



PROVINCIAL OMBUDSMAN SINDH

Newsletter Vol - XVIII (Jul - Sep 2025)

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OMBUDSMAN SINDH PRESENTS ANNUAL REPORT 2024 TO CHIEF MINISTER SINDH AND GOVERNOR SINDH



OMBUDSMAN SINDH HOLDS SEMINAR ON GOOD GOVERNANCE AND SERVICE DELIVERY

The Provincial Ombudsman Sindh organized a one-day capacity-building seminar for officers from Headquarters and Regional offices to strengthen the institutional performance, promote good governance, and enhance service delivery.

Addressing the participants, Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, emphasized that public trust can only be earned through prompt and fair disposal of complaints. Justice Mohammad Faisal Kamal Alam, Judge of the Sindh High Court and Chief Guest, commended the Ombudsman's efforts in providing accessible justice and reducing the burden on courts. He reaffirmed the judiciary's continued support for the Ombudsman's mission to uphold transparency and administrative justice.



COMPLAINT STATISTICS



Complaints admitted during the
period July – September, 2025

4012

Complaints decided of during the
period July – September, 2025

2081

SECRETARIAT PROVINCIAL OMBUDSMAN, SINDH

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

Tel: 021-99211025, 99211207 | Web: www.mohtasibsindh.gov.pk

Email: mohtasibhd@yahoo.com





OMBUDSMAN SINDH ADVANCES PUBLIC OUTREACH AND HUMANITARIAN COLLABORATION

The Provincial Ombudsman Sindh, in collaboration with the Pakistan Red Crescent Society (PRCS) Sindh, organized an awareness seminar to enhance citizen engagement and improve access to justice.

Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, announced key reforms including a digital complaint system, a bilingual mobile application, and an upcoming MoU with PRCS for joint service delivery. Mr. Rehan Hashmi, Chairman PRCS Sindh, commended the Ombudsman's commitment to humanitarian partnership and institutional

transparency.

Presentations were delivered by Mr. Imdad Hussain Siddiqui, Mr. Masood Ishrat, and Mr. Kanwar Waseem, highlighting innovative approaches for citizen outreach and institutional synergy. The event, attended by representatives of the UN, NGOs, CSOs, and community groups, reaffirmed the Ombudsman's leadership in promoting inclusive and citizen-centered governance.



OMBUDSMAN SINDH & LEGAL AID SOCIETY JOIN HANDS TO EXPAND ACCESS TO JUSTICE

The Office of the Provincial Ombudsman Sindh and the Legal Aid Society (LAS) signed a Memorandum of Understanding (MoU) at the Ombudsman's Office to strengthen legal empowerment and grievance redressal mechanisms.

The MoU, signed by Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, and Justice (R) Arif Hussain Khilji, Chief Legal Advisor, LAS, focuses on collaboration in complaint referrals, legal assistance for vulnerable groups, public awareness, and institutional capacity building.

The partnership aims to promote inclusive access to justice, enhance cooperation between both institutions, and build greater public trust in transparent and accountable service delivery.



MOU SIGNED BETWEEN THE OFFICE OF THE PROVINCIAL OMBUDSMAN SINDH AND HELPING HAND FOR RELIEF AND DEVELOPMENT

A Memorandum of Understanding (MoU) was signed between the Office of the Provincial Ombudsman Sindh and Helping Hand for Relief and Development (HHRD) at the Ombudsman's Headquarters, Karachi.



The MoU was signed in the presence of Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, and Mr. Muhammad Saleem, Country Director, HHRD, along with senior officers from both organizations.

Under the MoU, HHRD will support the Ombudsman's outreach initiatives by promoting public awareness about the institution's functions and services. As part of this collaboration, HHRD provided 2,600 panaflex banners and 10,000 stickers for display across all 19 Regional and District offices of the Ombudsman Sindh.

Expressing his appreciation, Mr. Rajput lauded HHRD's cooperation and reaffirmed the Ombudsman's commitment to strengthening partnerships for public welfare and equitable service delivery across Sindh.



ADVISOR TO OMBUDSMAN SINDH PAYS SURPRISE VISIT TO MOTOR REGISTRATION WING, CIVIC CENTRE KARACHI

Ms. Rehana G. Ali Memon, Advisor to the Ombudsman Sindh, paid a surprise visit to the Motor Registration Wing, Civic Centre Karachi, to review departmental functioning and public service delivery.



