



PROVINCIAL OMBUDSMAN SECRETARIAT, SINDH NEWSLETTER

Vol - XIX (Oct - Dec 2025)

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PROVINCIAL OMBUDSMAN SINDH ELECTED AS ASIAN REGIONAL DIRECTOR TO THE IOI BOARD

Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh (Pakistan), has been elected as the Asian Regional Director to the Board of Directors of the International Ombudsman Institute (IOI).

The election was conducted through an electronic ballot by the IOI General Secretariat to fill a vacant Asian regional seat on the IOI Board, of the 19 eligible voting members from the Asian Region, 17 participated in the ballot. Mr. Rajput secured a clear majority of votes, reflecting strong regional confidence in his leadership.

This significant development underscores Pakistan's expanding role within the global Ombudsman community and highlights the high level of trust placed in Mr. Rajput's professional experience, institutional vision, and sustained commitment to promoting accountability, good governance, and administrative justice.

Upon assuming this prestigious international role, Mr. Muhammad Sohail Rajput expressed his resolve to contribute actively to the IOI's mission by strengthening regional cooperation, fostering institutional excellence, and advancing the principles of transparency and effective ombudsmanship across Asia.



SINDH OMBUDSMAN ADVANCES DIGITAL GRIEVANCE REDRESSAL THROUGH COMPLAINT MANAGEMENT SYSTEM

The Office of the Provincial Ombudsman Sindh (Pakistan) has introduced a comprehensive digital Complaint Management System (CMS) to strengthen transparency, efficiency, and public access to administrative justice.

Since its launch, the CMS has registered 2,399 complaints, with 1,166 cases currently under process, supporting structured case handling and timely resolution. The system enhances institutional accountability by enabling systematic tracking of complaints and improving procedural clarity.

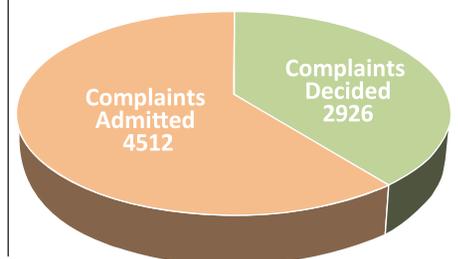


Piloted on 1st December, 2025, the web-based CMS makes the Office of the Provincial Ombudsman Sindh the first institution in the province to implement a fully digital grievance redressal framework. The platform allows complainants to submit cases online, monitor progress, and receive updates, reducing reliance on physical procedures.

The digital initiative is complemented by an upgraded mobile application that simplifies complaint intake and improves operational efficiency. Access to real-time data supports informed decision-making and strengthens institutional responsiveness.

These reforms reflect the Office's ongoing efforts to align its practices with international standards of good governance and ombudsmanship. By integrating digital tools into core functions, the Sindh Ombudsman continues to enhance accessibility, transparency, and public confidence in administrative justice mechanisms.

COMPLAINT STATISTICS October - December - 2025



SINDH OMBUDSMAN STRENGTHENS INSTITUTIONAL PARTNERSHIPS TO PROMOTE TRANSPARENCY AND GOOD GOVERNANCE

The Office of the Provincial Ombudsman Sindh (Pakistan) has entered into strategic partnerships with Transparency International Pakistan (TI-Pakistan) and HANDS Welfare Foundation to enhance transparency, promote good governance, and improve citizen access to fair and timely grievance redressal.

A Memorandum of Understanding (MoU) with Transparency International Pakistan was signed at the Ombudsman's Headquarters, formalising cooperation in public awareness-raising, expansion of access to grievance redress mechanisms, and joint community outreach initiatives. The partnership also aims to strengthen institutional coordination to support the effective and timely resolution of complaints.

In a parallel initiative, the Office of the Provincial Ombudsman Sindh also signed a second MoU with HANDS Welfare Foundation, establishing a framework for collaboration on improving public service delivery and promoting transparent, citizen-centred grievance handling across the province. Under the agreement, both institutions will develop a joint action plan focused on outreach, capacity building, and service improvement.

During the both MoU signing ceremonies, Provincial Ombudsman Sindh Mr. Muhammad Sohail Rajput reaffirmed the institution's constitutional mandate to address public complaints against government departments. He also highlighted ongoing institutional reforms, including the forthcoming launch of a modern Complaint Management System, designed to enhance operational efficiency and accelerate complaint resolution.

Representatives of the partner organisations welcomed the collaboration, noting its potential to strengthen institutional accountability, promote public awareness, and reinforce citizen trust in grievance redress mechanisms.

These partnerships reflect the Sindh Ombudsman's broader commitment to collaboration with civil society organisations and alignment with International Ombudsmanship principles of transparency, accountability, and accessibility.



