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

PROVINCIAL OMBUDSMAN SINDH

NEWSLETTER

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PROVINCIAL OMBUDSMAN SINDH MUHAMMAD SOHAIL RAJPUT, APPOINTED VICE CHAIR OF UNITED NATIONS WORKING GROUP OF THE INTERNATIONAL OMBUDSMAN INSTITUTION

Mr. Muhammad Sohail Rajput, Provincial Ombudsman of Sindh and Member of the OIC Ombudsman Association, has been appointed as the Vice Chair of the United Nations Working Group of the International Ombudsman Institute (IOI).



The UN Working Group of the IOI serves as a specialized body within IOI with the primary objective to forge institutional linkages between IOI members and the United Nations. Its mission is to ensure that the role of independent oversight bodies is formally recognized and integrated into UN frameworks related to human rights, good governance, sustainable development and administrative justice.

As Vice Chair, Mr. Rajput is expected to play a strategic leadership role by representing the IOI's mission in UN forums and inter-agency meetings. He will also be instrumental in developing frameworks and action plans to help IOI member institutions—particularly those from the Global South—meet the criteria for UN partnerships or observer status.

Additionally, Mr. Rajput with his strong background in administrative & institution reforms, is anticipated to strengthen South-South cooperation among ombudsman offices through UN-linked capacity building and knowledge exchange initiatives and significantly contribute to the institutional elevation of IOI within the global governance landscape, development and administrative justice.



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**OMBUDSMAN SINDH HOLD MEETINGS WITH INVESTIGATING OFFICERS
TO REVIEW PROGRESS FOR EXPEDITIOUS DISPOSAL OF PENDING COMPLAINTS**



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**SELECTED AMBASSADORS OF SALIM HABIB UNIVERSITY
RECEIVED CERTIFICATES**



BRAND AMBASSADOR PROGRAM AT IBA SUKKUR UNIVERSITY

As part of the Ambassador Program ten students from Sukkur IBA University have been selected. Earlier 10 students each from Hamdard University, Sindh Madressatul Islam University and Salim Habib University were selected. The selected students aimed at fostering civic responsibility, promoting accountability and to support the Ombudsman's mission.

Ms. Rehana G. Ali Memon, Advisor to the Provincial Ombudsman Sindh, explained that the program engages students across universities in Sindh to raise awareness of the role of Ombudsman Institute in promoting good governance, transparency and human rights. The selected ambassadors will serve as a bridge between Ombudsman and the public and help in spreading the message through outreach activities and social media.

Mr. Masood Ishrat, Registrar of the Ombudsman Sindh, provided an overview of the mandate of the office and explained the complaint process followed by a Q&A session to address queries of the participants.

Prof. Dr. Syed Mir Muhammad Shah, Pro Vice Chancellor of Sukkur IBA University, praised the program for encouraging youth participation in civic duties. Prof. Dr. Asif Ahmed Shaikh, Vice Chancellor, while talking to team of Ombudsman Office highlighted the initiative as an important step in strengthening ties between Sukkur IBA University and Provincial Ombudsman Office, focused on promoting integrity and accountability in governance across the Province of Sindh

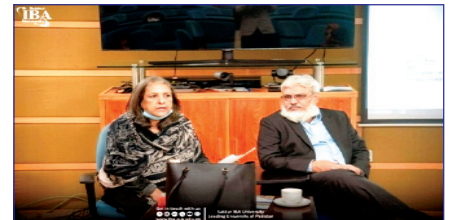


FOLLOW-UP SESSIONS WITH AMBASSADORS OF SALIM HABIB UNIVERSITY & IBA SUKKUR

First follow-up session of Brand Ambassador Program was held on 21st January, 2025 and 23rd January, 2025 with 20 students selected as Ambassadors for Ombudsman Sindh from IBA Sukkur University and Salim Habib University, respectively.

The Ambassadors were briefed about the mandate of Ombudsman Institution, nature of complaints received and guidelines to disseminate the message of the Ombudsman Sindh. An interaction session was also held with the Ambassadors who shared their knowledge about working of the Ombudsman gained through various sources such as presentation, Ombudsman website and social media, etc. The questions raised by the students were responded by the Honorable Ombudsman Sindh and his team.