Her observations and recommendations for improving departmental performance were forwarded to Secretary, Excise, Taxation & Narcotics Control Department, Government of Sindh, for necessary action.

INTERNS FROM FEDERAL TAX OMBUDSMAN VISIT PROVINCIAL OMBUDSMAN SINDH

Interns from the Federal Tax Ombudsman Sindh Region visited the Office of the Provincial Ombudsman Sindh to learn about its complaint-handling system and role in promoting good governance.

The delegation was welcomed by Mr. Muhammad Sohail Rajput, Honourable Provincial Ombudsman Sindh, who briefed them on the institution's mandate and recent digital reforms, including the Complaint Management System and mobile application.

Presentations were delivered by Ms. Rehana G. Ali Memon, Advisor to the Ombudsman, and Mr. Masood Ishtarat, Registrar, followed by an observation of a live hearing. The visit offered interns practical insight into the Ombudsman's citizen-centric approach to administrative justice.



SINDH OMBUDSMAN AND TRANSPARENCY INTERNATIONAL PAKISTAN PLEDGE COLLABORATION ON CLIMATE JUSTICE

The Provincial Ombudsman Sindh, Mr. Muhammad Sohail Rajput, held a meeting with a delegation from Transparency International Pakistan (TI Pakistan), led by Executive Director Mr. Kashif Ali.



The discussion focused on strengthening institutional cooperation for effective grievance redressal, public awareness, and transparent governance. Both sides emphasized the growing significance of Climate Justice, highlighting its impact on vulnerable communities and the need for transparent mechanisms to protect citizens' rights.

It was agreed to formalize the partnership through a Memorandum of Understanding (MoU) to advance joint initiatives promoting transparency, accountability, and justice across Sindh.

OMBUDSMAN SINDH CHAIRS BRAND AMBASSADOR WORKSHOP AT NED UNIVERSITY

The Provincial Ombudsman Sindh, Mr. Muhammad Sohail Rajput, chaired a workshop at NED University, Karachi, on 2nd September 2025, for selection of ten students as Brand Ambassadors of the Ombudsman Sindh. The ambassadors will raise awareness about the Ombudsman's role and services among students and the public.

Addressing the participants, Mr. Rajput emphasized the need to strengthen public awareness of the Ombudsman's function in providing swift and affordable justice and highlighted the potential of Pakistan's youth as drivers of good governance and accountability.

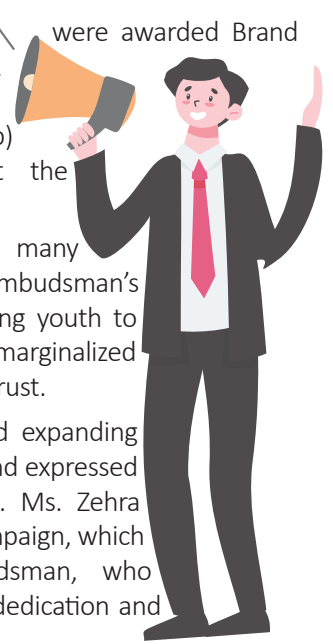
Dr. Muhammad Tufail Ahmed, Vice Chancellor, NED University, welcomed the initiative and assured full support. Ms. Rehana G. Ali Memon, Advisor, briefed the participants on the concept of Brand Ambassador Programme and Mr. Masood Ishrat, Registrar, gave a detail presentation on the working of Ombudsman institution. The event concluded with a question-and-answer session with the Honourable Ombudsman.

SZABIST STUDENTS HONoured AS BRAND AMBASSADORS BY OMBUDSMAN SINDH

Students from SZABIST were awarded Brand Ambassador Certificates by Mr. Muhammad Sohail Rajput, Honourable Ombudsman (Mohtasib) Sindh, at a ceremony held at the Ombudsman's Secretariat.

The students shared that many citizens remain unaware of the Ombudsman's role. Mr. Rajput emphasized engaging youth to spread awareness among marginalized communities and strengthen public trust.

