



A Quarterly Publication

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

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL- XI (October - December 2023)

1ST EVER VISIT OF THAI CHIEF OMBUDSMAN / ASIAN REGIONAL PRESIDENT OF IOI TO SINDH OMBUDSMAN

On invitation of Mr. Ajaz Ali Khan, Provincial Ombudsman Sindh, Asian Regional President of IOI / Chief Ombudsman Thailand, Honourable Somsak Suwansujarit, visited Sindh, Pakistan on 28th November, 2023 to 01 December, 2023, along with his wife Mrs. Nipa Suwansujarit.

Ambassador (Rtd) Rafiuzzaman Siddiqui, Advisor to Ombudsman Sindh, received the Honourable Chief Ombudsman / Asian Regional President of IOI on his arrival for his first-ever visit to Province of Sindh.



ASIAN REGIONAL PRESIDENT OF IOI AND CHIEF OMBUDSMAN THAILAND ALONGWITH HIS SPOUSE VISITED THE OFFICE OF PROVINCIAL OMBUDSMAN

On 29th October, he visited the office of Provincial Ombudsman Sindh and planted a palm tree in the garden of the Office followed by a group photo with the officers of Ombudsman Secretariat and formal meeting to exchange the views and working of both the offices and visited the library and office.



Secretariat Provincial Ombudsman, Sindh

Shahrah-e-Kamal Atta Turk Road, Opp. Sindh Secretariat Karachi.

Tel: 021-99211025, 99211207 **Web:** www.mohtasibsindh.gov.pk **Email:** mohtasibhd@yahoo.com

PRESENTATION ON WORKING OF OMBUDSMAN OFFICE INCLUDING COMPLAINT INVESTIGATION PROCESS BY REGISTRAR

Registrar, Secretariat Provincial Ombudsman Sindh, gave presentation on working of Ombudsman Office, including the Complaint Investigation Process followed by in depth discussion. Mr. Narut Soontarodom Consul General, Thai Consulate, also attended the session. The dignitaries also noted their comments in the visitor's book.



EXCHANGE OF SOUVENIRS / GIFTS

Provincial Ombudsman Sindh presented shields / souvenirs to Chief Ombudsman and his spouse. The Chief Ombudsman Thailand also presented souvenir to Mr. Ajaz Ali Khan, Honourable Provincial Ombudsman Sindh.



PRESIDENT RED CROSS CHAPTER OF RAYONG PROVINCE, THAILAND VISITED THE NEWLY ESTABLISHED LADIES ROOM.

Mrs. Nipa Suwansujarit (wife of Chief Ombudsman Thailand)/President Red Cross chapter of Rayong Province, Thailand visited the newly established Ladies Room at Sindh Ombudsman Secretariat, having facilities viz rest room, prayer room and day care, usually uncommon for female employees in Government Departments. She also met the female staff of Secretariat Provincial Ombudsman Sindh.



DINNER HOSTED IN HONOUR OF CHIEF OMBUDSMAN OF THAILAND AND HIS SPOUSE

A dinner was hosted by Honourable Ajaz Ali Khan, Provincial Ombudsman Sindh at Sindh Government Officers' Club in the honour of Chief Ombudsman of Thailand and his spouse. The Deputy Consul General, Thai Consulate also joined the dignitaries.

Dr. Kaleemullah Lashari, a famous scholar of Applied Archaeology gave presentation on "Cultural Heritage of Sindh".



VISIT OF MAUSOLEUM OF QUAID-E-AZAM MUHAMMAD ALI JINNAH, FOUNDER OF PAKISTAN

The Chief Ombudsman Thailand visited the Mausoleum of Muhammad Ali Jinnah, the founder of Pakistan, under full ceremonial Naval Guard, a beautiful recitation of the Holy Quran and the Naval Band playing the National Anthem of Pakistan. The Chief Ombudsman laid a floral wreath inscribed with the details of his visit to Pakistan at the tomb of Muhammad Ali Jinnah and also noted his comments in the visitors' book at mausoleum.



