letter from the company. The Office of Dadbhoy had cancelled his allotted plot after 30 years of allotment without any valid reason.

He, therefore, requested to intervene in the matter for reversing cancellation of said allotment order and providing him justice.



PROCEEDINGS

- 2. Matter was referred to the Director General, SBCA and Registrar Cooperative Societies Sindh for submitting detailed report. Registrar Cooperative Societies vide letter dated 08.12.2017 informed that this department deals with the matters/issues relating to Registered Cooperative Societies in Sindh, under section 10 of the Cooperative Societies Act, 1925, whereas, the subject matter seems to be a private project. However, no response from SBCA received despite sending several reminders.
- 3. Hearing in the matter was fixed on 27.06.2018 and Notice was issued to the Director General, SBCA and Managing Director M/s Dadabhoy Investments (Pvt) Limited and the complainant. Mr. Javed Ali Baig Manager M/s Dadabhoy and Mr. Bilal Ashraf, the complainant appeared for hearing. The discussion, mainly contended that the plot allotment was made to Mr. Bilal Ashraf on clear understanding by the client that he shall be governed by rules which involved certain payments even after allotment of plot. He had agreed to and signed acceptance.
- a). Mr. Javed Beg opined that the said plot was cancelled due to non-payment of Maintenance levies by the client, they had issued several Notices to the complainant for clearance of dues. Since the matter pertains to the Civil Court, the inquiry orders by the Honourable Ombudsman may be withdrawn.
- b). Mr. Bilal Ashraf insisted that no correspondence was received by him at his new address.
- c). After deliberation, it was agreed by the parties to adjourn the matter for another date and that prior to attending next hearing, the builder/allottee will sit together to reconcile the issue for redressal of grievance. The matter adjourned till 18.07.2018.
- 4. Next Hearing was conducted on 30.07.2018, in presence of the complainant (Mr. Bilal Ashraf) and Mr. Javed Beg, while no one appeared from SBCA again. Case was discussed in detail. Mr. Javed Ali was directed to compensate the complainant in monetary terms at some appropriate rate and report compliance to this Secretariat. Mr. Javed Ali requested to grant time till first week of September 2018 as he was going to perform Hajj, the same was granted and the Hearing was adjourned till next date.
- 5. After strict Warning Notice, Next Hearing dated 06.09.2018 was attended by representative of SBCA, Mr. Abdul Khalique, A.D. and submitted report dated 05.09.2018 that the matter pertains to Malir Cantonment Board and the same is forwarded to Executive Officer, Malir Cantonment Board for necessary action under intimation to Ombudsman Secretariat.
- 6. The matter remained under investigation and Hearings with the SBCA and the builder. In the meanwhile Manager Housing M/s Dadabhoy vide letter dated 01.11.2018 informed that Mr. Bilal Ashraf has settled his dispute with the company and received his full payment. He has submitted an Under-taking/Affidavit on the settlement, copy of which is enclosed for information. Since his grievance has been settled therefore, it is requested that the instant complaint may kindly be closed.
- 7. Complainant vide his letter dated 25.10.2018 also confirmed that since the dispute has been settled with the company and he has received his dues (Rupees Seven hundred thousand



only), therefore, he wish to withdraw his complaint and shall ever remain thankful to Ombudsman Office for all assistance provided to him in the matter.

CONCLUSION

8. In view of the report dated 01.11.2018 of M/s Dadabhoy Investments (Pvt) Limited and confirmation dated 25.10.2018 submitted by the complainant mentioned above since the grievance of the complainant is fully redressed, the matter is disposed of accordingly.

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Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 12th April, 2019





POS/3614/2017/M-26 Complaint No:

Mr. Bakht Meen Khan Name and address

E-8, Muhalla Noori, Frontier colony, Distt. of the complainant:

West Karachi

Name of the Agency complained against:

SITE Ltd. Sukkur.

Mr. Firoz Akhtar Khan Name & Designation of

Investigating Officer: Director Genral (Finance) / Consultant-M.

Subject: ALLEGED UN-JUST CANCELLATION OF

> COMPLAINANT'S PLOT NO. E-18, MEASURING 01 ACRE SITE INDUSTRIAL AREA SUKKUR,

WITHOUT ANY PRIOR NOTICE.

THE COMPLAINT

A complaint of Mr. Bakht Mein Khan was received through Wafaqi Mohtasib (Ombudsman)'s Secretariat as the matter pertains to SITE Ltd., Government of Sindh. In the complaint he stated that a plot No. E-18 comprising an area of one (1) acre of plot of land, SITE Industrial Area Sukkur was owned by him against which he had already paid full amount. His above-mentioned plot of land was cancelled by the Agency and allotted to another Party during his overseas visit. He requested this office to intervene in the matter.

AGENCY'S REPORT

The Complaint was furnished to the Agency, SITE Ltd. vide this office letter No.POS/3614/2017/M dated 11.02.2019 and subsequent reminder dated 13.03.2019 for their report. In compliance, the Estate Engineer SITE Limited Sukkur confirmed that an alternate Plot No. F-4 had been allotted to him with his satisfaction. They also informed that for cancellation of his earlier Plot No. E-18 a notice was issued to the complainant vide their office letter No. Admn/Suk/433/5510 dated 19.08.2014.

REJOINDER OF THE COMPLAINANT

The complainant confirmed that his complaint has been resolved with his full satisfaction as an alternate Plot No. F-4 of the same size and value had been allotted to him for which he expressed his thanks and gratification to the Honourable Ombudsman Sindh.



CONCLUSION

4. Since the grievance of the complainant has been fully redressed, the case is disposed of accordingly.

Given under my hand and seal of the office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 5th April, 2019





Complaint No: POS/3456/KHE-495/15/Adv-Z

Name and address of the complainant:

Mr. Habib Ahmed Umer Through the Attorney Mr. Muhammad Daud,

Heyer No. 28 Short 7 (Old # B.22) Agreem Coth

House No.38, Sheet 7 (Old # B-33) Azeem Goth,

Block-4/A, Gulshan-e-Iqbal, Karachi

Name of the Agency complained against:

Cooperation Department

Name & Designation of Investigating Officer: Mr. Zamir Ahmed Khan, Advisor-Z

Subject: ALLEGED INACTION ON COMPLAINT MADE FOR

RESTORATION OF PLOT OF THE COMPLAINANT PCSIR COOPERATIVE HOUSING SOCIETY AND

ISSUANCE OF ALLOTMENT ORDER ETC.

THE COMPLAINT

The complainant Mr. Habib Ahmed Umar through his Attorney Mr. Muhammad Daud stated in his complaint dated 10-12-2015, that he got membership of PCSIR Employees Cooperative Housing Society Limited, Karachi, for obtaining a residential plot of 400 sq. yards against the payment of Rs.25,000/-through Pay Order dated 10-04-1984. On 21-05-1984, the Society informed the complainant that his application was not successful in balloting for 400 sq. yds. However, he was offered plot of 240 Sq. Yards. The applicant agreed to accept the same and he was allotted Plot No.A-58 measuring 240 Sq. yards. But he has not been physically allotted the plot so far despite continuous efforts. Therefore, the complainant sought our intervention.

AGENCY REPORT

2. The matter was taken up with the agency vide this office letter dated 20-01-2016. In response, the agency submitted their report dated 18-05-2016 along with report submitted by PCSIR Cooperative Housing Society Ltd, Karachi. According to the report, Plot No.A-58 was initially allotted to Mr. Habib Ahmad Umar and Plot No.A-62 was allotted to Syed Tufail Ahmed Bukhari. At the time of filing the application Form for KESC connection both the members exchanged their plots in the year 1999. Plot No.A-58 was held by Syed Tufail Ahmed Bukhari while Plot No. A-62 by Habib Ahmad Umar. Finally, Syed Tufail Ahmed Bukhari constructed his house on this plot. Whereas, Plot No.A-62 was cancelled due to non-payment of dues by the complainant, after completion of all codal formalities i.e. issuance of notices and public notices in daily newspapers. All Notices were returned "undelivered". Consequently the plot (A-62) was allotted to another member.



THE COMPLAINANT'S REJOINDER

3. The complainant, vide his rejoinder dated 22-07-2016, contested the agency's report and stated that no reminders or notices were received by him at his given address. He further stated that he never exchanged his plot with anyone. He added that the society had cancelled his plot illegally and despite payment of full occupancy value of the plot and other dues as demanded by the Society from time to time.

HEARING PROCEEDINGS

4. To sort out the issue, several hearings were conducted. During the hearing held on 18-04-2019, Syed Aijaz Hussain Shah, Administrator, PCSIR Employees Cooperative Housing Society while reiterating his earlier instance stated that the Management of the Society without assigning any reason cancelled the complainant's plot and re-allotted to Mr. Mazhar Jameel. Syed Aijaz Hussain Shah also admitted that some other plots were also cancelled illegally by the then Management of the Society and that the Society had been superseded by the Government on the basis of corruption, illegal cancellation and allotment of the plots and misuse of powers and funds of the Society. The original record of the Society is in possession of Anti Corruption Establishment. However, he refused to give these details in writing. The Managing Director, Sindh Cooperative Housing Authority could not produce the same record, saying that he is dependent on the Administrator's point of view. He cannot give his opinion without going through the record which was not provided to him by the Society.

FINDINGS

- 5. From the perusal of the case record, papers and hearing proceedings it is transpired that:-
 - (i) The society allotted Plot A-58 to the complainant in the year 2006 and complainant also paid full dues as and when the Society demanded.
 - (ii) The plot in question was illegally cancelled by the then Management of the Society, as verbally admitted by the present Administrator.
 - (iii) Society failed to prove that the Notices for payment of dues/cancellation were returned "undelivered".
 - (iv) It is false statement of ex-Hon. Secretary of the Society (Zahra Yaqeen) that the complainant was not in contact since 1984. The fact is that the complainant has been paying dues (as demanded) till mid of 1995. The last payment was made on 17.7.1995.

DECISION

6. 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 Secretary, Cooperation Department to allot an alternate plot of the same size and value to the complainant or return the amount deposited by the complainant alongwith interest / mark up at the bank rate / market value and report compliance to me inside 45 days without fail.

Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 6th May, 2019.





Complaint No: **POS/1398//2016/G**

Name and address Mst. Asia wd/o Robin,

of the complainant: House No.70/7, Hyder Colony, Check post No.6,

Malir Cantt, Karachi.

S.M.SHUJAAT ALI,

Name of the Agency complained against:

Karachi Water & Sewerage Board, Karachi.

Name & Designation of

Consultant-G

Investigating Officer:

NON-GRANT OF PENSION TO THE COMPLAINANT

(ASIA BIBI), IN RESPECT OF HER DECEASED HUSBAND WHO WAS AN EMPLOYEE OF KW&SB AND EXPIRED ON 29.06.2014.

THE COMPLAINT

Subject:

Mst.Asia Bibi wd/o of Robin Maseeh filed this complaint to Madadgar National Help Line (NGO) Karachi which was received in this Secretariat on 20.04.2016 through Provincial Ombudsman, Protection against Harassment of Women at Work Place Sindh, stating therein that her husband (Robin Maseeh) was an employee of Karachi Water & Sewerage Board who expired due to heart attack while he was at work on 29.06.2014. Besides two year constant follow up the department concerned i.e. KW&SB failed to grant his pensionery benefits. Mst. Asia being the widow and mother of five children requested for our intervention in the matter.

PROCEEDINGS

- 2. The Dy. Managing Director (HRD&A), KW&SB vide his letter dated 24.01.2017 reported that the request of the complainant Asia Bibi for grant of pension was not tenable because her husband Robin Maseeh was an adhoc employee and his adhoc service had already been terminated due to absence.
- 3. Inspite of submitting rejoinder the complainant appeared in person and stated that she was illiterate and could not find any service documents of her deceased husband Robin Maseeh except his service card. She had submitted a copy of service card of her husband bearing employee No.018972-4 and his date of joining as 01.12.1988.

HEARING PROCEEDINGS

4. In order to sort out the issue, multiple hearings were held in the matter. The Agency was



asked to explain the reason of keeping Robin Maseeh on adhoc basis for 26-years, whereas the adhoc appointment is for six months only.

5. Mr. Sajjad Hyder Dy, Director (HRD&A), KW&SB during the course of hearing held on 23.01.2018 informed that the issue had been settled and the widow Asia Bibi had been paid Rs.2 lacs and Rs.1,56,245/- as Financial Assistance and contribution fund respectively. Whereas matter pertaining to leave encashment of her late husband (Rs.123000/-) was under process and would be paid to her shortly. The pay of Robin Maseeh had also been fixed thereafter payment of gratuity and pension would also be finalized at the earliest. He also submitted report dated 23.01.2018 in this regard.

FURTHER PROCEEDINGS

- 6. The Executive Engineer (Sew), Malir KW&SB and Accounts Officer (Pension) KW&SB were also asked for report regarding payment of pension, gratuity and Financial Assistance etc to the legal heirs of deceased Robin Masih. In reply, XEN(Sew) KW&SB vide letter dated 29.01.2018 informed that service dues of Robin Maseeh i.e Financial Assistance, G.P Fund and L.P.R had been paid by KW&SB and his pension and gratuity case was under process.
- 7. The Accounts Officer (pension), KW&SB vide letter dated 07.02.2018 reported that the case of Robin Maseeh had been finalized and sent to cheque department of KW&SB.
- 8. On 12.04.2018 Mr.Turab Ali Director (Accounts), KW&SB appeared and informed that the issue of Mst. Asia Bibi had been resolved. He had submitted report dated 11.04.2018 alongwith four original cheques amounting to Rs.7,15,293/- in respect of commutation and arrears of pension of deceased Robin Maseeh husband of the complaint.
- 9. Mst. Asia Bibi (complainant) was called to collect her cheques. She appeared before the Investigation Officer on 13.04.2018 alongwith her brother namely Ayoub Maseeh bearing CNIC No.42301-9256634-1 and collected four cheques amounting to Rs.7,15,293/- and also confirmed receipt of Rs.3,56,245/- against Financial Assistance and contribution fund paid to her earlier.
- 10. She thanked the Hon'able Ombudsman Sindh and this Institution for redressal of her grievances.

CONCLUSION

11. In view of 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 7th January, 2019





Complaint No: POS/RN/27/16/NWS-15

Mst. Nasreen Wd/o. Islamuddin Name and address

R/o. H.No.845 Qureshi Street, Sawai Road, of the complainant:

Shahdadpur, District Sanghar.

Name of the Agency complained against:

Town Municipal Committee, Shahdadpur.

Mr. Masood Ishrat, Name & Designation of

Investigating Officer: Registrar

NON-APPOINTMENT OF SON OF THE Subject:

COMPLAINANT AGAINST DECEASED QUOTA.

THE COMPLAINT

Mst. Nasreen wd/o. Islamuddin filed a complaint on 08.02.2016 stating that her deceased husband was a permanent employee of Municipal Committee Shahdadpur and had expired during service on 16.04.2014. She alleged that her son namely Mr. Waqar Ahmed was not being appointed against deceased quota despite persuation. She, therefore, requested our intervention in the matter.

PROCEEDINGS

- The matter was taken up with the Chief Municipal Officer, M.C. Shahdadpur who vide letter 2. dated 09.3.2016 reported that documents have been forwarded to the Secretary to Government of Sindh, Local Government Department, Karachi and further orders were awaited.
- The Section Officer-I, Local Government Department, Karachi vide letter dated 16.10.2018 reported that the case of Mr. Wagar Ahmed (son of the complainant) regarding his appointment against deceased quota has been forwarded to the Chief Secretary Sindh and Law Department, Government of Sindh, for further action.
- 4. The Deputy Secretary (Staff) to Chief Secretary, Government of Sindh, Karachi vide letter dated 02.11.2018 reported that the matter has been approved subject to verification of the official documents by DRC.
- 5. The Section Officer, I, Local Government Department, Karachi, vide letter dated 29.1.2019 reported after completion of formalities, son the complainant has been appointed against post of Naib Qasid (BPS-2).



- 6. The Chairman, Municipal Committee, Shahdadpur, vide letter dated 24.01.2019 also reported that Mr. Waqar Ahmed has been appointed as Naib Qasid (BPS-02) on regular basis w.e.f. 20.12.2018 in the office of Municipal Committee, Shahdadpur.
- 7. The complainant in her rejoinder dated 21.03.2019 while confirming that her son has been appointed as a Naib Qasid (BS-02) against deceased quota extended her gratefulness for providing assistance in redressal of her grievance.