The Ambassadors were asked to record short video clips and glimpses of the sessions with student community and general public to feed the social media pages of Institution. The 2nd follow-up session would be held after a month when the certificates will also be awarded to the Brand Ambassadors to acknowledge their contribution and to motivate them to continue their efforts in future.



INTERNSHIP PROGRAM AT OMBUDSMAN OFFICE

Two weeks internship program was conducted from 27th January to 07th February, 2025 with the objective to provide interns with hands-on experience in complaint lodging/ resolution process, exposure to various operations of the Ombudsman's office and comprehensive understanding about role of Regional offices. It was supervised by Ms. Rehana G. Ali Memon, Advisor and Mr. Masood Ishrat, Registrar.

The internees were given the understanding on Ombudsman's role and function and its ethical standards alongwith investigation process by Ms. Rehana G. Ali Memon, Advisor. Introduction to complaint lodging and documentation procedure was given by Mr. Masood Ishrat, Registrar in addition to a session on development of investigation and analytical skill through hands-on tasks. They visited the Complaint Section to know how the complaints are lodged and processed.

Syed Ali Mumtaz Zaidi and Mr. Muhammad Misbah Tunio, Advisors also held sessions about the process of investigation and analytical skills. Their writing skills were also tested through an exercise of decision writing whereas Mr. Shahid Ahmed Hashmi, Consultant Legal briefed about investigation process and how to write the decisions.

Advisor Amb. (R) Rafiuzzaman Siddiqui, also briefed them about the collaboration of Sindh Ombudsman with the International Ombudsman Institute (IOI), Asian Ombudsman Association (AOA) and Forum of Pakistan Ombudsmen (FPO), etc. Dr. Muhammad Nawaz Shaikh, Advisor explained them the process of implementation of decisions of Ombudsman Sindh.

The interns spent their 2nd week in five Regional Offices at Karachi for broader understanding of working the Ombudsman's regional offices. On completion of their program, certificates were awarded to them by The Secretary, Secretariat Provincial Ombudsman Sindh.



TRAINING OF MASTER TRAINERS OF PRIVATE INCLUSIVE EDUCATION SCHOOL

Orientation session for all school heads conducted on 13th February, 2025 followed by training of Master Trainers of Private Inclusive Education Schools carried out from 22nd February to 4th March 25 by C-ARTS as per decision taken by the Standing Committee constituted by Honourable Ombudsman Sindh on Inclusive Education where 142 Master Trainers of 31 schools got trained. Ms. Rafia Mallah, Additional Director, Directorate of Inspection & Regulation, School Education & Literacy Department, Mr. Qamar Shahid Siddiqui, Director, Inclusive Education, Department of Empowerment of Person's with Disabilities and Mr. Tariq Ali Shah, Chairman, All Private Schools Management Association Sindh, Karachi, extended support to C-Arts for conducting the said training to promote Inclusive Education standards.



HIGHLIGHTS OF REDRESSAL OF PUBLIC GRIEVANCES

WIDOW RECEIVES RS.1,750,000/ TOWARDS GROUP INSURANCE

Mst. Rasheeda wd/o Muhammad Bux, Ex-H.S.T, Govt. (N) Noor Muhammad Boys High School, Hyderabad filed complaint by stating that her husband expired during service on 11.08.2015 and authorities concerned failed to settle the claim of group insurance despite persuasion. She solicited intervention of this institution.

Regional Director, Hyderabad taken-up the matter with the School Education Department and State Life Insurance Corporation and after follow up the lady complainant received cheque of Rs.1,750,000/- and thanked the Ombudsman Sindh for resolving the issue of payment pending since 2015.

ON DIRECTIVES OF OMBUDSMAN SINDH TEACHER POSTED AT GOVT. PRIMARY SCHOOL, MIR MUHAMMAD THARANI

Mr. Mir Muhammad Tharani filed a complaint alleging non-posting of teacher at Govt. Primary School Mir Muhammad Tharani though post was lying vacant since long. He solicited intervention in the matter.

Provincial Ombudsman's Regional Director Thatta taken-up the matter with the Agency and after persuasion,

D.E.O (Primary) Sujawal appeared before the Investigation Officer and submitted that Mr. Sikander Ali PST, has been posted at Government Primary School Mir Muhammad Tharani and now the school is functional. The complainant confirmed the position and expressed his profound gratitude to the Institution.