THE CHIEF OMBUDSMAN THAILAND / ASIAN REGIONAL PRESIDENT OF IOI CALL ON TO HONOURABLE CHIEF MINISTER SINDH AND SIGNED AN MOU WITH THE PROVINCIAL OMBUDSMAN SINDH

The Honorable guests also called on to Honourable Chief Minister Sindh at CM House and signed an MOU by both Ombudsman offices in presence of Honourable Chief Minister Sindh, with aims to foster international cooperation in the field of complaint handling, good governance, capacity building and Ombudsmanship. The Chief Minister Sindh also presented him a traditional Sindhi Cap, Ajrak and enjoyed a highly fruitful bilateral exchange with him.



THE CHIEF OMBUDSMAN THAILAND / ASIAN REGIONAL PRESIDENT OF IOI & OMBUDSMAN SINDH JOINTLY INAUGURATED THE NEW BLOCK OF SECRETARIAT PROVINCIAL OMBUDSMAN SINDH

The Chief Ombudsman Thailand and the Provincial Ombudsman Sindh jointly inaugurated the New Block, Secretariat Provincial Ombudsman Sindh. During an exclusive meeting Ombudsman Sindh also explained him about the steps taken to improve the working of his office to provide justice to marginalized segment of the society.



THE CHIEF OMBUDSMAN THAILAND / ASIAN REGIONAL PRESIDENT OF IOI MEETS HONOURABLE GOVERNOR SINDH FOLLOWED BY DINNER HOSTED BY GOVERNOR HOUSE IN HIS HONOUR

A call on meeting with Honourable Governor Sindh was held at Governor House followed by Dinner. During the meeting, a detailed discussion was held on working of Provincial Ombudsman Sindh and worldwide Ombudsman-ship.



THE CHIEF OMBUDSMAN THAILAND AND HIS SPOUSE VISITED NATIONAL MUSEUM, MOHATTA PALACE, TRINITY CHURCH AND QUAID-E-AZAM HOUSE MUSEUM AT KARACHI.

During his visit, the Chief Ombudsman Thailand also visited National Museum, Mohatta Palace, Trinity Church and Quaid-e-Azam House Museum at Karachi.



THE DIGNITARIES WERE ENTERTAINED WITH CAMEL RIDE ON SEA VIEW BEACH.

The guests also visited the sea side and enjoyed a camel ride. The couple thoroughly enjoyed the experience. Mr. Somsak Suwansujarit profusely thanked the Honorable Ombudsman Sindh for the gracious hospitality extended to him and his wife.



HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

RS. 1,163,510/- TOWARD SERVICE DUES RECEIVED BY MR. GHULAM NABI MALLAH, MALERIA SUPERVISOR, HEALTH DEPARTMENT.

Mr. Ghulam Nabi Mallah, retired Malaria Supervisor approached this Secretariat in February 2022 stating that he retired from service on 22.07.2021 but still waiting for payment of service dues viz G.P. Fund, Gratuity & Leave Encashment etc. from District Accounts Officer Naushahro Feroze.

On constant persuasion by this Secretariat, he received his dues amounting to Rs. 1,163,510/-.



WIDOW RECEIVED GROUP INSURANCE OF RS. 2,100,000/- ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH.

Mst. Janul Wd/o Ali Muhammad Soomro filed a complaint in August 2023 against District Education Office (E,S&HS) Jacobabad and Deputy Manager, State Life Insurance Corporation, Pakistan for their alleged delay in payment of dues towards group insurance in respect of her husband who expired on 27.04.2019.

Due to prompt action by Regional Director, Jacobabad, she received Rs. 2,100,000/- towards group insurance and while acknowledging the efforts made by Ombudsman Office expressed her thankfulness.



COMPLAINANT GOT POSSESSION OF PLOT ON INTERVENTION OF OMBUDSMAN SINDH.