CONCLUSION

- 8. In view of the above, since grievance of the complainant is fully redressed, the complaint stands disposed of accordingly and consigned to record.
- 9. This also disposes of two other complaints registered vide POS/649/17/NWS-24 and POS/1117/16/NWS-49 of the same complainant on the very same issue.

SINDH

Given under my hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 11th April, 2019





Complaint No: POS/1786/2018/59/KS

Mr. Altaf Hussain Bhatti Name and address

R/o. L-755, Shireen Jinnah Colony, of the complainant:

Clifton, Karachi.

Name of the Agency complained against:

Revenue Deaprtment

Name & Designation of

Mr. Ishrat Ali Siddiqui,

Investigating Officer:

Regional Director, Karachi (South)

Subject:

DELAY IN CARRIED OUT DEMARCATION OF SURVEY NO. 84, DEH PATTA TALUKA

KOTDIJI.

THE COMPLAINT

Mr. Altaf Hussain Bhatti stated in his complaint received on 06.08.2018 that he had approached the Mukhtiarkar (Revenue) Taluka Kotdiji and Survey Superintendent Sukkur Division at Khairpur regarding demarcation of agriculture land bearing survey No. 84, Deh Patta Taluka Kotdiji but it was not done despite lapse of considerable period of time and depositing prescribed fee. Hence this complaint is for intervention.

REPORT OF THE AGENCY

The complaint was forwarded to Deputy Commissioner Khairpur, Survey Superintendent Sukkur Division at Khairpur and Mukhtiarkar Revenue Kotdiji vide letter dated 21.06.2018 to submit comments / report and pursued. The Mukhtiarkar Kotdiji in his report dated 15.01.2019 informed that the case of demarcation of land is old one and complainant may be directed to attend the Mukhtiarkar office Kotdiji for demarcation.

REJOINDER OF THE COMPLAINANT

A copy of agency report was forwarded to complainant for his rejoinder who in his letter dated 10.03.2019 reiterated his grievance and added that he has been pursuing the matter with the Mukhtiarkar Kotdiji since 2015 but action of demarcation has not been finalized for one reason or the other.

HEARING PROCEEDINGS

In order to sort out the matter, the case was fixed for hearing on 10.04.2019 attended by 4.



Mr. Badshah Dino, Supervising Tapedar and the complainant. During discussion the parties agreed to be present at the site on 23.04.2019 for demarcation and proper notice to all concerned to be issued accordingly. Consequently, the Mukhtiarkar Kotdiji issued the notices to all parties for conducting demarcation of Survey No. 84, Deh Tapa Patta Taluka Kotdiji to ensure their presence on 23.04.2019 at site. Subsequently, the Mukhtiarkar Kotdiji furnished report dated 10.05.2019 and informed that demarcation of Survey No. 84 Area 2-27 Acres and Survey No. 919 3-20 Acres had been carried out with the consultation of Tapadar and survey department team. The complainant was called on 16.05.2018 who confirmed the position vide his statement on the day. He expressed full satisfaction and requested to stop further proceedings and close the case.

CONCLUSION

5. 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 12th July, 2019





Complaint No: **POS/167/2016/KC**

Name and address Mr. Muhammad Sabir Qureshi,

of the complainant: R-1066, Federal "B" Area Block-16, Shop No. 1,

Karachi.

Name of the Agency complained against:

the Agency Municipal Committee, Nawabshah

Name & Designation of

Mr. Nazir Ahmed Qidwai,Regional Director, Karachi Central.

Investigating Officer:

REQUEST FOR PAYMENT IN RESPECT

OF INSTALLATION OF STREET LIGHTS

IN NAWABSHAH.

THE COMPLAINT

Subject:

Mr. Muhammad Sabir Qureshi, Proprietor Karachi Electric Works, filed a complaint on 07.09.2016, stating that in the year 2013, he had been awarded a contract for Rs. 4,98,212/- for the installation of lights in UC - No 4 to 6, Municipal Committee, Nawabshah. However despite completion of work and repeated requests, he had not yet been paid the said amount. He therefore, solicited our intervention for the resolution of the problem.

PROCEEDINGS

- 2. The matter was taken up with the Agency. Municipal Engineer, Municipal Committee, Nawabshah, vide his letter dated 04.05.2017, stated that certain formalities were required to be fulfilled to finalize the matter and payment to the complainant / contractor.
- 3. Chief Municipal Officer, Municipal Committee, Nawabshah, submitted a letter dated on 14.11.2017, wherein he stated that due to the shortage of funds, payments would be made to the complainant/contractor in installments.
- 4. The Complainant, Mr. Muhammad Sabir Qureshi, vide his letter dated 28.03.2018, informed that out of total amount Rs. 4,98,212/-, he had received a cheque for Rs. 200,000/- from the concerned department. He requested for early payment of the balance amount viz Rs.2,98,212/=.
- 5. Chief Municipal Officer, Municipal Committee, Nawabshah, vide his another letter dated 18.09.2018, informed about payment of further Rs.100,000/= to the complainant, vide cheque No. 23840419, dated 15.08.2018.



6. The complainant, Mr. Muhammad Sabir Qureshi, submitted a letter dated 01.01.2019 wherein confirmed that the concerned department had also paid him outstanding amount Rs. 1,98,212/= through cheque No, 25045343, dated 20.12.2018. He added that he had received the total amount and there was nothing outstanding against the department. He also requested for closing further proceedings on his complaint.

CONCLUSION

7. In view of the foregoing facts, the complaint is disposed as redressed.

Given Under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 5th March, 2019





Complaint No: **POS/3866/KHE-582/18**

Name and address of the complainant:

Mr. Jamil Ahmed Korai (Ex-DPP Kamber Shahdadkot)
House No. 35-A, Munir Foundation, Johar More,

of the complainant: Block 19, Gulistan-e-Jauhar, Karachi.

Name of the Agency complained against: Finance Department, Government of Sindh.

Name & Designation of Investigating Officer: Mr. Ahmed Jamal Aijazi
Director, Regional Office, Karac

Investigating Officer: Director, Regional Office, Karachi (East).

Subject: DELAY IN RE-IMBURSEMENT OF MED

DELAY IN RE-IMBURSEMENT OF MEDICAL CHARGES AMOUNTING TO RS.620,778/- DESPITE

SUBMISSION OF DESIRED DOCUMENTS.

THE COMPLAINT

Mr. Jamil Ahmed Korai, in his complaint dated 24.12.2018, stated that he was a patient who had renal plant. He had submitted to the office of the Secretary to Govt. of Sindh, Finance Department bills amounting to Rs.620,778/- for reimbursement of medical charges incurred in that regard. He further stated that he had submitted all the requisite documents on 19.11.2018 but reimbursement of the bills had not been sanctioned. He, therefore, solicited our intervention for resolving his grievance.

PROCEEDINGS

2. While the matter was under correspondence, the Section Officer (M-III) reported on behalf of the Finance Secretary, vide letter dated 23.04.2019, that the RMC claim amounting to Rs.620,778/-, in respect of the complainant, had been disposed of vide advice dated 19.02.2019. The complainant confirmed the above reported position vide his rejoinder dated 28.06.2019. He further informed that he had received the cheque for the billed amount through District Accounts Officer Kamber-Shahdadkot.

CONCLUSION

3. 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 20th June, 2019





Complaint No: POS/473/HYD/2019

Name and address of the complainant:

Prof. Syed Ali Muhammad Naqvi,
C/o Khabbar Baba, H.No.HCB-304, Deswali

Mohallah, Katcha Qila, Hyderabad

Name of the Agency complained against: K.I.P. (WAPDA) E.C.H.S. Ltd. Karachi

Name & Designation of Investigating Officer: Mr. Muhammad Akram Saeed, Director, Regional Office, Hyderabad.

Subject: ALLEGED DELAY IN DEVELOPMENT WORK AND HANDING OVER PHYSICAL POSSESSION OF PLOT

NO.110, BLOCK-A ADMEASURING 240 SQ.YARDS

BOOKED IN THE YEAR 1995.

THE COMPLAINT

Prof. Syed Ali Muhammad Naqvi, filed a complaint dated 26.10.2018 against KIP (WAPDA) Employee Cooperative Housing Society Ltd. Karachi, regarding the alleged delay in development work and handing over physical possession of the plot allotted to him. He stated that he applied for allotment of a plot admeasuring 240 sq. yds at KIP (WAPDA) Housing Society, but the union of the said society allotted him plot of 200 sq. yds instead of 240 sq. yds vide allotment order dated 15.12.2017 (copy enclosed). He was issued advice on 02.08.2017 for payment of an amount of Rs.307,000/- but the Agency refused to accept full payment and suggested him to deposit the same partially. He added that now the amount of Rs.132,000/- was payable which will be deposited by him instantly when this dispute will be decided. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. During the process of investigation, admission of the complaint was made on 19.09.2019 in the course of the preadmission correspondence. The Agency clarified vide their letter dated 10.07.2019 that the allotment of plots of 200 sq. yds instead of 240 sq. yds had to be made because number of the allottees was more than the number of plots, hence the area of the plots was reduced from 240 sq. yds to 200 sq. yds to accommodate more members, while discussing other issues therein also indicated in the report in question of the Agency that the amount of Rs.132,000/was still payable by the complainant who already had its knowledge, as mentioned in his complaint in hand. The complainant also offered his views vide his rejoinder dated 02.08.2019. Later, the R.D. fixed the case for hearing the parties on different dates. The complainant appeared before him on 15.11.2019 and informed vide his statement of the date that physical possession of



the plot No.110-A had been delivered to him in the above mentioned Housing Society alongwith a Site Plan. He added that he was satisfied on resolution of his grievance after interposal of this institution and expressed his gratitude for the same. He further added in his said statement that he did not want to press any other point/issue as well as further proceedings and thus requested to close the case. The Honorary Secretary of the Society also appeared before the R.D. on 21.11.2019 and submitted site plan of the plot and possession letter dated 26.10.2109 bearing a note dated 15.11.2019 of the complainant to have received physical possession of the plot.

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 3rd December, 2019





Complaint No: **POS/CH/2966/2015/RM-203**

Name and address Mr. Saleem Malik,

of the complainant:

Junaid House, Block-06, Pithoro City,

District Umerkot.

Name of the Agency complained against: Education Department,
Government of Sindh

Name & Designation of Mr. Zulfiqar Ali Junejo, T.I.

Investigating Officer: Director, Regional Office, Mirpurkhas

Subject: ALLEGED DISCRIMINATION AND DELAY IN

UP-GRADATION OF GOVERNMENT GIRLS MIDDLE

SCHOOL PITHORO TOWN, DIST. UMERKOT

THE COMPLAINT

Mr. Saleem Malik, stated in his complaint dated 17.10.2015 that Pithoro Town with population of approximate 8000 souls is headquarter of Taluka Pithoro District Umerkot. He added that a Government Girls Middle School existed there since its establishment in 1990 where education was also imparted to the students of 9th and 10th classes voluntarily in addition to the lower classes (200 students in all). He added that the above said school had been established about 25 years ago, yet the same had not been upgraded as High School, despite several efforts made in that connection due to which the girls were deprived of higher education. He cited facility of two High Schools provided in Deh Cheliyoon and village Hoondo Arisar respectively (both in the same Taluka Pithoro) where number of students on the roll was allegedly less than the school in their Pithoro Town which was sheer discrimination. He, therefore, solicited our intervention in the matter for directions to the Agency for up-gradation of the Government Girls Middle School alongwith required teaching and non-teaching staff.

PROCEEDINGS

2. The matter remained under the correspondence including reports received from the concerned quarters and rejoinders from the complainant. The Investigating Officer also fixed the case for hearing the parties on different dates. Finally, the District Education Officer, Elementary, Secondary and Higher Secondary District Umerkot, informed vide his letter dated 04.12.2018 that Government Girls Middle School Pithoro had recently been upgraded to the level of High School and proposal for sanction of staff SNE had also been approved. He added that presently two teachers from Primary side had also been reassigned to perform their duties at the said school. Later, the complainant appeared before the Investigating Officer on 06.02.2019 and confirmed the said position vide his statement of the date. He added therein that the needful had



been done after interposal of this institution he had thus no more complaint against the Agency and expressed his gratitude for the resolution of his grievance with a request 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 11th March, 2019





Complaint No: **POS/ROM/76/17/RM-107**

Name and address of the complainant:

Mr. Muhammad Ismail S/o Ghulam Muhammad Pitafi, R/o Village Sawan Khan Pitafi, Deh-198-A,

Taluka Digri, District Mirpurkhas

Name of the Agency Works & Services Department,

complained against: Government of Sindh

Name & Designation of Investigating Officer: Mr. Zulfiqar Ali Junejo, T.I.

Director, Regional Office, Mirpurkhas

Subject: ALLEGED INCOMPLETION OF CONSTRUCTION

OF BHU HOSPITAL DEH-198-A TALUKA DIGRI. MISAPPROPRIATION OF FUNDS ALSO ALLEGED.

THE COMPLAINT

Mr. Muhammad Ismail, stated in his complaint dated nil (received on 28.12.2017) that work for the construction of building for the Basic Health Unit at his village Sawan Khan Pitafi, Deh-198-A, Taluka Digri, had been started in 2010 which was required to be completed in 2014. He alleged that the entire amount of Rs.1,10,00000/- meant for the project was released yet the said work in question had not been completed because Akbar Rajput, Contractor and Muhammad Hanif, Engineer (Buildings) misappropriated funds in collusion with each other. He added that population of his village was about 35,000 and as the town (Digri with the facility of hospital) was about 25 kilometers away with a katcha way, therefore, some of the patients from his village lost their lives while on the way to the hospital at the above mentioned distant place for medical treatment. He, therefore, solicited our intervention in the matter for legal action & justice.

PROCEEDINGS

2. The matter remained under the process of investigation including reports received from the Agency. Finally, the Executive Engineer Buildings Division, Mirpurkhas, informed vide his letter dated 01.01.2019 that the construction of Basic Health Unit at Village Sawan Pitfi Deh-198-A Taluka Digri, had been completed in all respects and handed over to the concerned department (copies of possession certificate enclosed). A copy of the said report of the Agency was sent by the Investigating Officer to the complainant vide his letter dated 08.01.2019 followed by a reminder for his rejoinder if any. In response, he appeared before him on 20.03.2019, confirmed completion of building and notified revocation of his complaint vide his statement of the date. He also did not raise any other issue in his said statement.



CONCLUSION

In view of the above, the complaint stands redressed and disposed of accordingly.
 Given Under my hand and seal of office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 13th June, 2019





Complaint No: **POS/207/2018/NFZ-02**

Name and address Mr. Muhmmad Umar Lakho S/o M. Usman Lakho,

of the complainant: R/o Village Nabi Bux Lakho P.O. Abran, Taluka

and District Naushahro Feroze.

Name of the Agency Works & Services Department,

complained against: Naushahro Feroze

Name & Designation of Mr. Riaz-ul-Hassan Memon,

Investigating Officer: Director, Regional Office, Naushahro Feroze

ALLEGED INORDINATE DELAY OF TEN (10)

YEARS IN CONSTRUCTION OF DISPENSARY IN VILLAGE NABI BUX LAKHO. SANCTION OF FALSE BILLS, INACTION BY THE OFFICERS AND DIFFICULTIES FACED BY THE VILLAGERS IN

THE ABSENCE OF DISPENSARY ALSO ALLEGED.

THE COMPLAINT

Subject:

Mr. Muhammad Umar Lakho, stated in his complaint dated nil (received on 23.01.2018) that construction of Government Dispensary was sanctioned for their village Nabi Bux Lakho, Taluka & District Naushahro Feroze about ten (10) years ago. He alleged that the work for construction of dispensary has, however, not been completed yet, hence the villagers had been facing lot of difficulties in their medical treatment in the absence of dispensary. He also alleged that the contractor in collusion with the officers of Works & Services Department usurped the government funds. He added to have approached the concerned authorities but there was no fruitful action, but only false hopes. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

- 2. The matter remained under the process of investigation (right from 06.02.2018) including correspondence with the Agency and complainant. The Investigating Officer also fixed the case for hearing the parties on different dates. As an end result of the process, the Executive Engineer Buildings Division, Naushahro Feroze informed vide his final letter dated 29.08.2019 that the work for construction of dispensary at the village of the complainant had been completed in all respects. He added that the dispensary had also been handed over to the District Health Officer, Naushahro Feroze on 21.08.2019 (copy of such certificate also enclosed).
- 3. Later, the Executive Engineer and the complainant appeared before the Investigating Officer on 17.09.2019. The complainant confirmed the above position as reported by the Agency vide his application submitted by him on the said date. He expressed his full satisfaction



and gratitude to this institution for resolution of his grievance and stated therein that he had no anymore grievance with a request to close his case.