SINDH OMBUDSMAN EXPANDS BRAND AMBASSADOR PROGRAMME WITH IBA UNIVERSITY KARACHI

The Office of the Provincial Ombudsman Sindh (Pakistan) has expanded its Brand Ambassador Programme through collaboration with IBA University Karachi, which has become the seventh academic institution in Sindh to join

the initiative.

A workshop introducing the programme was held on 24 November 2025 at IBA University Karachi. The session was opened by Ms. Maheen Ghauri, Dean, Student Affairs and International Student Engagement, IBA University Karachi, who welcomed the participants and highlighted the programme's role in encouraging youth participation in civic responsibilities. She noted that the

initiative further strengthens institutional collaboration between IBA University and the Office of the Provincial Ombudsman Sindh.

Addressing the students, Mr. Muhammad Sohail Rajput, Provincial Ombudsman Sindh, outlined the objectives of the Brand Ambassador Programme, emphasising its focus on raising awareness of the Ombudsman's role in promoting good



governance, transparency, and human rights. He noted that the programme engages university students across the province as partners in public awareness and community outreach.

Mr. Rajput further explained that the programme was initially launched with support from the International Ombudsman Institute (IOI) Regional Subsidy, with key objectives including dissemination of information on the Ombudsman's mandate, promotion of civic responsibility among students, and enhancement of community outreach through student-led initiatives and digital platforms. He added that selected ambassadors serve as an important link between the Ombudsman Institution and the public.

Ms. Rehana G. Ali Memon, Advisor, Provincial Ombudsman Sindh, and Mr. Masood Ishrat, Registrar, Secretariat of the Provincial Ombudsman Sindh, provided detailed briefings on the institutional mandate, operational mechanisms, and practical functioning of the Ombudsman's Office. Their presentations were followed by an interactive question-and-answer session addressing participants' queries.



The expansion of the Brand Ambassador Programme reflects the Sindh Ombudsman's continued commitment to youth engagement, institutional outreach, and alignment with international Ombudsmanship standards, while strengthening cooperation with leading academic institutions.

SINDH OMBUDSMAN LAUNCHES INTERNSHIP PROGRAMME TO BUILD CAPACITY IN ADMINISTRATIVE JUSTICE

The Office of the Provincial Ombudsman Sindh (Pakistan) commenced a structured Internship Programme on 22 December, aimed at providing practical exposure to students and young professionals on the functioning of the Ombudsman institution and the principles of administrative justice.

The two-week programme was designed to enhance

professional learning through a combination of theoretical orientation and hands-on experience. During the first week, interns were placed at the Head Office, where they received training under the supervision of senior advisors on complaint handling procedures, investigation methodologies, ethical standards, and decision drafting.

In the second week, interns were deputed to various Regional Offices, working closely with Regional Directors to gain practical insight into regional operations. This phase focused on



complaint admission, investigation processes, and preparation of case decisions, allowing participants to experience the Ombudsman's work in a decentralised operational environment.

The programme aimed to strengthen participants' analytical, investigative, and professional skills while fostering an understanding of transparency, accountability, and citizen-focused service delivery. The internship concluded with a certificate distribution ceremony, recognising the interns' participation and performance.

Through initiatives such as this Internship Programme, the Office of the Provincial Ombudsman Sindh continues to invest in capacity-building and knowledge-sharing, contributing to the development of future professionals committed to good governance and effective Ombudsmanship.



Karachi (Head Quarter)



Visit at Regional office- Karachi (South)



Visit at Regional office- Karachi (Korangi)



Visit at Regional office- Karachi (Central)



Visit at Regional office- Karachi (East)



Visit at Regional office- Karachi (Keamari)

OMBUDSMAN SINDH HEARING COMPLAINTS OF PUBLIC IMPORTANCE



Hon'ble Provincial Ombudsman Sindh, Mr. Muhammad Sohail Rajput presenting a memento to Mr. Afzal Ahmed, Consultant (Finance), on the occasion of his farewell.



Mr. Naseemuddin Mirani, DG-I, Secretariat Provincial Ombudsman Sindh presenting memento to Mr. Abdullah Siddiqui, SPS to Ombudsman Sindh, on his retirement, in the presence of Hon'ble Ombudsman.



Hon'ble Ombudsman Sindh Mr. Muhammad Sohail Rajput presenting a memento to Syed Mansoor Abbas Rizvi, Secretary, Secretariat Provincial Ombudsman Sindh, on his retirement.