GARBAGE LIFTED IN FRONT OF GOVERNMENT DISPENSARY AFTER INTERVENTION BY PROVINCIAL OMBUDSMAN OFFICE

Mr. Fawad Zia, a resident of Sector 8-C, Gulshan-e-Zahoor, Abyssennia lines complained in a WhatsApp group with pictures about accumulation of heap of garbage in front of Sindh Government Dispensary. The Advisor-H took notice and forwarded the pictures with location to Managing Director, Solid Waste Management Board (Mr. Tarique Ali Nizamani) for necessary action under Section 33 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date). The M.D. Solid Waste Management Board immediately deputed the team at site and got lifted the garbage and forwarded before and after pictures within one hour. The complainant thanked the institution for resolving the issue in such a short time. The Solid Waste Management Board was advised to ensure lifting of garbage timely in future.

PENSION ARREARS SETTLED THROUGH INFORMAL DISPUTE RESOLUTION BY SINDH OMBUDSMAN

Mr. Noor Muhammad, retired Naib Qasid of Karachi Water and Sewerage Corporation (KW&SC) approached the office of Ombudsman Sindh in alleging non-payment of his pension dues.

The matter was taken up with the Agency under Section 33 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 to resolve the problem without docketing any correspondence. Mr. Asadullah Khan, Managing Director KW&SC forwarded deposit slip dated 20.01.2025 showing payment of Rs.235,115/- to the complainant. The Deputy Managing Director also confirmed the same. The complainant through phone call while confirming receipt of the amount expressed his gratitude to the Ombudsman Institute for resolving issue timely.



RESOLUTION OF COMPLAINT REGARDING DELAY IN PAYMENT OF DUES TOWARDS L.P.R OF DECEASED EMPLOYEE

Mr. Muhammad Ishaque, filed a complaint during an open Katcheri held at District Accounts Office, Ghotki, @ Mirpur Mathelo alleging delay in payment of dues towards L.P.R of his deceased father and solicited intervention. The Regional Director, Ghotki directed the District Accounts Officer, Ghotki, for immediate action in the matter. The District Accounts Officer, Ghotki after due process presented photocopy of cheque amounting to Rs.770,760/- credited in the bank accounts of the two widows of the deceased Mumtaz Ahmed Kalhoro.

The complainant confirmed credit of the said amount in the bank accounts of his mothers and expressed gratitude for prompt redressal of his grievance by the office of Ombudsman Sindh.



RETIRED EMPLOYEE RECEIVED RS.1,106,299/- ON INTERVENTION OF OMBUDSMAN SINDH

Mr. Sona Khan Gopang, a retired Naib Qasid complained that he retired from service on 14.03.2022 but the District Accounts officer Naushehroferoz not making payment of service dues despite repeated approaches.

On directives of Honourable Ombudsman Sindh, the Regional Director, Naushehroferoz, took up the matter with District Accounts Officer, Naushehroferoz and after persuasion the District Accounts Officer paid amount of Commutation and LPR total amounting to Rs.1,106,299/- to the complainant who confirmed receipt of the same as well as payment of monthly pension on regular basis and also expressed his gratitude to Ombudsman Institution for resolving his problem.



WIDOW GETS PENSION AFTER OMBUDSMAN'S TIMELY INTERVENTION

Mst. Asma Rani, second wife of Dr. Jamal Abdul Nasir, filed a complaint against Health Department, alleging non-payment of pension and other dues after demise of her husband, as first wife, Mst. Shaista Jamal, fraudulently received all payments, leaving her and her daughter without their share. She prayed for intervention.

The complaint was admitted and matter was taken up with the concerned. The inquiry revealed that the pension had initially been processed based on an heirship certificate that listed only Mst. Shaista Jamal as legal heir. Following a hearing in August 2024, the Assistant Commissioner issued the revised heirship certificate, recognizing both widows as legal heirs. Accordingly, the pension was recalculated and both two widows were allowed pension as per their entitlement. It was also discovered that an amount of Rs.2,486,647/- had been paid in excess to Mst. Shaista Jamal, which were deemed recoverable. However, both the widows reached a mutual agreement under which Mst. Shaista Jamal consented to pay to Rs.2,286,647/- after deduction of Rs.200,000/- to Mst. Asma Rani.

The dispute has been successfully resolved, as the complainant Mst. Asma Rani received her rightful share of pension, commutation and other dues. She also expressed her gratitude to the Ombudsman Sindh for intervention and providing assistance in resolving the matter.