CONCLUSION

In view of the above, the complaint stands redressed and disposed of accordingly.
 Given under my hand and seal of office.



Sd/-

(ASAD ASHRAF MALIK) PPM, PSP Ombudsman Sindh Karachi, dated 8th October, 2019





Complaint No: **POS/16/TTA/16/2018**

Name and address of the complainant: Mr. Muhammad Zaman Brohi, Councilor Ward No. 2, UC 7/4 Kohistan, Taluka & District Thatta.

Name of the Agency **Deputy Director,**

complained against: Local Government Department, Thatta.

Name & Designation of Investigating Officer: Mr. Manzoor Ahmed Mughal, Director, Regional Office, Thatta

Subject: ALLEGED MISAPPROPRIATION OF UC FUNDS.

THE COMPLAINT

Mr. Muhammad Zaman, UC Councilor filed a complaint dated:16-07-2018 wherein he alleged that the Chairman of the UC did not convene council meeting since last two years. The funds were mis-appropriated by the Chairman and Secretary of the UC and no work was executed in his Ward No.02. He approached higher authorities but could not get any response. Aggrieved by that, he solicited intervention of this Institution.

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, notice was issued to the Assistant Director, Local Government Thatta and Chairman of the UC vide this office letter dated 09.10.2018, followed by reminders. In response, the Deputy Director, Local Government Thatta provided the details of funds provided to the UC and its utilization vide letter dated 04.03.2019. He, further informed that the complainant was also heard and satisfied of UC working. Subsequently, the complainant attended the office of Investigation Officer Thatta on 24.07.2019 and filed written statement that his grievance was redressed by the agency after intervention of this Institution and requested to close further investigation on his complaint.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 18th September, 2019





Complaint No: POS/362/R.Thar/18

Name and address of the complainant:

Mr. Muhammad Tayyab Kunbhar
R/o Tayab Colony Islamkot, District

Tharparkar.

Name of the Agency District Education Officer (Primary),

complained against: Tharparkar.

Name & Designation of Muhammad Riaz Rajput,

Investigating Officer: Director, Regional Office Tharparkar.

Subject: ALLEGED DISPUTE OVER MADRASA /

MASJID SCHOOL PLOT.

THE COMPLAINT

Mr. Muhammad Tayab Kunbhar filed a complaint dated 18.10.2018 wherein he alleged that he had constructed a Madrasa in his ancestral land at Tayab Colony Islamkot. The Taluka Education Officer (TEO) Islamkot in collusion with his opponents, sanctioned SNE in the name of Masjid School, Tayab colony Islamkot. This plot was his ancestral property but the same was illegally occupied by the education authorities in the name of Masjid School. 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 District Education Officer (Primary) Tharparkar vide this office letter dated 19.10.2018. In response, the TEO Islam kot in formed vide letter dated 31.10.2018 that Government Masjid School was established on 19.12.1983 at the said plot. The SEMIS code (406030394) was allotted to the said school and SMC funds were released and utilized every year. The complainant tried to occupy the plot and cut the trees available in the school premises. He had lodged FIR No.26/2018 at PS Islamkot against him but he was acquitted by the court of Civil Judge and Judicial Magistrate Islamkot.

PROCEEDINGS

3. The report of the agency was forwarded to the complainant for rejoinder vide letter dated 31.10.2018 and fixed the case for hearing on 08.11.2018, attended by DEO (Primary) Tharparkar and the complainant. The DEO Tharparkar requested for adjournment in order to visit the said school and submit proper report. Subsequently, he submitted his report vide letter dated



20.11.2018 that a madrasa was running in the past (closed now) along-with Masjid School in the same plot premises. The education authorities had no objection if the complainant again starts the madrassa in the same school premises.

4. The next hearing was held on 02.01.2019, attended by the DEO (Primary) Tharparkar and the complainant. The report of DEO, Tharparkar was discussed and the complainant agreed to the proposal of DEO Tharparkar and requested to close his case as his grievance was redressed.

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CONCLUSION

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

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 28th January, 2019





Complaint No: POS/RBH/44/2016

Name and address Mst. Ume Noor D/o. Muhammad Ashraf Jamali,

of the complainant: w/o. Abdul Hakeem Jamali, R/o. Town Talhar,

District Badin.

Name of the Agency Education Department

complained against: District Badin.

Name & Designation of Investigating Officer: Mr. Manzoor Ali Soomro, Director, Regional Office, Badin

Subject: ALLEGED DELAY IN PAYMENT OF PENSION,

GRATUITY, G.P FUND ENCASHMENT OF LPR TO THE COMPLAINANT BY THE EDUCATION

DEPARTMENT, BADIN.

THE COMPLAINT

Mst. Ume Noor w/o. Abdul Hakeen Jamali filed a complaint on 26.05.2016 stating therein that she was appointed as Primary School Teacher at Government Girls Primary School Talhar. She was retired by the Education Department on 01.04.1996 on the ground of invalidation. The service dues availed by her were expended on medical treatment. After recuperation, the Chief Minister Sindh reinstated her in service on 20.01.2009 and she retired from Government Service on Superannuation on 22.04.2014, but she was not paid pension, Gratuity, Encashment of LPR and G.P Fund by the Education Department. She approached higher authorities of Education Department but no action was taken on her request. Being aggrieved by that, she solicited intervention of this Institution for redressed of her grievance.

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, the report was called from the District Education Officer, Badin vide this Secretariat's letter dated: 30.05.2016. In response, Deputy District Education Officer, Primary Badin appeared on 09.08.2016 and submitted a report dated: 09.08.2016 stating therein that the case papers regarding payment of commutation and pension to the complainant would be placed before the District Accounts Officer, Badin within a weeks' time.
- 3. The District Education Officer Primary Badin submitted another report dated: 22.08.2016 informing that the Taluka Education Officer Female Primary Talhar vide letter dated: 19.08.2016 addressed the District Accounts Officer, Badin and sought the guidance as the reinstatement order



of Secretary Education & Literacy Department, Government of Sindh, Karachi did not clearly mention the reinstatement with back benefits and 13 years gap of service was not regularized by the competent authority, whereas the complainant had claimed full benefits as admissible to regular retired employees. The Taluka Education Officer, in her another letter dated: 03.11.2018 reported that case of the complainant was ambiguous and further informed that as per existing rules her claim for all retiring benefits were not admissible.

4. Later on the Accounts Officer (Pension) of Accountant General Sindh vide his letter dated: 18.01.2017 advised the District Accounts Officer, Badin to calculate the pension to the complainant for entire service rendered by her excluding the period (1996-2009) and deduct the amount she had been paid at the time of invalidation.

COMPLAINANT'S REJOINDER

5. A copy of aforesaid report was sent to the complainant vide this officer letter dated: 24.10.2017 for filing her rejoinder. In response, she appeared before the Investigating Officer on 28.11.2017 and submitted a written statement stating therein that due to efforts taken by this Institution, her problem had been solved and she received two cheques of an amount of Rs.158,463/- and Rs.4,42,141/- dated: 29.03.2017 and 13.04.2017 respectively towards payment of commutation and arrears. She further extended her profound thanks to this Institution for resolving her outstanding problem.

CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 13th March, 2019





Complaint No: POS/ROS/SKK-17/2017

Name and address Mr. Jamal Mustafa Ghumro,

of the complainant: R/o. Quarter No.B-48, Barrage Colony

Sukkur.

Name of the Agency **Executive Engineer Irrigation**

complained against: Guddu Barrage, Sukkur

Name & Designation of Investigating Officer: Mr. Mahkum Din Qadri,
Director, Regional Office, Sukkur

Subject: ALLEGED NON-PAYMENT OF OUTSTANDING DUES

AMOUNTING TO RS.11,52,662/- ON ACCOUNT OF

WORK DONE BY THE COMPLAINANT.

THE COMPLAINT

Mr. Jamal Mustafa Ghumro filed a complaint on 08.03.2017 regarding alleged non-payment of outstanding dues amounting to Rs.11,52,662/- on account of work done by him. He, therefore, solicited intervention in the matter.

REPORT OF THE AGENCY

- 2. The matter was taken up with the Secretary Irrigation and Secretary Finance Department, Karachi vide this office letter dated: 16.03.2017. In response, Secretary Finance submitted his report dated: 05.04.2017 that the Finance Department release sufficient funds to the Irrigation Department for repair and maintenance of entire irrigation infrastructure and place the same at the disposal of Secretary Irrigation Department, who further disburses to release funds to their lower formations according to the need. Now it was the responsibility of the administrative department to issue work order within their relevant allocation and make the payment to the applicant from the relevant allocation after checking genuineness of claim after fulfillment of the codal formalities.
- 3. The Secretary Irrigation also directed the Chief Engineer Irrigation Guddu Barrage Region Sukkur vide letter dated: 24.04.2017 for taking necessary action in the matter and submitting comments.
- 4. After necessary correspondence, on 07.01.2019 representative of agency Mr. Saeed Ahmed Mangi, Assistant Engineer Irrigation Sub-Division Kashmore and the complainant appeared. The Assistant Engineer submitted report that complainant has been paid his outstanding dues. He also enclosed the copy of receipt of complainant.



5. The complainant also confirmed the receipt of outstanding dues and submitted application for closing his case as his grievance was resolved. He also enclosed the copies of cheques.

CONCLUSION

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

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Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 30th January, 2019





Complaint No: **POS/24/ROJ-24(JBD)/2017**

Name and address

Mr. Abdul Fatah S/o Piyaro Khan Lashari

Pagident of let Femily Line, DS Aimort

of the complainant:

Resident of 1st Family Line, PS Airport,

UC-5, Jacobabad.

Name of the Agency complained against:

Machinery Maintenance
Division Khairpur at Shikarpur

Mr. Forbad Roig S. Dahar

Name & Designation of Investigating Officer: Mr. Farhad Baig S. Dahar,
Director, Regional Office, Jacobabad.

Subject: ALLEGED NON-PAYMENT OF ARREARS

AMOUNTING TO RS.574,000/-.

THE COMPLAINT

Mr. Abdul Fatah Lashari in his complaint dated 21.03.2017, stated that the re-conditioning Work of Road from Shah Ghazi Road Jacobabad to Shahi Wah mile 5/0 - 6/2 he was awarded to him by the Executive Engineer, Machinery Maintenance Division Khairpur at Shikarpur vide Work Order No.TC/G-55/105 dated 16-01-2010 against the total tender amount Rs.4096526/-. He further stated that he had completed the said work in all respects during 2011 but he was just paid an amount Rs.3521618/- against total payment and substantial amount was still outstanding against the agency. Despite his efforts during last six years, the outstanding amount Rs.574000/- has not been paid to him. He, therefore requested that the Executive Engineer concerned may be directed to release his remaining payment and security deposit.

PROCEEDINGS

2. The matter was taken up with the Agency. Voluminous correspondence was exchanged. Efforts were being made to resolve the grievance of the complainant and several hearings were held. On 29-06-2018, the concerned Executive Engineer Agha Zarar Khan appeared before the Investigating Officer of this Secretariat and filed his statement that complainant's matter would be reviewed within 7 days and grievance of complainant redressed accordingly. Subsequently, the concerned XEN vide its letter dated 13-07-2018 informed that the work has been verified and the grievance of complainant had been redressed. On 13-07-2018 the complainant appeared before Investigating Officer and filed statement to the effect that the concerned XEN Agha Zarar Khan had paid him remaining dues to the tune of Rs.574000/- and therefore he had no more grievance against the concerned Agency and requested for closure of the case. The Complainant also thanked this institution for its positive role in alleviating his grievance.



CONCLUSION

3. As the complainant's grievance stands redressed therefore the case is consigned to record accordingly.

Given under my hand and seal of office



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 6th February, 2019





Complaint No: POS/ROSN/N-225/ROK-48/(KHP)/2010

Name and address of the complainant:

Haji Allah Wassayo Phulpoto,
Proprietor Mehran Petroleum Service,
Station Road Shahbaz Colony, Khairpur.

Name of the Agency complained against: Local Government Department.

Name & Designation of Investigating Officer: Haji Ghulam Kasim Baloch,
Director, Regional Office, Khairpur.

Subject: REQUEST FOR HELP IN GETTING OUTSTANDING

DUES ON ACCOUNT OF P.O.L. SUPPLIED BY THE

COMPLAINANT.

THE COMPLAINT

Haji Allah Wasayo Phulpoto, made a complaint dated 27.05.2010, alleging therein that he had supplied P.O.L to defunct Municipal Administration, Khairpur in the year 2009-2010, amounting to Rs.3696717/- but the agency paid only Rs. 505412/-, while remaining amount of Rs. 3191305/- was still outstanding. Despite his best endeavors, the agency failed to pay the outstanding amount. He therefore solicited our intervention in the matter $\ensuremath{\mathcal{G}}$ requested that the agency may be directed to pay his outstanding amount.

PROCEEDINGS

2. After exchange of considerable correspondence, the Taluka Municipal Officer, Taluka Municipial Administration, Khairpur submitted a report dated 12.10.2010, admitted that the complainant had supplied P.O.L. in the month of February 2010, the said period pertained with the then Administrator / Taluka Nazim, Khairpur, who did not countersign the said bills & did not maintain the log book properly. He further stated that the complainant who submitted his bills/vouchers amounting to Rs. 2497285/-. He paid amount of Rs.505412/- in the month of May 2010, through Cheque No.637183 & Rs.299875/- during the month of June-2010, through Cheque No.640838, also paid to the complainant Rs.2497285/- and now the outstanding balance of Rs.1692925/- still remain against Taluka Municipal Administration, Khairpur.

REJOINDER

3. Copy of said report was sent to the complainant for his rejoinder. The complainant in his rejoinder dated 26.11.2010, requested for clearing the outstanding balance as per his first complaint \mathcal{E} he also submitted his bills/ vouchers, for the period of February 2010, in support of his claim.



FINDINGS

4. From the above investigation and documentary evidence, it is evident that the claim of the complainant was genuine and also proved maladministration on the part of the then officers/officials of the defunct Taluka Municipal Administration Khairpur, who did not countersigned the bills / vouchers $\mathcal B$ not properly maintained the record, which caused the complainant to suffer for a long time.

DECISION

5. I therefore, in exercise of powers vested me under section-11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, hereby direct the Secretary to Government of Sindh, Local Government Department, Karachi to issue directives to Taluka Municipal Administration, Taluka Khairpur, to release the payment of outstanding dues on account of P.O.L. to the complainant and report compliance to this secretariat within 30 days.

MOHTASIB

6. With the above directives, the complaint stands disposed of accordingly.

Given under my hand and seal of the office.

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 20th March, 2019



Selected Cases



POS/1651/RL-106(LKA)/2015 Complaint No:

Mst. Zakia Jakhro, wd/o Nisar Ahmed Jakhro, Name and address

R/o Village Misri Wahan Taluka Garhi Yasin, of the complainant:

District Shikarpur.

Name of the Agency complained against:

Agriculture Department

Name & Designation of Mr. Zulgurnain Abro,

Director Regional Office, Larkana

Investigating Officer:

Subject:

DELAY IN PAYMENT OF PENSION AND OTHER SERVICE DUES TO THE COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO

EXPIRED ON 26.11.2013.

THE COMPLAINT

Mst. Zakia Jakhro, wd/o Nisar Ahmed Jakhro, filed an application received on 17.06.2015 against Agriculture Department regarding delay in payment of pension and other service dues in respect of her deceased husband who was an employee of agriculture department and expired during service on 26.11.2013. She, therefore requested us for our intervention in the matter.

PROCEEDINGS

The Deputy Director Agriculture Extension Shikarpur vide his letter No.DD/AE/Estt/98 02. dated 07.02.2018 reported that the complainant had received the following service dues in respect of her deceased husband.

i. Rs:3,14,440/- As 365 days Leave Encashment

ii. Rs:4,68,686,/- Gratuity

iii. Rs:10,389/-Family Pension per month

iv. Rs.2,94,204/-Final G.P Fund vide Cheque No.527836 dated 08.02.2016. v. Rs:500,000/-Financial Assistance vide Cheque No.2234727 dated 10.06.2016 vi. Rs:12,00,000/- Group Insurance vide Cheque No.3519086 dated 18.01.2016.

A copy of said report was sent to the complainant to file her rejoinder dated 09.02.2018 03. sent through registered post but she did not respond followed by reminders dated 27.09.2018, 01.07.2019 and 13.03.2019. The complainant seems to have lost her interest to pursue her case, apparently after her grievances had been redressed She also failed to file Affidavit on Form-A though called vide this office letter dated 07.07.2015, in the absence of which the same is intrinsically not maintainable.



CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 26th December, 2019



Selected Cases



Complaint No: POS/1943/14/RM-142/NWS-87

POS/164/15/RM-17/NWS-88

Name and address Mst. Anwari Khatoon wd/o Khalil Ahmed Rajput, of the complainant:

Mohalla Serhari, Taluka Shahdadpur, District Sanghar.

Name of the Agency complained against:

Agriculture Department

Name & Designation of

Mr. Khan Muhammad Zardari,

Investigating Officer: Director Regional Office, Shaheed Benazir Abad

> NON GRANT OF FINANCIAL ASSISTANCE AND NON-APPOINTMENT TO SON OF THE COMPLAINANT AGAINST DECEASED QUOTA.

THE COMPLAINT

Subject:

Mst. Anwari Khatoon stated in her complaint dated 13.06.2013 received in this Institution on 22.08.2014 that she had not been paid Financial Assistance in respect of her deceased husband, Ex-Naib Qasid @ on Farm Water Management. She further added that all requisite documents had been submitted to the Secretary, Agriculture Government of Sindh, Karachi for the appointment of her son against deceased quota, but all in vain. She therefore requested for grant of Financial Assistance and appointment of her son against deceased quota.

PROCEEDINGS

- The Deputy Director of WM/NPIQ District Umerkot reported vide its letter dated 11.11.2014 that bill of Financial Assistance of Late Khalil Ahmed Ex-Naib Qasid had been submitted to the District Accounts Officer, Umerkot. The matter was taken up with the District Accounts Officer, Umerkot who reported vide his letter dated 09.02.2015 that bill amounting to Rs.2.00.000/- against Financial Assistance had been finalized and cheque No.1672485 dated 09.02.2015 was issued to her. On receiving the cheque, the complainant conveyed thanks for payment of Financial Assistance and at the same time requested for the appointment for her son against deceased quota.
- The matter was again taken up with the Agency. The Director General, Agricultural Engineering & Water Management Sindh Hyderabad vide its letter dated 19.10.2018 informed that complainant's son namely Ghulam Rasool had been offered the post of Chowkidar (BPS-01) under deceased quota in Water Management Wing vide letter No.OFWM/Admn/2018/2320 dated 15.10.2018.



4. Complainant appeared before the Investigating Officer on 02.11.2018 and submitted statement of the date that after intervention of this Institution an amount of Rs.2,00,000/- had been paid to her vide cheque No.1672485 dated 09.02.2015 as well her son namely Ghulam Rasool had been appointed as Chowkidar (BPS-01) against deceased quota. She expressed her thanks for redressal of both grievances.

CONCLUSION

- 6. In view of the above, the complaint stands redressed and disposed of accordingly.
- 7. This also disposes of the same complaint received from same complainant, registered separately vide No.POS/164/15/RM-17/NWS-88 as redressed, on the above lines.

PROMING WOLLD PROMING WAY

Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 16th September, 2019



Selected Cases



Complaint No: POS/RD/DU/71/2018

Name and address Mr. Abdul Ghafoor Khand,

of the complainant: R/o Village Ali Khan Khand, P.O. Dadu

Name of the Agency complained against: Works & Services Department

Name & Designation of Investigating Officer: Mr. Nadir Ali Jamali, Director, Regional Office, Dadu

Subject: ALLEGED NON-COMPLETION OF M&R WORK

IN RESPECT OF ROAD FROM DADU JHALLO ROAD TO THE VILLAGE OF THE COMPLAINANT.

THE COMPLAINT

Mr. Abdul Ghafoor Khand and others alleged in their complaint dated 26.09.2018 that the Engineer, and the S.D.O District Roads Highways Dadu and the contractor in collusion with each other left the work (scheme for M&R work as revealed later) incomplete since last four (04) months, in respect of four (04) furlongs road from Dadu Jhallo Road to their village. They also alleged that so much so that no earth filling of Berms was made on both sides of the road in respect of whichever work was done. They added that the villagers have thus been facing hardships. Therefore, they solicited our intervention to visit the site for an enquiry, legal action against the defaulters for getting the work completed in respect of the road in question.

PROCEEDINGS

2. During the process of investigation, the Assistant Engineer, Highways Sub-Division, Dadu, informed vide his letter dated 15.10.2018 that he had checked the above scheme and found that carpeting work had been done and only Berms on some portions were remaining which shall be done at the earliest after cutting and gleaning of cotton crop. A copy of the said report was sent by the Investigating Officer to the main complainant vide letter dated 15.10.2018 for his rejoinder if any. In response, he reiterated the issues and request for immediate completion of the work in his rejoinder dated 18.10.2018. Consequently, the Investigating Officer fixed the case for hearing the parties on different dates. Finally, Mr. Pir Abdul Hameed, Sub-Engineer Roads Sub-Division, Dadu and the complainant appeared before him on 06.08.2019 and submitted their separate statements of the date. The representative of the Agency disclosed in his statement that earth filling & remaining work in respect of the road had been completed. The complainant also confirmed the said position in his statement. He added that their grievance had thus been resolved after



interposal of this institution and he expressed his gratitude for the same with a request to close his case because he did not want further legal proceedings.

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 20th September, 2019



Selected Cases



Complaint No: POS/ROG/GTK-06/2019

Name and address Mst. Najma widow of Ameer Bux Mahar, of the complainant:

R/o Mohallah Pir Sabghatullah Shah Rashdi Colony,

Taluka and District Ghotki.

Name of the Agency Irrigation Department, complained against: Government of Sindh

Mr. Syed Shafi Muhammad Shah, Name & Designation of Investigating Officer: Director, Regional Office, Ghotki.

Subject: ALLEGED DELAY IN PAYMENT OF DUE AMOUNT

> TOWARDS FINANCIAL ASSISTANCE IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT

THE COMPLAINT

Mst. Najma Mahar, stated in her complaint dated nil (received on 05.03.2019) that her deceased husband late Ameer Bux had been working a Darogah in the Irrigation Department (Irrigation Division Ghotki) who expired during service on 05.12.2018. She added that the amount payable towards financial assistance in respect of her deceased husband had not yet been paid to her by the Agency. She, therefore, solicited our intervention in the matter for directions to the Agency for payment of due amount on that account viz financial assistance.

PROCEEDINGS

- The matter remained under the process of investigation. As a result of constant follow up 2. correspondence by the Investigating Officer, the Executive Engineer, Ghotki Division (Irrigation)finally informed vide his letter dated 19.08.2019 that the case had been finalized by Government of Sindh, under authority order dated 07.05.2019. He also added that consequently, the District Accounts Officer Ghotki at Mirpur Mathelo, issued a cheque dated 17.06.2019 for Rs.120,000/- in the name of the complainant and therefore requested to finalize the case accordingly.
- Prior to the above-mentioned report of the Executive Engineer, an application dated nil was received from the complainant in the Regional Office Ghotki on 24.07.2019. She stated therein that the amount of financial assistance had been sanctioned and she had received the due amount on that account and thus she expressed her gratitude (to this institution) for the same. Hence, she also declared revocation of her complaint.



CONCLUSION

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



Sd/-

(ASAD ASHRAF MALIK)
PPM, PSP
Ombudsman Sindh
Karachi, dated 2nd October, 2019



"He, who wishes to enter paradise at the best gate, must please his father and mother."

Prophet Muhammad (P.B.U.H)







ABUZER GHAFFARI CO-OPERATIVE HOUSING SOCIETY LTD., KARACHI.

Bank Account No. 1004-0081-041491-01-6 Bank Al-Habib Gulshan-e-Iqbal Branch

Ref. No. AZG/ADMN/A1/34/52-A/2019/129

Mr. Nazir Ahmed Qidwai
Regional Director, Karachi Central,
Provincial Ombudsman (Mohtasib)
Sindh (Regional Office)
District Officer Education, Elementary (Male) Building,
Near Govt. APWA Girls College,
Karimabad,
Karachi.

Date: 15-67-2019



Honoured Sir,

RE: - COMPLAINT AGAINST NON-APPROVAL OF BUILDING PLAN OF PLOT NO. A-1/34, PH-II, SECTOR-52/A OF OUR SOCIETY

We acknowledge having received a copy of your letter No.POS/83/2018/KC dated: 10-7-2019 (alongwith a copy of Decision) addressed to the DG, SBCA, Karachi concerning the subject matter.

We are extremely grateful to the Institution of the Provincial Ombudsman and especially its Regional Office, Karachi Central for taking prompt action in the matter due to which the Agency / Department concerned found no alternative but to resolve the issue to the entire satisfaction of the complainant. There is no iota of doubt to say that office of the Provincial Ombudsman is a divine blessing for those people who have certain grievances against provincial Government Departments.

We pray Almighty Allah to grant you more courage, strength and will to keep on serving the people with the same spirit.

With thanks and esteemed regards.

Yours faithfully,

(YAWAR MEHDI) Honorary Secretary

Office No. 531, 5th Floor, Mashriq Centre, Near National Stadium, Sir Shah Suleman Road, Gulshan-e-Iqbal, Block 14, Karachi.

Office Timing From 4:00 p.m to 8:00 p.m Sunday off Tel : 021-34891106 Cell: 0321-8233776 E-mail: azg_skh958@yahoo.com



MOST IMMEDIATE

PNS/M HAMZA At PN Dockyard Karachi

HMZ/520/16

Provincial Ombudsman, Sindh.

11 July 2019

NON PAYMENT OF STIPENDS TO HOUSE OFFICERS OF JPMC OF TWO MONTHS : SINDH MEDICAL COLLEGE 2017 BATCH

References:

- A. PNS/M HAMZA letter HMZ-520/05 dated 24 May 19.
- B. Provincial Ombudsman letter POS/2153/2019-N-51 dated 12 Jun 19.
- C. PNS/M HAMZA letter HMZ-520/15 dated 20 Jun 19.
- D. Provincial Ombudsman letter POS/2153/2019-N-51 dated 01 Jul 19.
- 1. In continuation of letters at Refs A & C in pursuance of my complaint, I am immensely delighted to inform you that with your sincere efforts, cooperation and prompt response, whole batch of SMC-2017 have been paid with the salary of two months(Rs 60000/- each) on 08 July 19. I would like to thank Honourable Provincial Ombudsman for registering the case at his office and approaching concerned authorities to clear outstanding dues at the earliest. In this regard, case may be closed after receipt of comments of JPMC and Health department (Ref D refers) on delaying of payments of House officers despite clear instructions and repeated correspondence.
- 2. It is further reiterated that justice and law is the sine qua noon of a civilized society. Your office being the sole institution for identifying the issues pertaining to maladministration in the Sindh Government offices serve as a yardstick and hope for the people of Sindh. The resolution of my case has strengthened my belief in the system which I will propagate amongst the masses to approach your prestigious office in case of any issue/problem.
- 3. Above said, I would also like to request Honourable Provincial Ombudsman to direct concerned authorities as highlighted in my complaint vide Ref A to discontinue the practice of late payment to the house officers which adversely affect the efficacy of doctors at work. The issues relating to salary may be resolved by dialogue amongst all stakeholders duly discussing all modalities and challenges involved prior start of any



program at hospitals. Dragging the students/House officers into this matter surely downplays their working efficiency which ultimately is a disaster for our society.

4. I am certain that your office will continue to render quick justice to the people of Sindh in the future as well.

SYED MUHAMMMAD OSAMA-Lieutenant Pakistan Navy Supply Officer

Copy to:

Vice Chancellor Jinnah Sindh Medical University Karachi.





ABDUL RAZZAQUE TALPUR

Advocates, Legal Advisor & Consultant

Ref. No. SPO(M)/2091/19

To
Mr. Abdul Waheed Khan
Assistant Director (For Advisor C)
Secretariat Provincial Ombudsman (Mohtasib) Sindh
Shahrah-e-Kamal Ataurk,
Sindh Secretariat
Karachi

Dated: 11th April, 2019



LETTER OF THANKS

Ref: Your good office Letter No. NOS/2652/2018/C-15 dated: 08th April, 2019

Dear Sir.

I, hereby on behalf of my client Mr. Abdul Sattar Detho, Rtd. S.P, confirms that the above pending case for payment of G.P. Fund has been solved and the amounts / dues are issued to my above said client, I hereby appreciate your laudable efforts taken to solve the G.P. Fund matter which was pending for last 13 years for one and another reason but your efforts made it solve on earliest without facing any difficulty and hindrances.

Thanks and best regards,

Yours Sincerely

Abdul Razzaque Talpur Advocate High Court

Room No. 10, 3rd Floor, Namco Centre, Campbell Street, New Challi, Karachi E-mail: <u>razaque.talpur@gmail.com</u>, Cell No. 0333-2525688



3064 26-4-19 3246.

To

The Provincial Ombudsman Sindh Karachi.

Sub: COMPLAINT NO.POS/KHE/427/17/B

Respected Sir,

I had filed subject complaint in your office against Karachi Medical & Dental College regarding charging of huge fees of \$12,000/- per annum on account of tuition fees and also not allowing my daughter to continue her studies without payment of said fees.

With the sincere and dedicated efforts of Consultant-B and his staff, my problem has been resolved and the College management has reduced fees from \$12000 to \$6000 per annum. My daughter has also been allowed to continue her studies there. With the efforts of your Officers the College has agreed to receive tuition fees in installments keeping in view of my financial hardships, which I shall pay in installments.

I thank you for your timely and prompt action taken in the matter by your office and request you to kindly drop further proceedings in this regard.

Yours faithfully,

Flat No.C1, Plot No.B-9,

Hasin Residency, Gulshan e Iqbal

Block 13-A, Karachi



ALI ALI TRADERS

Deals In: Hardware, Tools & Workshop Equipments, Mill Stores & All Kinds of Vehicle Spair Parts & General Order Supplier Ph: 071-5805152

Ref:		Date: 29/05/2019.
То		4077
	The Registrar, Provincial Ombudsman (Mohtasib) Sindh,	31/5/19

Subject: COMPLAINT REGARDING ALLEGED NON-PAYMENT OF OUTSTANDING AMOUNT OF RS. 498,701/- IN RESPECT OF

WORK DONE BY THE COMPLAINANT.

Reference: Your good office letter No: POS/ROS/SKK-22/2017 dated 24-05-2019.

With reference to your good office letter cited under reference, it is submitted that the Cheque bearing No: 3324335 dated 15-05-2019 amounting to Rs. 4,79,727/- has been received on account of clearance of outstanding liabilities in the office of Executive Engineer Kashmore Division Kashmore.

This is for favour of your kind information.

(SAJID HUSSAIN SHAH)
PROPRIETOR
M/S ALIALI TRADERS
GOVERNMENT CONTRACTOR

B-33, BARRAGE COLONY SUKKUR.

136



The Regional Director, Provincial Ombudsman Sindh, Regional Office, Karimabad, Karachi Central.

SUBJECT:- REEQUEST FOR CLOSER OF MY CASE.

Reference: My case No. POS/167/2016/KC.

Most respectfully stated that after your order in my case, I have received another cheque bearing No. 25045343 dated 20.12.2018 of amounting to Rs. 198,212/= in respect of my last remaining amount of work done. Now there is no amount of work done against the department.

I thank the Ombudsman Sindh institution for resolving my problem and I request you to close my case.

With regards,

(MUHAMMAD SABIR QURESHI)
COMPLAINANT



Pos | 2679 | 2018 | HYD -497

To.

The Provincial Mohtasib,

Secretariat Provincial Ombudsman Sindh,

Shahrah-e-Kamal Ataturk,

Karachi, Pakistan.

Subject:

"Request to Withdraw the Application against the Case of Correction of

Marks."

Honorable Sir,

With all the best regards it is stated that I Nazia Shaikh D/O Ali Hussain Shaikh; the student of the Faculty of Education, University of Sindh, Elsa Kazi Campus, Hyderabad enrolled under the Seat No: 2K16/BEDMS/96; am really grateful to you while writing this application that due to your unwavering and untiring humble and kind endeavors the case of correction of marks has been resolved. The University of Sindh has updated the marks of Teaching Skills & Behaviour Development (TSBD) subject in which I was given 72 marks in place of 109 marks.

Your Highness, therefore, I request you to please withdraw the application against the aforementioned case. Respected Sir, I have attached my updated Marks Certificate with this application as proof along with the application that is issued by the Controller of Examination, University of Sindh.

Your Majesty, I am really thankful to you for your kind concern. Honorable Sir, you have proved that you are the light of hope for the needy, underprivileged and poor people. My well-wishes and sincere prayers are for you Sir as you are the guardian of our hope. My Lord the omniscient, the giver of honor, the all seeing and all hearing, Allah Almighty may bless you, your family and your near and dear ones, with happy and prosperous longevity.