The ambassadors suggested expanding outreach through digital platforms and expressed interest in internship opportunities. Ms. Zehra Zaman presented her awareness campaign, which was appreciated by the Ombudsman, who commended the students for their dedication and active role in public outreach.



REDRESSAL OF PUBLIC GRIEVANCES SUCCESS STORIES

OMBUDSMAN SINDH INTERVENES TO CLOSE BRICK KILN ENDANGERING SCHOOL CHILDREN'S HEALTH

Acting on the directives of the Provincial Ombudsman Sindh, a brick kiln operating in front of Government Girls Elementary School, Verhar Village, District Mirpurkhas has been permanently shut down for causing environmental and health hazards to students and nearby residents.

The complaint, lodged by Mr. Munesh Kumar, highlighted the kiln's harmful impact on air quality and public health. Following the Ombudsman's intervention, the Sindh Environmental Protection Agency (SEPA), Regional Office Mirpurkhas, conducted an inspection confirming that the kiln had ceased operations. The owner provided assurance that it would not be reopened.

The complainant later confirmed redressal of his grievance and expressed appreciation to the Ombudsman Sindh for effective and timely intervention. The Ombudsman directed SEPA officials to monitor the site and in case of violate, action be initiate under the Sindh Environmental Protection Act, 2014.

OMBUDSMAN SINDH UPHOLDS LEGAL HEIRS' RIGHT TO PROPERTY TRANSFER

The Ombudsman Sindh resolved a long-pending property mutation case, ensuring the lawful transfer of ownership to the legal heirs of late Muhammad Raza in Al-Riaz Cooperative Housing Society Limited.

The complainants, Syed Hassan Raza and others, had faced years of administrative delay in securing the mutation of their inherited plot. Acting on the Ombudsman's directives, its Regional Director Karachi East formally took cognizance of the matter and sought a legal report from the Sindh Cooperative Housing Authority and the Registrar, Cooperative Societies.

Following due legal proceedings and compliance verification, the No Objection Certificate (NOC) was issued, and the mutation was finalized. The complainants confirmed redressal of their grievance and commended the Ombudsman Sindh for upholding citizens' rights through transparent legal intervention and administrative justice.

PAYMENT CLEARED FOR SUPPLIES ON OMBUDSMAN SINDH'S INTERVENTION

The Provincial Ombudsman Sindh, Mr. Muhammad Sohail Rajput, intervened to resolve a longstanding payment issue for M/s. Hakimsons (Impex) Pvt. Ltd, whose claim of Rs. 477,500/- for supplies to Shahdadpur Institute of Medical Sciences (SIMS) had remained unpaid for two years.

Upon Ombudsman Sindh's direction, the matter was taken up with SIMS Director, who confirmed the supplies and cited budget constraints for the delay. After persistent follow-up, the Board of Governors of SIMS approved the payment, which the complainant received and acknowledged with gratitude.

OMBUDSMAN SINDH INTERVENTION ENSURES PAYMENT TO SECURITY COMPANY

The Provincial Ombudsman Sindh intervened to resolve a delayed payment of Rs. 2,126,583/- to Murtaza Security (Pvt) Ltd for services provided to Lyari General Hospital, Karachi, in 2021.

Following complaint by Mr. Junaid Alam, CEO, the Ombudsman's office directed the Health Department, Lyari General Hospital, and Finance Department to make payment. Accordingly, concerned authorities made payment to the complainant in Rs. 1,861,020/- (after tax deductions), who expressed gratitude for the Ombudsman's prompt intervention.

OMBUDSMAN SINDH ENSURES PH.D ALLOWANCE FOR TEACHER

Dr. Attaullah Ansari, Senior Subject Specialist (BS-18) at Govt. Higher Secondary School, Saeed Khan Laghari, Matiari, received his Ph.D allowance following intervention by the Provincial Ombudsman Sindh.

After Dr. Ansari's complaint regarding the delay in payment since 2018, the Ombudsman's office had taken up the matter with the Finance Department, which issued concurrence for the allowance effective 12 October, 2018. The complainant acknowledged the resolution and expressed gratitude to the Ombudsman's Institution.