On the complaint filed by Syed Baqar Raza regarding re-allotment of his plot No. 320, Block 30-D, Shah Latif Town, Honourable Ombudsman Sindh directed the Director General, MDA for cancellation of unlawful allotment of the plot to Mr. Muhammad Imran Khan, as well as subsequent execution of its lease and mutation / transfer order and to handover its peaceful vacant physical possession.

After protracted correspondence, the Agency in compliance of orders of Honorable Ombudsman Sindh cancelled the documents/ transactions made in favour of Mr. Muhammad Imran Khan and also handed over possession of the said plot to the complainant who confirmed redressal of his grievance due to persistent follow up by the office of Ombudsman Sindh.



ON INTERVENTION OF OMBUDSMAN SINDH SERVICE DUES OF RS. 1,003,748/- PAID TO THE PENSIONER.

Mr. Muhammad Khan filed a complaint against District Accounts Officer Sujawal regarding delay in payment of his service dues though his pension papers forwarded to the Agency on 23-02-2022.

The case was admitted and the District Accounts Officer, Sujawal was advised to submit report. The District Accounts Officer, Sajawal after continuous persuasion reported that an amount of Rs. 1,003,748/- as pensionary dues have been paid to the complainant hence his grievance was redressed.



SON OF WIDOW GOT APPOINTMENT AGAINST DECEASED QUOTA.

Mst. Salma wd/o Abdul Rasheed filed a complaint on 07.04.2023 wherein she alleged delay in appointment of her son against deceased quota due to objection raised by District Recruitment Committee (DRC) despite approval of his case by the Chief Secretary Sindh.

On the intervention of Provincial Ombudsman Sindh, case of her son was reconsidered by District Recruitment Committee and has been appointed as Naib Qasid against deceased quota in School Education & Literacy Department.



CULVERT FOR CROSSING OF IRRIGATION WATER BETWEEN KANDIARI TO TANDO MITHA KHAN ROAD CONSTRUCTED TO FACILITATE THE AGRICULTURIST

Mr. Fazal Karim filed a complaint stating that his agricultural land situated in Deh Sethar, Taluka & District Sanghar is being irrigated through Water Course No. 5/L, Samar-Jo-Branch, passing through link road between Kandiari to Tando Mitha Khan. He alleged that due to non-construction of bridge (culvert) by the Agency, he was not getting irrigation water for his land, hence solicited intervention.

The complaint was admitted and referred to Superintending Engineer Provincial Highways Circle, Mirpurkhas for appropriate action to redress the grievance who got constructed the desired culverts to facilitate the complainant in cultivations of his land.



**GROUP PHOTOGRAPHS OFFICERS AND STAFF OF SECRETARIATE PROVINCIAL
OMBUDSMAN SINDH WITH HONOURABLE OMBUDSMAN SINDH MR. AJAZ ALI KHAN**





APP47-301123 KARACHI: November 30 –
The Provincial Ombudsman of Sindh Mr
Aijaz Ali Khan and the Chief Ombudsman
of Thailand/President of IOI Asia Region
Mr Somsak Suwansujrait sign MOU for
fostering cooperation in the field of
complaint handling at CM House.
Caretaker Sindh Chief Minister Justice
(R) Maqbool Baqar, Secretary Health Dr
Mansoor Rizvi, Rehana Memon and
others witnessing the ceremony.

Pakistan
OBSERVER

02-12-23

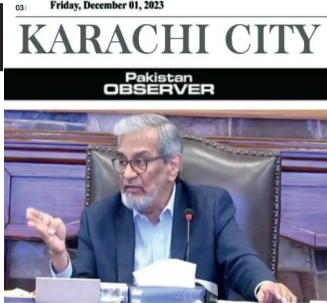


The Chief Ombudsman of Thailand and President of the International Ombudsman Institute Adu Rattana Somkiet Saravongphet along with Governor Kamran Kulkarni Tharwat expressing pleasant surprise by ringing the bell of hope installed outside the Governor's office.