Nazia Shaikl

Roll No: 2K16/BEDMS/96

Dated: 01-01-2019



To,

The honourable, Director Regional Office Muhatasib, darkaus.



Julypet: Decision of Medical re-unitersement Bill of Re. 34861/: for medical treatment of my ailing life.

Refine ?- Join good Office Letter No: Pos/296/RL-18 (LKA)/2018/1306 daled: >9.4.2019.

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Degri sir.
I have recieved your letter no
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regarding payment of death grant a/c
Irshad ahmed so Imdad whan. I Inform
to you good office that? I have received
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Public Acknowledgements

To

The Assistant Desector
for Advisor - C
Provinceal Ombudsman Sindh

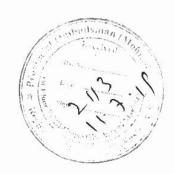
Subject: Delay in transfer/Grant of Jamily pansion to complainant after death of her husband.

Dear Sir, Reference your office leller No POS/1320/2018/2-09 dated 22-04-2019.

It is stated that by the grace of God and with your utmost support my family pension has been transferred to Punjab. I am drawing the pansion from NBP Bhero branch. I thank you for your uncounted favour to me and I pray to God for your prosperity and long life.



Mr. Anwar Alam Subhani,
Fellow, Regional Director,
Office of the Regional Director,
Karachi East,
Provincial Ombudsman
Mohtasib Sindh, Secretariat,



SUBJECT: NON-PAYMENT OF FAMILY PENSION TO THE COMPLAINANT SINCE 13-08-2008.

Respected Sir,

Reference your letter No.Pos/1662/KHE/241/18-4852 dated 25-02-2019 on the above subject.

In this regards, it is submitted that Provincial Ombudsman issued instruction order to the concerned department. Sindh Local Department was granted pension in favour of widow. At present, We have received five installment the benificiery i.e Mst Janoo widow of late Fateh Muhammad Ex-Naib Qasid Education Department.

We thank to the honourable Mohtasib Sindh, for taking action on the request of widow.

Dated: 27-06-2019.

Your sincerely,

(MST. JANNO)

W/O LATE FATEH MUHAMMAD



مین ممان اسماء بہوہ عنبیم فان بیان دسی بیری کہ میں نے اپنے مرفی اس میں ممان اسماء بہوہ عنبیم فان بیان دسی کا والے سے آریک کو نسب میں درفواندے دی تعتی میں درفواندے دی تعتی میں درفواندے دی تعتی میں میں کا میں گرواری کا بی منعک ہے۔ پر بیری کا می منعک ہے۔ اب میرل مثیلہ مکل کھور پر عل بیری کا بی برائے میری فی میرلے پر اب میرل مثیلہ مکل کھور پر عل بیری کا بی برائے میری فی میرلے پر میرا میں میں ماروائی روک دی مائے در میرا میں بند کردیا مائے۔ در میرا میں بند کردیا مائے۔ در میرا میں میرا کردیا مائے کی انتیائی میرا کردیا مائے میں میرا میرا کی میرا کردیا ہوگا۔

Asm 9

08-07-19

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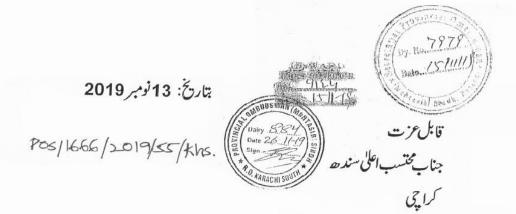


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وعا كے ساتھ شكر بدادا ليكى كرنا عنوان:

جناب والا: جم تين ريثائر ؤ لماز مين فشرميز كوآبر بيوسوسائل فش باربر، كراجي ما تحت كوآبريش ويار فمنث، كورنمنث آف سندھ، سے ریٹائر ڈ ہوئے تھے۔ ہم ملاز مین نے انصاف کیلئے آپ کے ادارے سے گذشتہ 6 مہینے سے انصاف داوانے کے لئے رابطہ کہا ہوا تھا۔

جناب عالی ہمیں سے بتا کر بڑی خوشی ہورھی ہے کہ آپ کے ادارے کی طرف سے بھر پورکوشش کی وجہ سے ہمیں بہت جلد انصاف ملا اور ادارے نے ہم تین طازین کو دوران طازمت ریٹائرمنٹ کے تمام واجبات گر بھویٹی وغیرہ نومبر 2019 کے پہلے ہفتے تک ادا کردیئے۔

دعاہے پاک پروردگار رب العزت سے آپ اور آپ کے ادارے کے برفرداور فائدان کے برفردکوا پنی رحمت کے سائے میں رکھے اور اپنی حفظ وامان میں رکھے۔ آمین ثم آمین

اور یکھی دعاہے کہ استدہ بھی اس فتم کے انصاف کے آنے والوں کے لئے آپ اور آپ کا ادارہ مشعل راہ بے گا۔ آئین خداحافظ، في امان الله

درخواست گزار ۲۰ عبدالرزاق ولدحمه بإثممين ريثائز واسشنث ماركيلنك آفيسر فشرميز كوآير يؤسوسائني شاختى كارز 3-0868382-10868

رابط:0300-2646593 الدُريس: مكان تمبر 46 مرادييس درخواست گزار-۲

سيد فياض الحن ولدسيد مجيد الحن (مرحوم) ريئائز ذ ماركيننگ آفيسر فثرميز كوآير يؤسوساكل

شاختى كارد:5-42101-0951275 رابله: 0332-3158098 ايدريس: فليك نمبر 601 بلاك 10

درخواست گزار-ا

محمرانورصالحين ولدمحرصالحين (مرحوم) ريثائر ذاستعنث ماركينتك آفيسر فشرمينز كوآير يثوسوساكلي شاختى كارۇ: 9-1017891 -9 رابط: 0300-2672153:

الدريس: مكان نمبر: 10 ميد منزل،



Pos/22/18/KC. Date 15/2/ 2019
Sel Color of Bone Diary Date Sign Sign Sign
E/ (3 Considered 25 20 29 (3 cis 10) (2 2 2) (3 cis 10) (4 2
مناب اعلى يحرَّج كي (عالم جاعب آپ كولورك لعرائع كوشتو ل عالم الله الله الله الله الله الله الله ا
کا سن آپ سے سرے اور کر ماجوں اور دی کوجوں کے ایک لفالی آپ کو آپ ساتھ
ما موسور عرستين دُونِ مَن وَوَ إلى وَمَن وَ وَاللهِ مَا مَنْ اللهِ مَا شَكَارُهِ وَمِينَ اللهِ مَا شَكَارُهِ وَمِينَ المعنى عرب المرسري وَ العرب وَ راس و عرب و الله ما الله
Besinsplansast Gother ozen
محرّج إسى رئين في دُنيا مين آئي كا ادارة) يد نف سنم مين لا - سنة ح كيسه ما ق سن الله مين كول نول الرس -
- i, , , , , , , , , , , , , , , , , , ,
Pos # 22/2018/ UC.



كوسمارى والده كالأفطام لهاماء برات بینوولس وزیری ادامی نام می اجھے ك وها لق ديم ما مرسانه طرك جانس المناس المرس و على المرس المرسا ما ن من کی ایس از می می از در اون 8/10 8/1 mg 16/2) نظر (الا ولاما عماراه بحره قريطانتم موف مان منزل حالی ازه صافحة مُلع ما گور



مخروب من ارجام المحراف المراق المراق



13-6-19,0 res copers of 2018 (13-6-19,0 res copers)

Pos/15/13/07/RM/103 : per/198 Doled: 13-06-2018. (31e-lip

مات ساران بوه قد مات مسان گوه ایم ولا معد اداره رسر آداره می سنت مسان گوه ایم کام مفری مالا نمی راه عام کام ای کرده لا ماری کرده اس می برجول سواسی لسیر می برجول سواسی سنا میان صبی آزاد کی ماری کرده بود مشکور بیون کر آب کی باشته را می بردی کرده مشکور بیون کر آب کی باشته ایم ایک می این ایم ایک کرده می برجول سواسی

کو سینی سے تھے اس سے رہے رہے کے



بيان

24-)-2019

نورع وق رسنده لنبرا کم نے جو ساخ سال کرانے کا میں ان کا میں ان کا میں کا درج في مع في حسله مقالين سيدن والم فا و دروي يرباني of war our Bly soit نافي والمادن بور المادن بور تعلق ما في جاری اور از پیکورمانی در می بید والی در میلی Je - is Of Of Of 1/0033 -100 في الما من الما وعادة عالعددر بنيرا كر دورا بل كلايل كالبوركان لينزا كرد درار ست عليمو 03318010270



im des Ciero

POS/2267/2013/6

من خلار علي

عين در بيد عدمته به الم سدمري مرف جيد ن ہو رق میں عو میں ایک صنبی عرب ن اعلی م- مو ما ازیر نمای وارده/۱۱ می مه وی مرزر of the interpolation of the fire ملیا ہمن، بے مان رومان کے سعو آن ر تھیان A realis anists and Sin & Fre dos دِ: مَانَ آی دِ- مَنْنَ نَصْولِ مو بَعِي مَوْنَيَ دِ: مَانَ آی دِ- مَنْنَا نَصُولِ مو بَعِي عد منه رئ بودهم سعم ی مرعی م نالد ندی دفت حالمی بوست الفیدی می میل نقلق دور خلا لدر سا





يزمت جناب ريجنل دار عند جاب Agrip Stel end & Cap POS/ROK-81(KHP)/2019 -: Hel clip آی نایی متلور مسن وله لونگ کلیوند 16-12-2019 ويزل رظاما بي محلم عزر بور عرب عرب ماين عن في لكي نف وَ يَانَ مَ مَنْفَعُو كُسِ مِنْ فَعُو الْوَعَانُ فِي آفَيْنَ عِ ميون ال هاميتي هنر بور كان رهيل في كر رهورتي جي روتم - = / 4 3 3 رون 3 مو مک منستع چا به رُ ستاه بی رسیم رميل هيا. ي احمان سائن مِن جي هو شي سان مرن کي مين المان عيد المون عيد المون عيد المون و ما يون و مان مي المرين و ما يون و مان مي المدت في المرين و ما يون المدت في المرين و ال تقرر اکمن ۽ اوهان کي هميشر لاءِ ديما ۾ ياد رکندس ادهان 16-12-2019 325



. خدست می جناب دا نریکی اما موبائ (مُحُنّب) سندَو ربيخ النّفي Pos[RBH/507/2011

حِناب اعالی! - وی مرمن ته کافی عرصوالب مون ساسی مِن جِي آفِ مِهِ اللهِ اللهُ مسئلو بلعل في ولو أحي ان (ايد آ يؤن سائن) جذ ہو۔ متام کھنٹو ہے حد کفایت تورائتو یو سکر گذار انعمانے یو اکفر میم سائن جن جی ایکان اصو سرفن ركنس به معرباني عري منعناي و كيس فاعل ن المان عنات عنداته صعيب الإيسان جن جود عالو رهندس معنام و ديد اهوجول انعن. اهي نه مونکي درستگي جا انو تل سرزندي ملي ويا انعن.

مرفدار: - اسرف الدولد عبدالعربي ذات شيخ رهائش وارد منبر 40 لولار آيي تعلقو گولاري مناحو بدين c.N.i.c.No. 41102-6645325-7

Mob# 03452673542



of Complainant



بنو من مناب را الله و المن عمامت على منابع محسب المحك أسل

بإيطوا يانه

J'ajese

Tie

عابرعلي مرحل على انوريلي مرحل عرفال کمونور 20-ال هاقه جنول منها هو عود عاربيتر رو د ساس - ۱۱۹۹ ۱۵-180 17/6/19. Euslä









فيربور: ريجنل بائريڪٽر غلام قاسر بلوج قربي ملازم بيواه فوزيدسومرو کي آفر آرور ڏيندي

حيريور و تعليم کابي جي فوتي مالاؤ جي بيواه کي توڪري بهلي وٽي محتسب اعليٰ سنڌ جي هدايت تي غلام قاسم بلوج فوزيا سومرو کي آرڊر ڏنو عورت کي فوتي ڪرتا تي ڊگري ڪاليج ڪب لاءِ آفر آرڊر ڏنو ويو سيمبرد (در) خيريورسويائي محتسب اعليٰ سيمبرد (در) خيريورسويائي محتسب اعليٰ شخص ملڪ ميريورسويائي محتسب اعليٰ

> حاجي غلار قاسر بلرج گرونمنٽ گران كاليج راڻي پورجي فروت تي ويل ملاؤر گذا حسين سومرد جي بسياف فرونا كي گرونمنيد وگري طلح حاليه و (فروکي) لاء آفر آيور دائي فاريس ريجنل وائرينڪٽر محتسب اعلي خيرپور جي آئيس عابان خلل وائل موجه نوريا محتسب اعلي خيرپور حسين سومرو سرڪاري مائرمت دوران قرن شي ينهان لاء فروني ڪوڻا تحت کين سرڪاري علي سنڌ داخ الد آسل جي حيرت محتسب غلي سنڌ داخ الد آسل جي حيرت محتسب غلي سنڌ داخ الد آسل جي خاص محتسب غلي سنڌ داخ الد آسل جي دين ادر آرود دائري خير حاجي ريان جاري رخوان کي ريخنان آور آرود



سویانی منتسب اعلی نے اسسنت مشر تکری کے دارٹ کر فیاری جاری کردیے کرائی (امثاف ریور) موبال مختب اعلی اهلاء کے سلے میں ایک مذر فین مدونے کیا مث سندہ امد اخرف ملک نے اسلنت محشر تکری جاری کے گئے اور ایس ایس فیر پور کو تھ ویا کہ وہ وائرٹ فیر پورک دارٹ کرفاری جاری کر دیے ، اسسنت محشر تکسی وسوئرٹ فیر پود کو کرفار کر کے میں دارٹ کرفاری موبائی محتب اعلی کے وفتر میں ایک (28 جنوری کوشام کے بیان کے دفتر میں وقتی کریں۔









روز نامدنوائے وقت کراچی (2) 11 فروری 2019ء





روزنام أوائ وقت كراجي (8) 26 نوم 2019 ء





کراچی (اساف ر دپورٹ) دوسرل بین اااتوای محلب کا افرائی تری کے جم استیول بین منعقد ہوئی کا افرائی تری کے صدر رجب کا افرائی ان اور مشار کی کے صدر رجب علیہ ادو مشار کی کے صدر رجب مما لک کے محبیب اور مشاویتن کے علاوہ استیول کی ممااز مختب امد مثار مثار کی کے مدر رجب طب ادر گان کی حس بس ترک کے مدر رجب طب ادر گان کی حس بس ترک کا حس بس ترک کے مدر رجب طب ادر گان کی حس بس ترک کے مدر رہب طب ادر گان کی حس بس ترک کے مدر رہب طب اس ترک کے مدر رہب طب ادر گان کی حس بس ترک کے مدر رہب طب اس مشار ترک کے حس بس ترک کے مدر رہب طب استرک کے حس بس ترک کے مدر رہب طب استرک کے حس بس ترک کے مدر رہب طب استرک کے حس بس ترک کے مدر رہب طب استرک کے حس بس ترک کے حس بس تر







يين وَنَى كوابك لا كاروب، شاء عبد الطيف يو ندرش من درخواست مرّ اردن غلام حسين كو 59 بزار 62 لا کھ 28 بزار 246 روپ، محکیدار کا شف ہما تھن کو 69 بزار 202 روپ ، مبدا مبارک و 64 بزار 326 ایک لا کوروپے، حاجی اللہ وسابو بھلوٹوکی مردسل سمینی ك فلاف درفواست ير 31 لاكه 91 بزار 305 عدات دو واست به المواد المواد المواد المواد وهيدا في والو و و و به وراد 100 دوية ، مواد و و و به براد 100 دوية ، مول الله و 100 دوية ، مورد الله و 100 دوية ، م