OMBUDSMAN SINDH RESTORES POTABLE WATER SUPPLY IN KARACHI

The Provincial Ombudsman Sindh resolved a long-standing grievance of residents in Wasim Bagh, Gulshan-e-Iqbal, who had faced severe water shortages for eight months despite regular payments. Acting on the Ombudsman's directives, the Karachi Water and Sewerage Corporation (KW&SC) connected the local line to the main NEK supply and installed a 40 HP booster pump, restoring regular water flow. Residents expressed gratitude to the Ombudsman Sindh for ensuring prompt redressal and improved service delivery.

OMBUDSMAN SINDH INTERVENES AGAINST ADULTERATED MILK SALES IN SAKRAND

On the directives of the Ombudsman Sindh, the Food Safety Officer, Shaheed Benazirabad, conducted inspections of milk shops and a local hotel in Sakrand City, following a complaint lodged by Mr. Liaquat Ali regarding the sale and use of chemically adulterated milk.

Laboratory tests confirmed the presence of detergents and chemical substances in the milk. Consequently, two dairies and one hotel were penalized with fines totaling PKR 10,000/= and the contaminated milk was seized and discarded.

The Food Safety Officer assured continued enforcement actions under the Sindh Food Authority Act, 2016, to prevent future violations. The complainant confirmed satisfactory redressal and expressed gratitude to the Ombudsman Sindh for prompt and effective intervention.

OMBUDSMAN SINDH SECURES ISSUANCE OF REVISED MARKS CERTIFICATE

Following the intervention of the Provincial Ombudsman Sindh, the University of Sindh, Jamshoro, issued revised marks certificate to Mst. Yusra, who had been incorrectly marked absent in her Botany-II (BSc Pass) examination despite attending the paper. Upon notice from the Ombudsman, the Controller of Examination verified her attendance record and rectified the error. The complainant's family confirmed redressal and expressed gratitude to the Ombudsman Sindh for ensuring prompt academic justice.

EDUCATION WORKS DIVISION, TANDO ALLAHYAR COMPLETED REHABILITATION WORK OF GOVERNMENT BOYS PRIMARY SCHOOL, DOST MUHAMMAD DARS, ON INTERVENTION OF OMBUDSMAN SINDH

The Provincial Ombudsman Sindh resolved a long standing grievance of Mr. Khadim Hussain Dars regarding the incomplete rehabilitation work of Government Boys Primary School, Dost Muhammad Dars and use of substandard material.

On the directives of Provincial Ombudsman Sindh the Executive Engineer, Education Works Division, Tando Allahyar informed that the rehabilitation work was completed as per technical sanction and the building was handed over to the Head Master of the school by carrying out the additional works such as courtyard improvement and providing the electric water cooler as requested by the complainant. The complainant also confirmed the redressal of his grievances and expressed his gratitude to the Ombudsman Sindh.

EVENTS GALLERY

FROM JULY TO SEPTEMBER 2025

OMBUDSMAN SINDH CONDUCTS HEARINGS OF THE COMPLAINTS OF PUBLIC IMPORTANCE



Ombudsman Sindh holds a Meeting With Dr. Shaikh Tanveer Chairman HANDS foundation & Mr. Thomas Siebert, Member Board & Communication from Medico International, Germany

Secretary POS, holds a meeting with Mr. Akhtar Hussain Bugti, Secretary Rehabilitation, Syed Salman Shah, DG, PDMA and other Senior officers from Irrigation, Environment & Climate Change Deptts; regarding implementation status of relevant departmental policies.

OMBUDSMAN SINDH HOLDS MEETINGS TO REVIEW THE PERFORMANCE OF THE OFFICERS AT HEADQUARTERS AND REGIONAL OFFICES



EVENTS GALLERY

FROM JULY TO SEPTEMBER 2025

INTERNS AND AMBASSADOR FROM DIFFERENT UNIVERSITIES MET WITH OMBUDSMAN SINDH



HIGHLIGHTS OF OUTREACH, SITE VISITS AND KHULI KATACHERI FROM JULY TO SEPTEMBER 2025



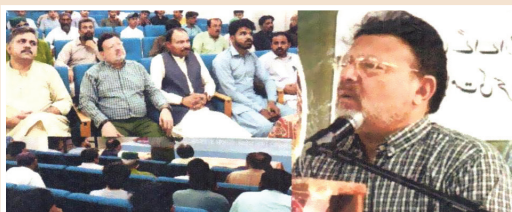
Advisor to Ombudsman Sindh made a visit to regional office Korangi



Registrar Provincial Ombudsman Sindh attended a workshop conducted by Legal Aid Society and briefed the participants about functions and mandate of the institution.