ISSUE OF UNJUST BILLING OF WATER SETTLED THROUGH OMBUDSMAN'S INTERVENTION

Syed Muhammad Zaki filed complaint stating that he received water bill of Rs.16,925/- in January 2023, which was paid in installments of Rs.2,000/- per month along with current charges. He alleged that the amount paid in installments was not deducted from the next month's bill, which resulted that the amount of his bill kept increasing every month and concerned authorities instead of resolving the issue provided with an other installment payment plan for each month. He, therefore, solicited intervention in the matter.

The complaint was admitted and notice was issued. In response, Deputy Director, Taxes, Gulzar-e-Hijri, Scheme-33, KW&SC, Karachi, reported that subject matter has been resolved and consumer paid his complete dues in the current month. Later-on the complainant telephonically confirmed redressal of his grievance and extended gratitude to the Ombudsman Institute.



**ON THE DIRECTIVES OF HONOURABLE PROVINCIAL OMBUDSMAN SINDH
ADVISOR / REGIONAL DIRECTORS VISITED EDUCATIONAL INSTITUTES TO
DESSIMINATE AWARENESS ABOUT WORKING OF SINDH OMBUDSMAN**



**ON THE DIRECTIVES OF HONOURABLE PROVINCIAL OMBUDSMAN SINDH
REGIONAL DIRECTORS CONDUCTED SITE VISITS/KHULI KATCHERIES IN THEIR
RESPECTIVE DISTRICTS**



DAWN MONDAY FEBRUARY 10, 2025

Ogra's opinion sought on plan to curb use of substandard LPG cylinders in Sindh

Ombudsman says people are forced to use cylinders due to non-availability of cooking gas

By Tahir Siddiqui

KARACHI: Taking note of tragic incidence of liquefied petroleum gas (LPG) cylinder blasts, Sindh Ombudsman Muhammad Sohail Rajput has sought the opinion of the Oil and Gas Regulatory Authority (OGRA) regarding the amendments to laws aimed at controlling the substandard manufacturing and illegal sale of LPG cylinders.

During a suo motu hearing on the issue, he emphasised that the substandard production and unauthorised sale of gas cylinders posed a serious threat to public safety.

The hearing was attended by Secretary to the Provincial Ombudsman Mansoor Abbas Rizvi, Karachi Commissioner Syed Hassan Naqvi, Karachi police chief Javed Alam Odha, Municipal Commissioner Karachi SM Afzal, Executive Director Ogra Ghulam Mohammad Shaheen, Senior Technical Instructor Civil

Defence Karachi Mirza Mursaleen Baig, Deputy Convener of the Federation of Pakistan Chambers of Commerce and Industry (FPCCI) Farhan Ayaz and other officials.

Referring to recent LPG cylinder blasts in Hyderabad, Multan and Dera Ghazi Khan, the provincial ombudsman directed the Ogra to provide its recommendations on necessary amendments to the authority's laws within two weeks.

The hearing was attended by Secretary to the Provincial Ombudsman Mansoor Abbas Rizvi, Karachi Commissioner Syed Hassan Naqvi, Karachi police chief Javed Alam Odha, Municipal Commissioner Karachi SM Afzal, Executive Director Ogra Ghulam Mohammad Shaheen, Senior Technical Instructor Civil

necessary amendments to the authority's laws within two weeks.

He also instructed Ogra to submit details of the measures taken to regulate LPG sales.

Mr Rajput further directed the Karachi commissioner to form a committee comprising all relevant stakeholders and prepare terms of reference (TORs) for addressing the illegal sale of substandard LPG cylinders.

He said that the people were forced to use LPG cylinders due to the non-availability of the natural gas. In such circumstances, the protection of human lives and an adequate gas supply should be the top priority.

Briefing the ombudsman regarding the illegal and substandard sale of LPG, the Karachi commissioner stated that more than 300 shops had been sealed in the city for selling LPG illegally and in substandard conditions. He further revealed that over 6,000 shops in the city were engaged in LPG sales in violation of Ogra regulations.

commissioners, enabling them to take stricter action against illegal LPG sales.

The city police chief said that the amendments in Ogra rules regarding the substandard and illegal sale of LPG would not only determine the direction of the city administration but also the police action.