خِر پور (نمائنده اس) ريجنل دار يكثر محتسب خربور کے دفتر میں مختلف محکموں کے خلاف 25 ے زاكد درخواست فرارمتاثر سركاري طازين كوبقايا جات کے دیں مجموق طور پرایک کروڑ 86 لاکہ 5 بزار 965 رپول کی ادائی ۔ اس سلسلے میں ریجنل ڈائر مکم مختسب خير پورغلام قاسم بلوچ ا كاؤنث آنس تحمر بعليم ، يوليس ، شاوعبدالطيف يونيورش ، لوكل كورنمنث اور دهير تحكسون کے خلاف سرکاری طاز مین کی ورخواستوں پر ساعت کرتے ہوئے 25 سے زائد درخواستوں کو مناتے موے بتایاجات کی دائی کرائی ٹی۔ ریجن وائر بکٹر ب خرر بور فلام قاسم بلوج نے بتایا کدا کاؤنش آفس رے خلاف محکمہ پولیس کے درخوست گزار ملازم سید زین العابدین شاد کو=/85120 روپے، اکاؤنٹ آفس خیر پور کے خلاف ورخواست گزار مسالا ارشاد فاتون کو =/79838 روپے، محکد تعلیم سے خلاف ورخواست كرار مازم حاكم على جول كو=/209336 روب .. لوكل كورتمنث كے خلاف ورخواست كر ارمازم

ك ظلف ورفواست كرار روفيسرر ضائد او فيدكو 61 روب، منى الشكو 29 بزار 533 روب علام صادق كو روبي،فين محركو 5 جرار 264 روبي، فداخسين كو 55 بزار 797 روپے، علی نواز کو 35 بزار 507 روپے،





چنچر 03 آگست 2019ع

صوبائي محسب جي مقرري ما اختيار گورنر کان واپس وٺڻ ۽ جيئرٽيز ايڪ جي اح سند ڪاييا مان منظرري وٺڻ جو ليصلو سنڌ ڪابينا جو اهر اجلاس آج ٿيندن صوبائي محتسب جي مقرري وارا اختيار واپس وٺڻ جي منظرري ووتي ويندي غير عال عبل 1694 برجي او جي رحسرس رد ڪن عو فيصل ان جي اور ۽ خراتي ادان کي ريکوليٽ ڪن لاءِ سند جيئر في ايڪ جي منظري برتي وندي ايعا پاڪستان ميري نائير سيڪيورٽي ليجنسي کان سند ۾ مجي ماڻ صيب ٻين معاملن بابت فضري انسيڪٽر جا اختيار واپس وٺڻ جو معاملو ڪابينا آفر رکير ويندر ڪراجي سنڌ جي مورن کان صوبائي محتسب اعملي صلاحڪان بابت اختيار واپس وٺڻ کائبوء جي مقرري وارو اصفحو 13 ڪالر 3



"The best of people are those most benificial to others."-

Prophet Muhammad (P.B.U.H)



عام طورتي پڇياوينڌر سوال

چلڊرين ڪمپلينٽس آفيس

سنڌ سرڪار جي ڪنهن بہ 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 ڏڻي رهيا آهيون ته جيئن توهان کي طريقه ڪار تي عمل ڪرڻ ۾ آساني ٿئي

- س: بارنجي شڪايت جي آفيس (CCO)جو صوبائي محتسب سنڌ (POS) ۾ قيام جو مقصد ڇا آهي؟
- ج: (CCO) بارن 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 روڪتام ڪرڻ آهي.
- س: ٻارن جون شڪايتون وصول ڪرڻ جي آفيس ڌار قائم ڪرڻ جي ضرورت پيش ڇو آئي؟
- پاڪستان ٻارن جي حقن جي بابت اقرار متحده جي قرارداد جو اقراري آهي جنهن
 جي مطابق پاڪستان قانوني طورتي پابند آهي ته ٻارن جي حقن جي متعلق
 شڪايتون ٻڌڻ ۽ ان جي ازالي جو نظام تشڪيل ڏئي ۽ ٻارن جي حقن جو تحفظ
 کي پهتر بڻائي.
- س: ٻارنجي شڪايت جي آفيس (CCO)۾ ڪهڙي قسر جي شڪايت قابل قبول هوندي آهي؟
- ج: سنڌ جي سمورين سرڪاري آفيسن، ادارن ، جنهن ۾ پوليس، جيل ،
 تعليمي ادارا، يتيم خانا، ريمانڊ هومن ۽ 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؟
- : (CCO) بارن جي تحفظ جو ماحول قائم کرڻ جي لاءِ هڪ اهم کردار ادا کندي ۽ حقن جي بابت شڪايتن جي ازالي لاءِ تحقيق. وڪالت ۽ ٻارن جي متعلق ٻين ادارن جنهن ۾ غير سرڪاري ادارن (NGOs)سان رابطي جي ذريعي هڪ پليت فارم مهيا ڪندي.
 - س: كير بارن جي شكايتي آفيس (CCO) ۾ شكايت درج كرائي سگهي ٿو.
- ج: كويد ٻاريا ان جي نمائندي طور تي كو بہ بالغ فرد ذاتي طور تي تحريري
 درخواست شكايت جمع كرائي سگهي ٿويا فون ذريعي ۽ اي ميىل وغيرہ بہ
 موكلي سگهجي ٿو
- بارن جي شڪايتي آفيس (CCO)مون کي بطور شڪايت ڪندڙ ڪهڙي ڳالهہ
 جي يقين دهاني ڪرائيندو؟
- ج: ان ۾ بنا ديرانصاف تائين مفت رسائي، تسلي بخش ٻڌڻي ۽ نتيبجا خيز
 ڪارروائي شامل آهي. جيڪا هر ٻار (18 سائن جي عمر تائين) جي لاءِ بنا فرق.
 مذهب, ذات يا تهذيب جي مدد فراهر ڪئي ويندي.
 - س: چا ان معاملي ۾ صوبائي محتسب با اختيار آهي؟
- ج: جي ها! صوبي سنڌ جي ايڪٽ مجريہ 1991 جي تحت قائم ٿيل محتسب سنڌ کي ان معاملي ۾ بنيادي قانون جي تحت ڪاروائي جو اختيارحاصل آهي.
 - س: چا مان سنڌي زبان ۾ شڪايت درج ڪرائي سگهان ٿو؟
 - ج: بلكل. اوهان سندي. اردو يا انگريزي ۾ شكايت درج كرائي سگهو ٿا.

- س: ٻارن جي شڪايتي آفيس (CCO)۾ شڪايت درج ڪرائڻ جي فيس (fee) ڪيتري آهي؟
- ناجى درج كرائڻ جي كاب فيس ناهي ۽ ان جون سيئي خدمتون بنا معاوضي
 انجار ڏنيون وينديون آهن.
 - س: چا مون کي بحيثيت شڪايت ڪندڙ ڪو وڪيل مقرر ڪرڻ جي ضرورت هوندي؟
 - ج: جي نہ ان جي ڪابہ ضرورت ناهي .
 - س: هي آفيس حكومت جي انتظامي امور ۾ كهڙي طرح فائديمند ثابت ٿيندي؟
- ج: قانون جي عملداري، بلامعاوضا ۽ بنا ڪنهن دير جي انتظامي انصاف جي فراهـمي حڪومت جي حقيقي مفادن ۽ تحفظ ۽ اختيارن جي جائڙ استعمال کي يقيني بنائڻ ۾ آفيس ڀرپور ڪوشش ڪندي.
 - س: هن آفيس ۾ ڪهڙي قسم جون شڪايتون درج نہ ٿينديون؟
 - ج: (i) جيڪي پهريان درج ٿي چڪيون آهن ۽ جن تي ڪاروائي ٿي چڪي آهي.
- (ii) جنهن تي كنهن عدالت جي طرفان كوبر فيصلو بةايو ويو هجي يا جيكو عدالت بر هلندڙ هجي.
 - (iii) كنهن بئي محتسب جي حدن يا اختيارن ۾ اينديون هجن.
- شڪايت جي ڇنڊ ڇاڻ ۽ ان جي ازالي جي ڪارروائي ۾ ڪيترو وقت گهربل هوندو
 آهي؟
- ج: هي آفيس كنهن مسئلي كي 2 كان 3 مهينن جي عرصي ۾ حل كرڻ جي كوشش
 كندي آهي ، ان عرصي ۾ گهت وڌائي شكايت جي نوعيت سان ڳانڍاپيل آهي .
- چاصوبي جي انتظامي مشينري (ڍانچو) ۽ بااختيار ادارا محتسب جي فيصلي جا پابندهوندا؟
 - ج: بلكل ، هو محتسب جي فيصلي جا پابند هوندا.
- چامحتسب جو تعاون حاصل كندڙ پوء كنهن قانوني عدالت سان رجوع كرڻ
 جاحقدار نرهوندا؟
- ۲: پهرين ڳاله، اها ترجيك لهن اوهان جو كيس عدالت پر هلي رهير آهي ترهن آفيس پر اوهان جي شكايت قبول نه كئي ويندي, جيك لهن اوهان هن آفيس جو تعاون حاصل كري ورتو آهي ۽ اوهان ان مان مطمئن نه آهيو ته اوهان هن آفيس كان شكايت واپس وئڻ كان بعد كنهن به عدالت سان رجوع كري سگهو تا .
- س: چا صرف كراچي ۾ محتسب سيكريٽريٽ جي صدر آفيس ۾ ثبي شڪايت داخل كرائي سگهان ٿو؟
- اهر ضروري ناهي. اوهان اسان جي ڪنهن به علائقي جي آفيس ۾ شڪايت داخل ڪرائي
 سگهوٿا.



عام طور تي پڇياوينڌر سوال

محتسب جي اداري م شڪايت پيش ڪرڻ جو طريقو

سوال: صوبائي محتسب سنڌ جي آفيس جي قيام جو ڪهڙو مقصد آهي؟

جواب: صوبي اندر انتظامي كوتاهين خلاف شكايت كندڙن جي مسئلن كي حل كرخ.

سوال: چاسند جومحتسب ایگزیکیوتوجی بالادستی کان آزاد آهی؟

جواب: ها, سنڌ صوبي جي محتسب جي آفيس جي قيام جو ايڪٽ 1991 ع تحت محتسب پنهنجي ڪمن ڪارين پر خودمختيار ۽ آزاد آهي.

سوال: محتسب ڪهڙي قسر جون شڪايتون ٻڌي ۽ حل ڪري سگهي ٿو؟

جواب: محتسب سنڌ حڪومت جي سڀني ادارن سان لاڳاپيل بدانتظامي جون شڪايتون ٻي جيڪي وفاقي محتسب. وفاقي تيڪرمحتسب انشورنس محتسب ۽ بينڪنگ محتسب جي اختيارن ۾ اچڻ ٿيون

سوال: چا محتسب وت كا شكايت كري سگهان توع

جواب: ها كوبه مانهوسادي پني تي صحيح ٿيل شكايت محتسب وٽ داخل كري سگهي ٿو جنهن تي تكلي لڳائڻ جي كابه ضرورت نه آهي. كنهن به گهنام ياكوڙي درخواست تي غور نه كيو ويندو.

سوال: ڇا محتسب منهنجي شڪايت ٻڌڻ جوڳي قرار ڏيندو؟

جواب: ها. جيكڏهن ان سان گڏهيٺيان دستاويز شامل هجن.

(1) شناختي ڪارڊ جي ڪاپي (شڪايت ڪندڙجي)

(2) هك عدد قسر ناموشامل هوندو جيكو هيد آفيس ياريجنل آفيس مان
 بنا في جي حاصل كري سگهجي 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 ڪوبہ خرچ نه ڀرڻو پوندو.

سوال: ڇا شڪايت ڪندڙ کي وڪيل جي ضرورت آهي؟

جواب: نهبلكل نه آهي.

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

جواب: ضروري نه آهي. توهان اسان جي ڪنهن به علائقائي آفيس ۾ داخل ڪرائي سگهن ٿا.

سوال: شكايت كندر محتسب جي آفيس مان كهڙي اميد ركي سگهي ٿو؟

جواب: انصاف تاثين سستي پهچ. صحيح بدّثي لايائتي مداخلت، جلد انصاف ۽ محتسب جي نيصلن تي ترت عمل.

سوال: حكومت جي انتظامي شاخن كي هن آنيس مان كهڙي هڙ حاصل ٿي سگهي ٿي؟

جواب: قانون جي برتري تڪڙو ۽ مستو انصاف, حڪومت جي جائز حقن جو تحفظ وغيره

سوال: کهڙين شڪايتن تي ڏيان نه ڏنو ويندور

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 اڪلاءِ
 هيٺ هجن.

(3) اهي شڪايتون جيڪي ٻين محتسبن جي دائري ۾ اينديون هجن.

(4) بيكار ٿيل شكايتون.

سوال: بيكار ٿيل شكايتن مان ڇا مراد آهي؟

جواب: الزاميل بدانتظامين کان ٽي مهينا پوءِ داخل ڪيل شڪايتون بيڪار سڏجن ٿيون

سوال: ڇا بيڪار ٿيل درخواستن جي گنجائش آهي؟

جواب: ها اهومحتسب جي اختيار ۾ آهي ته هو ڪجهه مخصوص حالتن تحت اهڙيون درخواستون ٻڌڻ جوڳيون قرار ڏئي.

سوال: جاچ ۽ 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 بد دارو مدار آهي.

سوال: چا محتسب جي فيصلي تي عمل صوبائي انتظاميا لاء لازمي آهي؟

جواب: ها اهو لازمي آهي.

سوال: جيڪڏهن محتسب جي فيصلي سان سهمت نه هجان تر؟

جواب: جيكڏهن توهان سمجهو ٿا ته فيصلو انصاف ڀريو نه آهي ته توهان ٽيهن ٣٠ ڏينهن اندر سنڌ جي گورنر کي درخواست ڪري سگهو ٿا. ان تي ڪويه حڪم نامو جاري ڪري سگهي ٿو.

سوال: ڇا محتسب سنڌ جي مدد سان پنهنجي ڪورٽ ۾ وڃڻ جي حق تان هٿ نہ ٿو کٹان؟

جواب: پهرين ڳاله ته هي آفيس ان ڪيس تي غور نه ڪندي جيڪو ڪورٽ ۾ اڪلاءِ هيٺ آهي پوءِ به جيڪڏهن اسانجي مدد حاصل ڪيو ٿا ۽ ڪاروائي مان مطمئن نہ آهيو تہ توهان ڪهڙي به وقت هن آفيس مان ڪيس تان هٿ کڻڻ بعد ڪنهن ڪورٽ بروجي سگهوٿا.



محتسب سنڌ اغراض ۽ مقاصد

سنڌ محتسب جي افاديت کان ڪو انڪاري ناهي

سنڌ ۾ صوبائي محتسب ادارو سال 1991 ۾ سنڌ اسيمبلي مان پاس ٿيل قانون مطابق وجود ۾ آيو، ملڪ اندر وفاق کانسواءِ پهريون صوبو سنڌ هيو جتي اداري کي قائم ڪيو ويو، هن اداري جو مقصد عوام کي صوبائي محڪمن ۽ آفيسن ۾ سامهون ايندڙ ڏکيائين کان نجات ڏيارڻ آهي، جيڪڏهن صوبائي حڪومت جو ڪو کاتو، ڪميشن يا آفيس ڪنهن به بدانتظامي جنهن ۾ ڪو فيصلو طريقي ڪار سفارشن، خطا يا نظراندازي جو عمل شامل آهي، جيڪو قانوني قاعدن يا ضابطن جي ابتڙ آهي، مڃيل دستور يا طريقي ڪار کان هٽيل هجي، سواءِ جيڪو نيڪ نيتي يا جائز ڪارڻ لاءِ ڪيل هجي، اخلاق کان ڪريل، غير واجب،انصاف جي ابتڙ، تعصب تي ٻڌل يا امتيازي هجي، جنهن ۾ رشوت، بدعنواني، پاسداري، اقربا پروري ۽ انتظامي اختيارن ۾ ناجائز ۽ اضافي استعمال شامل هجي وغيره وغيره، هن اداري جي ٻڌڻ جوڳو آهي، صوبائي محتسب کي سول پروسيجر ڪوڊ موجب ڪنهن به شخص کي سمن ذريعي سڏائڻ ۽ پيش ٿيڻ جو اختيار ڏنل آهي، علاوه ان جي محتسب کي اهي ساڳيا اختيار آهن جيڪي هاءِ ڪورٽ کي ڪنهن شخص کي عدالت جي توهين ڪرڻ لاءِ سزا ڏيڻ جي ڏس ۾ آهن، صوبائي محتسب جي ڏنل فيصلي کي گورنر سنڌ اڳيان چئليج ڪري سگهبو

اداري جي مقاصد کي عملي جامه ڏيڻ لاءِ هيڊ آفيس جي علاوه سنڌ جي سواءِ چند ضلع هر ضلع ۾ريجنل ڊائريڪٽر مقرر ٿيل آهي، جن کي ادارن ۽ آفيسن خلاف شڪايتون وٺڻ جا اختيار حاصل آهن، اهو سڀ ڪجهه عوام کي در تي سستو انصاف پهچائڻ لاءِ ڪيو ويو آهي

محتسب اداري کان قانوني مدد حاصل ڪرڻ جو طريقه ڪار تمام سولو رکيو ويو آهي ته جيئن هر شخص آساني سان انصاف ماڻِ سگهي، متاثر شخص هڪ سادي پني تي شڪايت بغير ڪنهن وڪيل يا في جي ڪري سگهي ٿو ۽ ادارو ڪوشش وٺي گهٽ ۾ گهٽ وقت ۾ مسئلي کي حل ڪرڻ جي ڪوشش ڪري ٿو، هن وقت تائين اداري وٽ هزارين شڪايتون داخل ٿيون، جن ۾ اڪثر شڪايت . ڪندڙن کي انصاف ڏياريو ويو آهي



محتسب جو ادارو ڇو ۽ ڇالاءِ

سجاد احمد سومرو

چوندا آهن ته كو به معاشرو عدل كانسواء قائم رهي نٿو سگهي. حضرت علي عليه سلام جن جو قول مبارك آهي, ته ظالم كي برداشت ته كري سگهجي ٿو پر ظلم كي نه, تنهن كري ظلم ۽ زيادتي جي خلاف آواز اٿارڻ به عدل جي طرف هك قدم ٿي سگهي ٿو. ترقي يافته قومن پنهنجي ملكن جو نظام هلائڻ لاءِ عدل جو هك جديد طريقو اختيار كيو آهي. جنهن كري انهن ملكن ۾ عدل ۽ انصاف جو معيار اسان جي (ترقي پذير) ملكن كان كافي بهتر آهي. ترقي پذير ملكن جي محدود وسيلن جي باوجود عدل ۽ انصاف جي معيار كي بهتر كرڻ لاءِ ڏينهن ۽ رات كوشان آهن.