HON'BLE OMBUDSMAN SINDH REVIEWS PERFORMANCE OF OFFICERS AT HEADQUARTER AND REGIONAL OFFICES



REDRESSAL OF PUBLIC GRIEVANCES

SUCCESS STORIES

OMBUDSMAN SINDH ENSURES COMPENSATION FOR HOUSES DAMAGED IN 2022 HEAVY RAINS

Under the directives of the Provincial Ombudsman Sindh, compensation has been disbursed to residents of Jacobabad whose houses were damaged during the heavy rains of 2022.

The complaints, filed by Mst. Rukhsana and twenty-two other citizens against the Deputy Commissioner Jacobabad and the District Manager of Sindh Rural Support Organization (SRSO), concerned delays in receiving payments for house repairs. The cases were admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date).

Prompt action was taken by Mr. Zahid Hussain Buriro, Regional Director, Ombudsman Sindh's Regional Office Jacobabad, who liaised with the relevant authorities. In compliance with Ombudsman notices, the District Manager, SRSO Jacobabad, confirmed that the third installment of compensation had been paid to Mst. Rukhsana, with the fourth installment under process.

The payments to the other twenty-two complainants were also completed, as verified by Mr. Malhar Khan Buriro, a local community representative, who expressed gratitude to the Provincial Ombudsman Sindh, Regional Office Jacobabad, for its timely and effective intervention.

This resolution demonstrates the institution's commitment to citizen-focused service, accountability, and prompt redressal of grievances.

OMBUDSMAN SINDH FACILITATES RESTORATION OF STREETLIGHTS, ENHANCING COMMUNITY SAFETY

Following a complaint from Mr. Mushtaq Ahmed, representing residents of Manzoor Colony and Mehmoodabad, the Provincial Ombudsman Sindh intervened to address long-standing safety concerns caused by non-functional streetlights along the Manzoor Colony- Mehmoodabad Nallah.

The absence of street lighting had contributed to frequent incidents of mobile snatching and posed serious security risks to the community. After repeated reminders to the responsible agency went unheeded, the residents sought the intervention of the Ombudsman Sindh.

Upon admission of the complaint, the Ombudsman's Office promptly requested a report from the relevant authority. The Executive Engineer (M&E), Chanesar, confirmed the completion of a site survey and cost estimate, and informed that the streetlight restoration scheme had been incorporated into the Annual Development Programme (ADP 2025-26).

Following these measures, the streetlights were fully restored, significantly improving visibility and public safety in the area. The complainant expressed gratitude to the Ombudsman Sindh Office for its timely and effective action, confirming that the issue had been completely resolved.

This intervention underscores the institution's commitment to citizen safety, accountability, and timely resolution of public grievances.

OMBUDSMAN SINDH ENSURES PAYMENT OF OUTSTANDING POL DUES TO COMPLAINANT

The Provincial Ombudsman Sindh facilitated the timely

payment of Rs. 755,535 to Mr. Mazhar Ali Sohoo for the cost of petrol and other lubricants (POL) supplied to Quaid-e-Awam University of Engineering, Science & Technology (QUEST), Larkana Campus.

The complaint, concerning delayed payment, was admitted and a notice was issued to the Pro-Vice Chancellor, QUEST Larkana. In response, the Assistant Registrar, QUEST Larkana, confirmed through a letter dated 21 June 2024 that the outstanding amount would be paid to the complainant in installments.

Mr. Mazhar Ali Sohoo personally appeared before the Regional Director, Larkana, and confirmed in writing that the arrears had been fully cleared. He expressed gratitude to the Ombudsman Sindh Office for its effective intervention in resolving his grievance.

This resolution highlights the institution's commitment to citizen-focused service, accountability, and prompt redressal of financial disputes involving public agencies.

OMBUDSMAN SINDH ENSURES CORRECTION OF TECHNICAL EDUCATION CERTIFICATE

The Provincial Ombudsman Sindh successfully facilitated the correction of spelling errors on the Technical School Certificate of Mubashir Hasan, a 2015 student of the Sindh Board of Technical Education (SBTE).

The complaint, lodged on 7 October 2024 by Mr. Fazlul Hasan Faiz, a resident of Gulistan-e-Jauhar, Karachi, highlighted errors in the spelling of both his son's and his own names. Despite submitting all required documents and fees, the matter remained unresolved for years, and the complainant was informed that the case was time-barred.

Following intervention by the Ombudsman Sindh, the Regional Office engaged with the SBTE, where the Law Officer acknowledged the issue. Through persistent follow-up and monitoring, the Board issued a revised certificate with the correct spellings. The complainant confirmed receipt of the corrected certificate and expressed gratitude for the timely redressal.

This case reflects the institution's commitment to citizen-focused grievance resolution, accountability, and effective coordination with government agencies.