Ms. Rehana Memon Advisor to Provincial Ombudsman briefed the students of Al Mehran Public School Mithi about the role and function of the Ombudsman Institution at the outreach workshop arranged by RD Mithi, The Programme was also attended by DC and SSP Mithi





Sindh Ombudsman resolves over half of public complaints in 2024

STAFF REPORTER
In a meeting with Sindh Chief Minister Syed Murad Ali Shah, Provincial Ombudsman Muhammad Sohail Rajput presented the institution's Annual Report for 2024, outlining its achievements and challenges. The report highlighted the institution's commitment to transparency, accountability, and public service improvement. Rajput stated that the institution resolved over 50% of the public complaints received in 2024, with a significant increase in the number of cases filed. He also mentioned the institution's efforts to streamline its processes and improve its response time. The report was presented in a formal meeting at CM House, where the Chief Minister praised the institution's work and encouraged it to continue its efforts to serve the public better.

Top govt depts face heat in ombudsman's report 2024

SBCA fails to stop illegal buildings; police accused of corruption, abuse

KARACHI
The Provincial Ombudsman's Annual Report for 2024 has highlighted the failures of several government departments, including the Sindh Building Control Authority (SBCA) and the Police. The report stated that the SBCA failed to stop illegal buildings, leading to a significant increase in the number of complaints filed against it. The Police were also accused of corruption and abuse, with several cases filed against them. The report also mentioned the failures of the Sindh Education Department and the Sindh Health Department. The Ombudsman expressed his concern over the lack of accountability and transparency in these departments and urged them to take immediate action to address the issues. He also mentioned the institution's efforts to resolve the complaints and improve the services provided by these departments.

Sindh Ombudsman urges public to file more complaints amid low awareness

STAFF REPORTER
Despite representing a population of 55.5 million, the Office of the Provincial Ombudsman Sindh has received only 9,000 public complaints, a figure that Mohammad Sohail Rajput, the Provincial Ombudsman, described as alarmingly low. Speaking at a seminar titled "Public Awareness and Complaints", Rajput urged the public to file more complaints to hold the government accountable. He highlighted a newly adopted policy that mandates complaint resolution within a maximum of three months, stating that citizens should no longer be subjected to bureaucratic delays or unnecessary procedural hurdles. Rajput also announced that a memorandum of understanding will soon be signed with the Provincial Ombudsman Society (POCS) Sindh to expand collaborative efforts, particularly in the area of disaster response. Reflecting on the increasing threats from climate change, he cited recent natural calamities across the province, including heavy rains in Punjab, as well as the devastating floods in Sindh. Rajput emphasized that the office is making efforts to connect with the public through conventional and digital platforms, including media campaigns, social media outreach, community seminars, and public hearings. He noted that more than 500 unresolved complaints involving land and housing schemes—some pending for over five years—were taken directly to the Chief Minister of Sindh. In response, a four-member cabinet committee was formed with a three-month deadline to propose actionable solutions. Rajput also mentioned that the Ombudsman's office has the authority to take suo moto notice of matters of public interest and is in the process of digitizing its complaint system to improve accessibility. A bilingual app and website in Urdu and Sindhi are expected to launch this year to improve accessibility. PRCS Sindh Chairman Rehman Hashmi praised the Ombudsman's role in addressing government-related grievances and reiterated PRCS's commitment to serving communities during disasters. He said the aim of the joint seminar was to educate the public about the availability of free, quick and accessible justice in cases involving government misconduct. Other participants included Special Secretary to the Government Mansoor Abbas Raza, Registrar Masood Ishtari, PRCS Secretary Kanwar Wasim, and Director of the Climate and Disaster Justice Unit Imdad Hussain Siddiqui. A Special Secretary Education Syed Imdad Ali Shah, in UP TPT and UNICEF's Provincial Head in Sindh, Prem Chand, and representatives from various NGOs were also in attendance. During the Q&A session, Rajput addressed several public concerns in detail. The event concluded with a gesture of appreciation, as PRCS Chairman Hashmi presented a traditional shawl and a commemorative plaque to the Ombudsman. The Guest, acknowledging his role in strengthening public service delivery.