محستب جو ادارو قائم ڪرڻ بہ انهن ڪوششن جو نتيجو آهي, لفظ محتسب جي معنيٰ کي ڏٺو وڃي تہ اهو شخض جيكو سائلن جي مدد لاءِ پنهنجي وسيلن كي استعمال كري ان كي انصاف پهچائين يا محتسب هڪ عام ماڻهون جي مدد لاءِ پنهنجون خدمتون سرآنجام ڏئي. پاڪستان ۾ محتسب جو ادرو 1983ع کان كم كري رهيو آهي, جڏهن ته 1991ع كان صوبائي ستحط تي كم كري رهيو آهي. هاني ساول اهو پيدا ٿئي ٿو تہ جڏهن ملڪ سول, هاءِ ۽ سپريم ڪورٽون موجود آهن تہ محتسب جي اداري جي ڪهڙي ضرورت آهي.؟ ان جو جواب خود محتسب جو ادارو ڏئي رهيو آهي. ڇو جو محتسب جو ادارو سائلن جي خدمت بنا ڪنهن معاوضي, وڪيل وغيره جي ڪري رهيو آهي ۽ حڪومت جي آئيني ادارا ان ڳاله، جا قانوني طور پابند آهن تہ هو محتسب جي اداري کي بنا ڪنهن دير جي گهربل معلومات مهيا ڪن ۽ سائل جو مسئلو حل ڪري پنهنجي رپورٽ پيش ڪن يا سائل جومسئلو حل نہ ٿيڻ جو سبب ٻڌائين ۽ ان جي وضاحت بيان ڪن. محتسب جو ادارو هئڻ ڪري بي پهنچ ۽ غريب عوامر کي هڪ سهارو ٿي پيو آهي. ته هُو هاڻي پنهنجي داد فرياد لاءِ ڪنهن ڪورٽ يا وڏيري جي ونگار نہ وهندا پر هڪ سادي پني تي پنهنجا سور ۽ اهنج محتسب جي اڳيان رکندا جيڪو ضروري ڪارروائي کان پوءِ سرڪاري اداري کي قانوني طور پابند ڪندو تہ سائل کي انصاف مهيا ڪري, رپورٽ پيش ڪري, اهڙي سادي طريقيڪار سان غريب ۽ بي پهنچ عوام کي انصاف مهيا ڪرڻ, جديد انصاف تي ٻڌل معاشري طرف هڪ ساراهم جو ڳو قدم آهي. محتسب جي اداري کي عوام جي بنا معاوضي واري عدالت چئجي ته غلط نه ٿيندو. ڇو جو عدالت جو طريقيڪار ايترو ته ڏکيو ٿي ويو آهي جو عام ماڻهو عدالت ۾ انصاف انصاف ڪندي مري وڃي ٿو پر انصاف نٿو ملي. جڏهن ته محتسب جو ادارو پنهنجون خدمتون بنا ڪنهن معاوضي جي پيش ڪري ٿو ۽ انصاف ڏيڻ ۾ مدد ڪري ٿو اها ڳالهہ محسوس ڪئي وئي آهي تہ سرڪاري ادارا محتسب جي حڪم کي ڪا خاص اهميت نہ ڏئي رهيا آهن, ڇاڪاڻ جو سرڪاري آدارن جا سربراهم جيڪي سالن کان ڪنهن احتساب جي عمل کان پڻ کي آو سمجهن ٿا. اهي ڪيئن چاهيندا تہ انهن جي ڪمن ۽ حڪمن جو ڪو احتساب ڪري. ان ڪري هو هر اهو طريقو اختيار كن ٿا جنهن سان سائل جي دل شڪستي ٿئي. هر انسان كي اها اميد آهي ته مسلسل كوششن سان سركاري ادارن جا سربراهم ان كي دل سان تسليم كندا ته محتسب جو ادارو انهن جي اصلاح ۽ ڪارڪردگي بهتر کان بهتر ڪرڻ لاءِ وجود ۾ آيو آهي

(i)

عام طور پر پوچھے جانے والے سوالات

چلڈرنز کمپلینٹس آفس

س: چلڈرز کمپلینٹس آفس (CCO) کا صوبائی مختب سندھ (POS) میں قیام کا کیامقصد ہے؟

- ج: CCO ، صوبائی مختسب کی جانب سے یونیسف کے اشتراک ہے قائم کیا گیا ہے۔اس کا مقصد خصوصی طور پرصوبے میں بچوں کے حقوق کے مسائل اوران کے ساتھ ہونے والی زیاد تیوں کے معاملات میں ان کی دادری کرنا ہے۔
 - س: چلڈرز کمپلینٹس آفس کوعلیحدہ قائم کرنے کی ضرورت کیوں پیش آئی؟
- ج: پاکستان بچوں کے حقوق کے بارے میں اقوام متحدہ کے کونش کا دستخط کنندہ ہے، جس کے مطابق پاکستان قانونی طور پراس بات کا پابند ہے کہ اس کے تحت جوذ مدداریاں عائد ہوتی ہیں انھیں پورا کرے اوراس میں خصوصی طور پر بچوں کے حقوق سے متعلق شکایات سننے اوراس کے ازالے کا نظام نہ ہونے کی صورت میں اس کی تشکیل اور بچوں کے حقوق کے تحقظ اوراس کو بہتر بنانا شام ہے۔

س: CCO میں سوتم کی شکایات قابل قبول ہوتی ہیں؟

ج: اس میں سندھ کے تمام سرکاری دفائر ، اداروں بشمول پولیس ، جیل، تعلیمی اداروں ، میتیم خانوں ، ریمانڈ ہومز اور اسپتالوں وغیرہ میں بچوں کے ساتھ ہونے والی زیاد تیوں مے متعلق شکایات درج کروائی جاسکتی ہیں۔

س: CCO بچوں کے لئے کس طرح فائدہ مند ہے؟

- ے: CCO بچوں تے تحقظ کا ماحول قائم کرنے میں ایک اہم کر داراداکرے گااور بچوں کے حقوق مے متعلق شکایات کے ازالے کے لئے تحقیق، وکالت اور بچوں مے متعلق دوسرے اداروں بشمول این جی اوز سے را بطے کے ذریعے ایک پلیٹ فارم مہیا کرے گا۔
 - س: کیا میں CCO میں کوئی شکایت درج کرواسکتا ہوں؟
- ج: کوئی بھی بچہ یااس کے نمائندے کے طور پرکوئی بالغ فرد ذاتی طور پریاتح بری طور پر درخواست جمع کرواسکتا ہے یا پھر کسی اور ذریعے سے مثلاً ای میل وغیرہ ہے بھی جمیج سکتا ہے۔
- س: CCO اسلط میں مجھ بطور شکایت کنندہ کس بات کی یقین دہائی کروا تا ہے؟
- ے: اس میں بلاتا خیرانساف تک مفت رسائی آسلی بخش شنوائی اور نتیجہ خیز کارروائی شال ہے جو ہر نیچ (18 سال تک کی عمر تک) کے لئے بلا لحاظ فرقہ، فدم، فدم، وات یا کلچرے مدفراہم کی جائے گی۔
 - س: كياس معالم بين صوبائي محتسب سنده كلّي طور پر بااختيار ب؟
- ج: ہی ہاں! صوبہ سندھ کے ایکٹ مجریہ 1996ء کے تحت قائم شدہ دفتر محتسب کے مطابق اسے اس معالم میں بنیادی قانون کے تحت تمام کارروائیاں کرنے کا اختیار حاصل ہے۔

- س: کیامیں سندھی زبان میں شکایت درج کرواسکتا ہوں؟
- ج: یقیناً! آپسندهی، اردویااگریزی میں شکایت درج کرواسکتے ہیں۔
 - س: CCO میں شکایت درج کروانے کی کیافیس ہے؟
- ج: فیکایت درج کروانے کی کوئی فیس میں ہادراس سلسلے کی تمام تر ضدمات بلا معا وضدانجام دی جاتی ہیں۔
 - س: کیا جھے بحثیت شکایت کننده کوئی وکیل مقرر کرنے کی ضرورت ہوگی؟
 - ج: جىنبىساس كى كوئى ضرورت نېيى _
- س: پدوفتر ، حکومت کے انتظامی امور میں کس طرح کے فائدے کو یقنی بنائے گا؟
- ے: قانون کی عملداری، بلامعا وَضداور بلاتا خیرا نظامی انصاف کی فراہمی حکومت کے حقیقی مفادات کا تحقظ اورا ختیارات کے جائز استعمال کویقیٹی بنانے میں بیہ دفتر بھر پورکوشش کرے گا۔
 - س: اس دفتر مین س فتم ی شکایات درج نبین بول گی؟
 - ج: اليي شكايات
 - (i)۔جو پہلے درج ہو پھی ہوں اور جن پر کارروائی کی جا پھی ہو۔ (ii)۔ جن پر کسی عدالت کی جانب سے کوئی فیصلہ صادر کردیا گیا ہو یا جو کسی عدالت میں زیرالتو اہوں۔
 - (iii)۔ جوکسی دوسر مے متسب کے دائرہ کارمیں آتی ہوں۔
- س: شكايت كي تفتيش اوراس كے از الے كى كارروائى ميں تقىمة ت دركار ہوتى ہے؟
- ج: ید دفتر کسی مسئلے کو 2 ہے 8 ماہ کے عرصے میں حل کرنے کی کوشش کرتا ہے۔ تا ہم اس مدّ ت میں کمی بیشی شکایت کی نوعیت پر مخصر ہے۔
- س: کیاصوبے کی انظامی مشینری اور بااختیار ادار محتسب کے فیصلے کے پابند ہوں گے؟
 - ج: بالكل و ومحتسب كے فيلے پرعملدر آمكے پابند ہیں۔
- س: کیا میں مختسب کا تعاون حاصل کرنے کے بعد کسی قانو نی عدالت سے رجوع کرنے کا حقد ارمیس ہوں گا؟
- نہلی 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 چھر بھی آپ نے اس دفتر کا تعاون حاصل کرلیا ہے اور آپ اس مصلمتن نہیں ہیں تو آپ اس دفتر سے شکایت والیس لینے کے بعد کی بھی عدالت سے رجوع کر سکتے ہیں۔
- س: کیا میں صرف کراچی میں مختسب سیریٹریث کے صدر دفتر میں ہی شکایت درج کرواسکتا ہوں؟
- ج: بیضروری نبیں _آپ ہمارے کسی بھی علاقائی دفتر (جن کا نصیل کتاب میں موجود ہیں) میں شکایت درج کروا سکتے ہیں _



عام طور پر بوچھے جانے والے سوالات

محتسب سندہ کے ادارے میں شکایات کیسے درج کرائی جا ئے

- س: محتب سندھ کے دفتر کے قیام کا مقصد کیا ہے؟
- ج: متاثرین کی شکایتوں کے ازالے کے لیے قائم ہواہے۔
- س: كيامختب سنده حكومت (انظاميه) سے خود مخار ب؟
- جی ہاں یہ نامیاتی قانون کے تحت خود مختار ہے اور اپنا فریضہ مختب سندھ
 ایکٹ 1991ء کے تحت انجام ویتا ہے۔
 - س: كستم كى شكايت مع تسب سنده كاتعلق م؟
- 5: ایسی شکایت جو حکومت سندھ کے تمام محکموں میں ہے کی بھی بدانظامی کے زمرے میں آتی ہو۔ ماسوا ان کے جو وفاقی محتسب سندھ یا خصوصی محتسبین مثلاً نیکس محتسب، بینکنگ محتسب، انشورنس محتسب کے وائر ہ اختیار میں ہوں۔
 - س: كيامين محتسب سنده كوشكايت بيش كرسكتا مون؟
- ج: کوئی بھی شخص سادے کاغذ پر شکایت لکھ کر اپنے دستخط سے پیش کرسکتا ہے۔ اسامپ لگانے کی ضرورت نہیں ہے۔ گمنام یا فرضی نام پر شکایتیں قابل قبول نہیں ہوتیں۔
 - س: کیامیری شکایت دفتر میں منظور کرلی جاتی ہے؟
- ج: بی بال -اگراس کے ساتھ آپ کے قوی شاختی کارڈ کی فوٹو کا پی اور حلف نامہ جو بلامعا وضد دفتر مہیا کرتا ہے اس پر دستخط موجود ہوں ۔
 - س: كيامين سندهي مين اين شكايت لكوسكتا مون؟
- ے: بے شک سندھی، اردویا اگریزی میں سے کسی بھی ایک زبان میں شکایت بھیجی جاسکتی ہے۔
 - س: محتب سنده كوفتريس شكايت رجر مون يركيافرچة تاج؟
 - ج: وفتر کی جانب سے بلامعاؤضہ خدمت پیش کی جاتی ہے۔
 - س: شکایت گزار کی حیثیت ہے کیا وکیل کی ضرورت ہوتی ہے؟
 - ج: نہیں قطعی ضرورت نہیں ہے۔
 - س: کیاا پی شکایت محتسب سنده سکریٹریٹ کے ہیڈا قس میں بھیجنا جا ہے؟
- ج: ضروری نہیں ہے۔ آپ کی بھی ریجنل آفس میں بھیج سکتے ہیں جن کے پتاس کتاب کے آخر میں دیے گئے ہیں۔
 - س: ميرى شكايت يرمحتب سنده سے كياتو قع ركھى جاستى ہے؟
- ج: بلا معاؤضه انصاف تک رسائی، توجه کے ساتھ ساعت، متیجه خیز مداخلت، محتسب سندھ کے فصلے کا جلداز جلداطلاق۔
- س: حومت کی انظامی طاقت کے آ گے محتسب سندھ کے دفتر سے کیا توقع رکھی جا عتی ہے؟