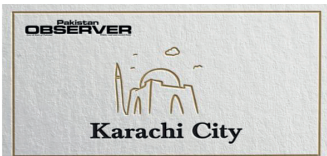
Thai Chief Ombudsman calls on Sindh Governor

STAFF REPORTER

Chief Ombudsmen of Thailand and President of International Ombudsmen Association Asa Riegse Sornak Sornasupari called on the Siang Governor Kamnang Khun Tongsat at the Governor's House.



Ombudsman institutions to foster cooperation in complaint handling: CM Baqar

[illegible]

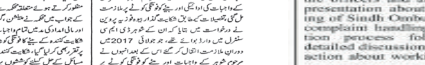
On the invitation of Provincial Ombudsman Sindh Ajaz Ali Khan, Chief Ombudsman Thailand, the President, Asian Region, International Ombudsman Institute (IOI) Somsak Suwasunjarit along-with his Mrs. Nipa Suwasunjarit, President Rayong Province Red Cross Chapter, Thailand, reached Karachi, Pakistan, on 28th and visited office of Ombudsman Sindh. The guests during their visit planted palm trees in the garden of Sindh Ombudsman Office, met with the officers and attended the presentation about the working of Sindh Ombudsman and complaint handling/investigation process followed by detailed discussions and interaction about working of both the offices.



Sindh Ombudsman's Regional Director Khan Muhammad Zardari holds an open katchery in Sanghar

By Farooq Bugti

SANGHAR: The Regional Director of the Sindh Om-budsman's office in Sanghar, Benazirabad, Khan Muhammad Zardari held an open katchery at the District Office in Sanghar on Tuesday. A large number of the government employees and pensioners attended the open katchery to brief the Regional Director about their problems. On the occasion, Regional Director Khan Muhammad Zardari directed the officials of the District Accounts Office to improve their performance and resolve the longstanding problems of the widows of the deceased employees and pensioners on a priority basis. He assured the government employees to take steps to resolve their problems.



چیف سیکرٹری کو رپورٹ گزارنا زمینداروں کی بیوقوفانہ خواہشات پر وقت اور مٹھی چاریت

[illegible]

کے ایم سی نے بیوہ کو فوٹی کوٹہ پر ملازمت، بقایا جات کی ادائیگی
تاہید اختر بیوہ امتیاز احمد نے منتخب سندھ کے دفتر میں شکایت درج کروائی
کراچی (اسٹاف رپورٹر) منتخب ایس ایم سی سندھ | منتخب ایس ایم سی حکومت ریشوائی کرتے ہوئے

[illegible]

EDITORIAL BOARD

Chief Editor
Ms. Rehana G. Ali Memon
Advisor

Sub Editor
MR. MASOOD ISHRAQ
Registrar

Members
Mr. Muhammad Zafar, Deputy Director
Mr. Sh. Muhammad Zeeshan Ovaisi, Sr. Computer Operator

Cheif Ombudsman Thailand Visits Sindh Ombudsman

Karachi November 30: On the invitation of the Ombudsman Sindh Mr. Ajar Ali Khan, Honorable Chief Minister of Sindh, President, Asian Region, OIC, visited the offices. The Honorable Minister expressed his appreciation towards the shields and discussed the issues related to both the dignitaries and discussants. Both the Ombudsmen



International Ombudsman Institute (IOI) Mr. Somask Sawanagatti along-with his wife, Mrs. Nigam Sawanagatti, and Rajesh Chandra Prasad, reached Karachi, Pakistan, on 29th November, 2023. The Honorable guests during their visit planted palm trees in the garden of Sindh Ombudsman Office, met with the officers and attended the working of Sindh Ombudsman and complaint handling investigation process followed by detailed discussions and interaction about working of both

expressed willingness to strengthen the bonds between both the institutions to learn from each other's experiences and best practices. Both the distinguished guests will also call on the Honorable Chief Minister of Sindh and Governor Sindh respectively and also sign Memorandum of Understanding (MOU) for mutual collaboration with the Sindh Ombudsman House. Further- more, the Honorable Chief Minister Thakur and his spouse will also visit the Mazar-e-Qaid to pay tribute to the Father of the Nation.

113