THE NEWS

Thursday
July 3, 2025

Ombudsman provided relief in 2,348 cases last year

Sindh Ombudsman, submits annual report to CM; document highlights launch of mobile app, collaborations with global ombudsman organizations

By our correspondent
The provincial Ombudsman Sindh, Muhammad Sohail Rajput, called on Sindh Chief Minister Syed Murad Ali Shah on Wednesday and submitted his annual report for 2024, which highlights significant progress in handling public complaints and implementing institutional reforms. The document states that out of 9,151 new complaints received from the general public during the year, 5,299 were admitted for investigation. Of these, 4,602 complaints were resolved, with relief provided in 2,348 cases, resulting in a resolution rate of 51 per cent. Notable developments include the launch of a smart phone application, upgraded official website and introduction of a complaint management system, all designed to improve access and efficiency of the system. The report also features the innovative Brand Ambassador Programme, developed in partnership with top universities, engaging youth to raise awareness about the ombudsman's role. Additional sections address pensioners' concerns, inclusive education initiatives for children with disabilities, and detailed reviews of key departments such as education, police and environmental protection. The ombudsman's proactive suo moto actions, especially in regulating LPG cylinder safety, demonstrate the institution's dedication to administrative justice and public welfare, reads the report. The report also covers international collaborations with global ombudsman organisations and extensive public feedback, showcasing the institution's growing influence and transparency. It concludes with a multi-lingual FAQs (frequently asked questions) and informative articles, emphasising the ombudsman's crucial role in Sindh's governance. The report documents the achievements of the provincial ombudsman and outlines a future agenda to boost public trust and administrative accountability throughout the province. The CM commended the hard work of the ombudsman in resolving complaints, especially those from vulnerable groups of Sindh's population.

NATIONAL

Thursday, July 24, 2025
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Provincial Ombudsman chairs 2nd Ambassador follow-up session

THE second Ambassador Follow-up Session chaired by Provincial Ombudsman Sindh, Muhammad Sohail Rajput, was held here on Wednesday. Students from the Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology (SZABIST) participated in the session. The meeting was also attended by Secretary to the Provincial Ombudsman Mansoor Abbas Raza, General Naseemuddin Mirani, Registrar Masood Ishtari, and Advisor Rehana G. Ali Memon. During the session, the Ombudsman Muhammad Sohail Rajput engaged in an in-depth discussion with the student ambassadors regarding the workings and role of the Provincial Ombudsman Office. He inquired about their experiences and feedback from the program. "Providing free justice to the public against government departments is our primary focus," Rajput emphasized. He further noted, "Facing challenges is part of doing good work." The student ambassadors expressed their belief that the Sindh Ombudsman Ambassador Program was an honor. They added that the experience gained through the Ombudsman Office would serve as a valuable guide for their future. Towards the end of the session, Ombudsman Rajput distributed certificates of appreciation among the student ambassadors. APP

DAWN

THURSDAY JULY 3, 2025
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Sindh ombudsman resolved 51pc of complaints in one year, CM told

By Our Staff Reporter
KARACHI: Over half of the 9,151 complaints filed before the Sindh Ombudsman during the last fiscal year were resolved, providing relief in 2,348 cases, it emerged on Wednesday. Ombudsman Muhammad Sohail Rajput presented the annual report for 2024-25 to Sindh Chief Minister Syed Murad Ali Shah, who commended the hard work of the Ombudsman in resolving complaints, especially those from vulnerable groups. The ombudsman's report stated that out of 9,151 new complaints received during the previous fiscal year, 5,299 had been admitted for investigation. Of these, 4,602 complaints were resolved, with relief provided in 2,348 cases, resulting in a resolution rate of 51 per cent. Notable developments include the launch of a mobile app, an upgraded official website and the introduction of a Complaint Management System, all designed to improve access and efficiency. The report also features the innovative Brand Ambassador Programme, developed in partnership with top universities, engaging youth to raise awareness about the ombudsman's role.

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