Deputy Convener of FPCCI Farhan Ayaz pointed out that while LPG sales regulations were one aspect of the issue, the manufacturing of substandard LPG cylinders and bowlers was the primary cause of fatal accidents. He noted that currently, all cylinder manufacturing operations were based in Punjab.

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Sindh ombudsman introduces complaint app



CITY REPORTER

The Provincial Ombudsman Sindh has launched a mobile application on Google Play Store, making it easier for citizens to file complaints against government departments from their phones.

Speaking on the occasion, Provincial Ombudsman Mohammad Sohail Rajput highlighted that the app is designed with user-friendly features, ensuring accessibility for everyone. "Mobile phone users can easily download the application and register complaints from anywhere, anytime," he stated.

Rajput reaffirmed the government's commitment to addressing public grievances efficiently. He urged citizens to use the app to report issues related to any provincial department, assuring that all necessary steps are being taken to resolve complaints effectively.

Uniting People Every Day

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Provincial Ombudsman Sindh Holds High-Level Follow-Up Meeting with Student Ambassadors

By Mujeeb Mirani

KARACHI: In a bid to strengthen ties with the youth and promote administrative justice, Provincial Ombudsman Sindh Muhammad Sohail Rajput chaired the second follow-up meeting of the Ambassador Program in Karachi on Wednesday. The meeting brought together student ambassadors from Saleem Habib University Karachi, along with senior officials, including Secretary Provincial Ombudsman Sindh Mansoor Abbas Rizvi and Director General Akhtar



Hussain Bugti. During the meeting, the student ambassadors shared their experiences and presented suggestions to enhance public awareness about the Provincial Ombudsman Sindh office. With certificates of appreciation and honorary identity cards, hail Rajput praised the student ambassadors for their innovative suggestions and assured them that their proposals would be considered. As a token of appreciation, Rajput presented the students with certificates of appreciation and honorary identity cards, and offered them internships.

Redressal of public complaints picks pace under ombudsman

The redressal of public complaints against government departments under the auspices of Provincial Ombudsman Sindh Muhammad Sohail Rajput is continuing rapidly. According to the details, Hakim Ali, a resident of Bahawalpur, took the stand in the complaint filed with the Provincial Ombudsman Sindh that in the year 2021, the construction work of the Government Boys Primary School was given to the contractor, which is still incomplete despite the passage of a year. Provincial Ombudsman Sindh Muhammad Sohail Rajput, taking note of the complaint, directed the contractor to complete the work of the school by June 2023. On the other hand, Talib Hussain, a resident of Taluka Latford Hyderabad, had filed a complaint regarding the misuse of Government Boys Primary School Adal Noorani Iqbal Shah Colony for the past five to six years and the school being in the possession of private individuals, which the relevant authorities have also been informed several times but no hearing is being held.

On taking note of the Provincial Ombudsman Sindh and inspiring the concerned District Education Officer on behalf of the Secretary School Education and Literacy Department informed that the school has been made functional by recovering illegal possession, while the Executive Engineer Education Works Hyderabad Division has completed the construction of the school building and two bedrooms in the school along with the boundary wall. Later, on the instruction of the Provincial Ombudsman Sindh, each investigation officer inspected the school along with the complainant in the presence of the Executive Engineer Education Works. The complainant thanked the Provincial Ombudsman Sindh Muhammad Sohail Rajput for resolving the issue. news ends

NATIONAL

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Ombudsman reviews performance of regional directors

A meeting of advisers and regional directors was held under chairmanship of Provincial Ombudsman Sindh Muhammad Sohail Rajput at the provincial secretariat. Secretary Mansoor Abbas Rizvi, Director General Akhtar Hussain Bugti, Registrar Masood Ishrat, advisers, and senior officials attended the meeting through video link. The meeting reviewed the overall performance of the regional directors for two months and the complaints registered.

Provincial Ombudsman Sindh Muhammad Sohail Rajput directed to take steps to quickly dispose of pending public complaints registered in the regional offices and increase the number of complaints.

He said that the increase in public complaints is possible through public awareness about the department, for which we need to increase contacts with open courts (Khuli Kacheries), seminars in universities and colleges, and NGOs.

He also approved the recruitment of fresh graduates on internships and contracts on the basis of merit to meet the shortage of manpower in regional offices.

He said that our main objective is to redress the complaints of the public about government departments free of cost and immediately, in which any kind of excuse will cause disappointment and displeasure to the public. news ends

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