- ے: قانون کی بالادی، بلا معاوضہ تیز رفتار انظامی انصاف کی فراہمی، جائز حکومت کے مفادات کا تحقظ اور صوابدیدی اختیارات پر منصفانہ عملدرآ مد۔
 - س: كس من كاليت دفتر مين قبول نهيس كي جاتي؟
 - ن (۱) ایس شکایات جو پہلے منظور ہوکر کارروائی ہے گزر چکی ہو۔
 - (۲) _ كسى عدالت مين زيرساعت موياجس يرفيصله مو چكامو _
 - (m) کسی دوسر محتسب کے دائر کا اختیار میں آتی ہو۔
 - (۴)۔شکایت زائدالمعیا دہوچکی ہو۔
 - س: زائدالمعيادےكيامرادے؟
- ج: بدانظامی کی الی شکایت جے گزرے ہوئے تین ماہ سے زائد ہو مچکے ہوں۔
 - س: كيازا كدالمعياد كے ليے كوئى استثناء ہوسكتاہے؟
- ج: ہاں محتسب سندھ کی صوابدید پر ہے کہ خصوصی حالات کے پیش نظر کی شکایت کو منظور کر لے۔
 - س: کارروائی اورتفتیش میں کتنی مدت لگ جاتی ہے؟
- ن: شکایتوں کے ازالے کے لیے دو سے تین ماہ کی مدّ ت گتی ہے کین ٹائم فریم میں اضافہ ہو سکتا ہے اگر شکایت سے متعلق ضروری کوائف (Particulars) مکمل ہونے میں وقت لگے۔
- س: کیا مختب کے فیصلوں پرصوبے کی انتظامی اور عاملانہ مشنری کوعمل کرنا لازی ہوتا ہے؟
- ج: جی ہاں مختب سندھ کے فیصلوں پڑمل کر ناصوبائی محکموں کے لیے لازمی شرط ہے۔
 - س: اگر میں مختب سندھ کے فیصلوں سے ناخوش ہوں تو کیا ہوسکتا ہے؟
- ناگرآپ نیسلے کو غیر منصفانہ جمجھتے ہیں تو تمیں دن کے اندر گور نرسندھ کو عرضداشت Representation بھیج سکتے ہیں جومناسب جمھنے پر نظر ثانی کے لیے بوایت کر سکتے ہیں ۔
- س: کیا محتسب سندھ سے مدد لینے کی صورت میں عدالت سے رجوع کرنے کا حق ختم ہوجائے گا؟
- ان کیلی شرط میں اگر آپ کا کیس عدالت میں زیرِ غور (Pending) ہے تو آپ کا کیس محتسب سندھ کے دفتر میں قابل قبول نہیں ہوگا۔ اگر آپ محتسب سندھ کے دفتر ہے مطمئن نہیں ہیں تواپنے کیس کومحتسب سندھ کے دفتر ہے دالیں لے کرعدالت میں حاصلتے ہیں۔



تقاضے نہ صرف بیر کہ پورے ہورہے ہیں بلکہ عوامی مشکلات بہتر انداز سے وُ ور ہور ہی ہیں۔

حق پیندی اورعوامی خدمت کی خواہش اس امرکی متقاضی ہے کہ ہماری عوامی حکومت ان اداروں کی طاقت میں مزید اضافہ کرے تا کہ کوئی الیمی صورت پیدا نہ ہوجس سے انصاف کی جلد فراہمی اور خدمتِ خلق میں کوئی رکاوٹ پیدا ہو بلکہ ہمارے اندر بیخواہش پیدا ہو کہ اگر بیا دارے اتنی شکایات دُور کریں کہ ہماری عدالتیں دیگراہم مقد مات کے لیے زیادہ سے زیادہ وقت حاصل کرسکیں اور ہمارا عدالتی نظام ایک طاقت بن کراُ بھرے۔ ہمیں یہ بھی فراموش نہیں کرنا چاہیے کہ بیا دارے ہمارے عدالتی نظام کے لیے ایک غیر معمولی طاقت بن سکتے ہیں ورنہ ہمارے انصافی مسائل کے جاہے کہ بیا دارے ہماری عدالتی نظام کے لیے ایک غیر معمولی طاقت بن سکتے ہیں ورنہ ہمارے انصافی مسائل کے صل میں غیر ضروری تاخیر ہوگی اورعوام الناس کو بہر حال اس تاخیر سے غیر معمولی پریشانیاں بھی ہوں گی جن کے لیے ضروری ہے کہ ہماری حکومت اس طرف بہتر طور پر توجہ کرے تا کہ میں مشکلات سے خیات مل سکے۔ (انشاء اللہ)





آ مديدكها گيا۔

آ مخضرت صلی اللہ علیہ وآلہ وسلم نے فرمایا کہ'اس سے پہلے کہ خود شخصیں خود کردہ اعمال کا حساب دینا پڑے ہم اپنا حساب خود کرو۔'پس ہمیں اس پس منظر میں بیضرور یا در کھنا چا ہیے کہ اسلامی خلفاء نے اپنے اپنے عہدِ خلافت میں اس تصور کو ہمیشہ اپنے انتظامی معاملات میں مدنظر رکھا جس کی واضح شکل اُن کے عہد میں ہمیں مسائل کے حل میں نظر آتی ہے اور جس زمانے میں سویڈن کا حکمران' اپنی ملک بدری' کے دن اسلامی ملک ترکی میں گزار رہا تھا تو اس نے اپنی پناہ گزین کے عہد میں اس مخصوص نوعیت کے انتظامی تصور کی عملی شکل دیکھی اور جب وہ اپنی ملک واپس گیا تو اُس نے اپنی پناہ گزین کے عہد میں اس مخصوص نوعیت کے انتظامی تصور کی عملی شکل دیکھی اور جب وہ اپنی ملک واپس گیا تو اُس نے نیز کی کے اسلامی طریقے کو اپنے یہاں اپنے خصوصی فکری انداز سے رائج کیا جو نہ صرف سویڈن اور اسکینڈی بنوین فروغ ملا اور بیادارہ انفرادی شکامیتیں حکومتی اداروں سے ختم کر انے میں کلیدی کر دارادا کر دہا ہے۔

فروغ ملا اور بیادارہ انفرادی شکامیتیں حکومتی اداروں سے ختم کر انے میں کلیدی کر دارادا کر دہا ہے۔

ہمیں یقیناً اس بات پر فخر کرنا چاہیے کہ ہمارے صوبہ سنتھ میں <u>1991ء</u> میں بیادارہ قائم ہوااور پاکستان ایشیا کا وہ پہلا ملک ہے جہاں سر<u>194ء میں محتسب کا ادارہ قائم ہوا جو</u> حکومتی اداروں کی اُن شکایات کا جواداروں کی بدا نظامی سے بیدا ہوتی ہیں اوراصول وقواعد کی غلط تشریحات کی وجہ سے حکومتی ملاز مین اوراُن کے خاندانوں کی مشکلات کا سبب بن جاتی ہیں جن کا اُن سے تعلق ہوتا ہے یا دوسرے عوام الناس جوان حکومتی اداروں کی بدانتظامی کا شکار ہوتے ہیں ، اُن قانون شکنوں کو دُور کرا کے اُن کی جائز شکایات کا از الہ کراتا ہے۔

ہماری خوش متی ہے کہ ہماری حکومتیں اس قتم کے ادار ہے قایم کررہی ہیں جو مختلف میدانوں میں کام کررہے ہیں اورعوامی مشکلات اور اُن ہیں ایک خصوصی کردارادا کیا جارہا ہے جس سے عوامی مشکلات اور اُن ہیں اورعوامی مشکلات اور اُن کے لیے بیادار سے تندہی سے کام کررہے ہیں۔ یقیناً اپنے ہم وطنوں کی ان پریشانیوں کو دُور کرنے میں اُن کا بیہ ایک اہم اثباتی کردارہے۔

بحد لله مختسب کا ادارہ عوامی مشکلات کو بغیر کسی خرچ کے دور کرانے کی سعی حاصل کررہاہے جس سے انصاف کے



مختسب اعلى سندھ

سيدقمر رضى نقوى

سویڈن کی زبان میں ایوان نمائندگان کے مُنتخب رکن کو'آ مبڈس مین' کہتے ہیں۔اس لیے اس ملک میں سب بہلے جواس عہدے پرفائز ہوا،اس کو OMBUSMAN کہا گیا۔ او ۱۸ میں سویڈن کی قومی پارلیمان نے اس عہدے کو قایم کیا جس کو بید دکھنے کی ذمہ داری تفویض کی گئی کہ وہ بید کھنے کہ عدالتیں اور دوسرے حکام ، قانون کے مطابق عمل کرتے ہیں کہ نہیں جس کا مقصد شہر یوں کے حقوق کا تحفظ تھا۔ محتسب کی ذمہ داری قانون کے استعال کی کسانیت کا فروغ تھا اور یہ کہ قانونی ابہام کو بہ ہرصورت دُورکیا جائے مزید بید کہ شکایات کی جائج پڑتال اور معائنوں کی ضروت کو ہرگز نظر انداز نہ کیا جائے مختسب کے لیے یہ تھی طے کیا گیا کہ قق داروں کو اُن کا حق ملے اور یہ حکومتی عہدے دارا پی ذمہ داریوں کو پورا کرنے کے لیے ہر غلط اقد ام سے بچیں اور احتر از کریں۔

سویڈن میں اس ادار ہے تے قیام کے مثبت نتائج ہر طرف عام ہوئے اور دنیا کے دوسر ہے ملکوں میں اس کی ضرورت اوراہمیت کا شدّ ت سے احساس ہوا۔ سویڈن، فِن لینڈ اور ڈنمارک کے بعد چو تھے نمبر پرسوئٹر رلینڈ تھا جہاں اس ادار ہے نے شہری حقوق کے تحقظ کی ذمہ داریاں اداکر نا اپنا فرض سمجھا۔ چنا نچہ مختسبا OMBUDSMA کی اصطلاح ہر ملک میں جاری ہوئی اوراس سول ادار ہے نے وجود میں آنے کے بعد شہری حقوق کے تحقظ کی ذمہ داریاں اداکر نے کی ضرورت کو اپنا فرض منصبی سمجھا۔ چنا نچہ محتسب کے معنی ہی اب ایسے آفیشل کے ہیں جو حکومتی اداروں کی بدانظامی کے خلاف انفرادی شکایات کی تحقیق کر کے قانونی اور دستوری فیصلے کرے اور جن قوانین وضوابط سے انجراف برانظامی کے خلاف انفرادی شکایات کی تحقیق کر کے قانونی اور دستوری فیصلے کرے اور جن قوانین وضوابط سے انجراف کر کے دفتر می فیصلے کیے گئے ہیں وہ اُن سے متاثرہ افراد کی شکایات کی تھے معنوں میں تشریح کر کے متعلقہ شکایت کنندگان کی بحر پور مدد کر ہے تاکہ وہ تکلیف دہ صورت حال جو حکومتی اداروں کی بدانظامی سے بیدا ہوتی ہے اُنھیں اُن سے نجات کو لیے بین اس ادار ہے کو قائم کیا گیا جے دنیا کے دوسر مے ممالک میں بھی خوش دلائے پس اس انظامی تصور کے حت سویڈن میں اس ادار ہے کو قائم کیا گیا جے دنیا کے دوسر مے ممالک میں بھی خوش



دائرے میں ان کی مشکلات کاحل تلاش کر کے ان کو مد دفر اہم کرتا ہے۔

سرکاری محکموں کے اداروں کے متعلق بیہ بات بھی سامنے آئی ہے کہ وہ کسی شکایت کواپنے اعلیٰ افسر سے کرتے ہیں تو ان کی مکمل شناسائی نہیں ہوتی ہے اوراس کا نتیجہ عموماً یا تو ان کی درخواست داخل از دفتر کردی جاتی ہے یا شکایت کرتے ہوئے کنے لاف تا دبی کارروائی کا خط دے دیا جاتا ہے جس کے خوف کی وجہ سے سرکاری ملازم اپنے دفتر میں شکایت کرتے ہوئے ڈرتے ہیں اوراس میں محتسب کے ادارے کے قیام کے بعد سرکاری ملاز مین میں بیہ حوصلہ پیدا ہوا کہ وہ اپنے خلاف ہونے والی ناانصافیوں کے لئے محتسب کے ادارے سے رجوع کریں محتسب کا بیادارہ بیہ موقع فرا ہم کرتا ہے کہ محکمہ جاتی شکایتوں کی آزادانہ طور پر تفتیش کرتا ہے اوراس کی روشنی میں حاصل ہونے والے نتیجے پر اپنا فیصلہ کر کے انصاف فرا ہم کرتا ہے جو کہ ایک قابل ستائش عمل ہے۔

مختسب کے ادارے کے کام کوسامنے رکھا جائے اور تجزیاتی فکر وعمل کا نظریہ بروئے کار لایا جائے تو ایک واضح صورت سامنے آ جاتی ہے کہ بیادارہ جس مقاصد کے لیے قائم کیا گیا ہے اور وہ اس کے لیے ہمہ جہت کوششیں کررہا ہے اس میں اس کو بڑی حد تک کامیا بی حاصل ہوئی ہے سرکاری محکموں کے خلاف ملاز مین کی بڑی تعداد عدالت کا رُخ کرنے کے بجائے مختسب کے ادارے میں اپنی شکایات جع کرارہ ہیں کیوں کہ مختسب کے دروازے تک پہنچنا بہت آ سان اور سود مند ہے۔ یہی وجہ ہے کہ مختسب کے ادارے میں محکموں کے خلاف شکا یتوں کی تعداد میں روز بروز اضافہ ہوتا جارہا ہے جو بہت ہے قابلی ستائش ہے کیوں کہ عدالت میں کیس داخل کرنے کی فیس ہے اور پھروکیل کی خدمات کی بھی ضرورت ہوتی ہے اور اس میں مالی معاونت بھی درکار ہوتی ہے جب کہ مختسب کے ادارے میں بغیر مالی معاونت اور وکیل کے لوگوں کا کیس داخل ہوجا تا ہے آ ہے ڈاک کے ذریعے بھی اورای میل کے ذریعے بھی اپنی شکایات بھیج سکتے ہیں۔

بیادارہ سرکاری اداروں میں ہونے والی بدانظامیوں کو دُورکرنے میں مددکرتا ہے اورصوبہ میں حکومت کے انظامی امور اور انصاف کی فراہمی کے لیے جواقد امات کیے جارہے ہیں ان کواُ جاگرکرتا ہے جولوگوں کے سامنے روزِ روشن کی طرح عیاں ہیں۔





قوم كى خدمت حكومت كالوّلين نصب العين

وانش خان

قوم کی خدمت حکومت کا اوّلین نصب العین ہوتا ہے وہ قوم کے مفاد میں بہتر ادارہ تشکیل دیتی ہے جو کسی معاشرے اور یہاں رہنے والے افراد کی خوشحالی اور رہنمائی میں مثبت کردارادا کرتا ہے وہ لوگوں کو مشکلات اور نفرتوں کی دلدل سے نکال کرایک اچھے معاشر سے کی ترقی کے لئے قانون سازی کا ماحول فراہم کرتا ہے اور قلم کاروں کے ہاتھوں ان کوقانونی شکل دیتا ہے۔

محتسب اعلیٰ سندھ کا ادارہ ان ہی بنیادوں پرصوبہ کے لوگوں کی فلاح ، بہتری کے لئے مثبت راستے تلاش کر کے ان کی روز مرہ کی مشکلات کوحل کرنے میں قانون کے دائرے کے اندران کی رہنمائی کرتا ہے۔

اس ادارے کے قیام میں اس پہلوکوبھی سامنے رکھا گیا ہے کہ محتسب اپنے ادارے کی کارروائی میں کسی دباؤیا اثر سے کمل آزاد ہوکر فیصلہ کرتا ہے جو وقت اور انصاف کے تقاضوں کوسامنے رکھتے ہوئے کرتا ہے انہی بنیا دوں پر اس طریقہ کارپرعوام کی خدمت کا فریضہ انجام دے رہا ہے۔

بیادارہ ان ہی اصولوں پرلوگوں کی فلاح اور بہتری اور معاشرے میں رہنے والے افراد کی قانونی رہنمائی کرتا ہے اور ان کوسر کاری اداروں میں پیش کرنے والی شکانتوں کو اور مشکلات کو قانونی دائرے میں رہتے ہوئے حل کرنے میں مدد دیتا ہے ان کے ساتھ ہونے والی زیاد تیوں کا از الدکرنے کے لئے جانچ پڑتال کرنے کے بعدان کے مسائل کوحل کرنے کی حتی المقدور کوشش کرتا ہے۔ ہمارے معاشرے کے اقدار کوسنجالنا اور اداروں کی کارکردگی پر تنقید کرنا ہمارے لوگوں کی روایت ہی ہے کیکن ان تمام چیزوں سے بالاتر ہوکرلوگوں کے حقوق کو بلاتخفیف تحقظ اور انصاف فرا ہم کرتا ہے۔

ہمارے معاشرے کی سب سے بڑی بدشمتی تعلیم کا نہ ہونا ہے اوراس کی وجہ سے یہاں کی روایات اورا قدار کی روشی میں خواتین اور بچوں پر بہت ظلم ہوتا ہے۔ یہی وجہ ہے کہ خواتین کے لئے ایک علیحدہ محتسب کے ادارے کا قیام عمل میں آچکا ہے۔ بچوں کو پیش انے والی مشکلات ومسائل کوحل کرنے کے لیے ایک الگ سیل قائم کر دیا گیا ہے یہاس بات کی غمازی کرتا ہے کہ محتسب کا ادارہ بتیموں ، بیواؤں ، ضرورت مندوں جوانصاف کی تلاش میں مارے مارے پھرتے تھے ان لوگوں کوقانونی

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