OMBUDSMAN SINDH RESTORES COMMUNITY FOOTBALL GROUND IN KORANGI

The Provincial Ombudsman Sindh intervened to restore public access to a local football ground in Nasir Colony, Korangi, following a complaint by Mr. Muhammad Asif.

The complainant reported that the ground had been unlawfully occupied by a private individual, converted into a parking area, and locked, preventing community use and even charging fees.

Upon intervention by the Ombudsman's Office, the encroachment was removed, and the football ground was fully restored for public and community use, ensuring that residents once again have access to the recreational facility.

This action highlights the institution's commitment to protecting community resources, promoting public rights, and ensuring timely resolution of grievances affecting citizens' daily lives.

OMBUDSMAN SINDH FACILITATES FAMILY PENSION FOR WIDOW OF SHAHEED POLICE OFFICER

The Provincial Ombudsman Sindh intervened to ensure the disbursement of family pension and pending service dues to the widow of a police officer killed in the line of duty.

Mst. Anam Ghous filed a complaint stating that her late father, Ghulam Ghous Khan, who was murdered in 2006 while on duty, had his salary paid to her mother only up to his superannuation date. Despite repeated visits to the SSP Malir, Karachi, the family had not received the sanctioned gratuity and pension.

The Ombudsman's Office took up the matter with the Deputy Inspector General of Police, East Zone Karachi, and the Superintendent of Police (HQ) East Zone, who coordinated with the Accountant General Sindh. The Accounts Officer (Pension), AG Sindh, confirmed that the case was finalized, with commutation amounting to Rs. 1,190,189 and arrears of family pension totaling Rs. 852,567, to be paid through the April 2025 payroll.

The complainant confirmed full satisfaction with the redressal, noting that the total dues of Rs. 2,042,756 were paid to the widow. She expressed heartfelt gratitude to the Ombudsman Sindh Office for its prompt and effective intervention.

This case underscores the institution's commitment to protecting the rights of families of public servants, ensuring timely justice, and facilitating citizen-focused grievance resolution.

OMBUDSMAN SINDH ENSURES RESTORATION OF TUBEWELL AND DESILTING OF LARKANA MINOR

The Provincial Ombudsman Sindh successfully addressed a complaint regarding water shortages affecting agricultural land in Larkana.

Mr. Shamsheer Ali Bhutto filed the complaint citing non-repair of Tubewell No. LA-07 and failure to desilt the Larkana Minor, which hindered irrigation for vegetable and fruit

cultivation. Upon admission of the complaint, notices were issued and the matter pursued with the responsible agencies.

The Executive Engineer, Irrigation Dadu Division (Larkana Circle), confirmed that desilting of the Larkana Minor was completed during the Abkalani season, providing photographic evidence of the work. Simultaneously, the XEN, Tubewell Division Ratodero, reported that Tubewell No. LA-07 had been repaired and restored to full operation.

The complainant confirmed in writing that his grievance had been resolved and expressed gratitude to the Ombudsman Sindh Office for its prompt and effective intervention.

This resolution demonstrates the institution's commitment to ensuring access to essential services, supporting agriculture, and delivering timely redressal of public grievances.

OMBUDSMAN SINDH DIRECTS LAW ENFORCEMENT TO CONTROL CRIMINAL ACTIVITIES IN MALIR

The Provincial Ombudsman Sindh intervened to address rising street crimes and open drug-selling in Jafer-e-Tayyar Society, Malir, following a complaint by Mr. Javed Iqbal Baloch and other residents dated 13 June 2025.

The complainants highlighted that repeated reports to local authorities had not resulted in meaningful action. Upon admission, notices were issued, and detailed reports were obtained from the Police Department.

The authorities, including SDPO Malir City and SHO Malir City Police Station, confirmed that round-the-clock patrolling, weekly intelligence-based operations, FIRs against drug dealers, and checkpoints established by SSP Malir had significantly reduced criminal activity. These measures reportedly led to a nearly 80% drop in street crime, which the complainants acknowledged.

The grievance was considered fully redressed, demonstrating the Ombudsman Sindh's commitment to public safety, accountability, and effective law enforcement oversight.

ADVISOR TO PROVINCIAL OMBUDSMAN SINDH VISITS NICH TO REVIEW SERVICES AND OPERATIONS

Mr. Fasihuddin Khan, Advisor to Provincial Ombudsman Sindh, conducted an official visit to the National Institute of Child Health (NICH), Karachi, on 9 October 2025. Prof. Dr. Nasir Saleem Saddal, Executive Director, NICH, briefed him on the institute's mandate as the province's largest paediatric referral and teaching hospital, its 553-bed capacity, specialized clinical services, and ongoing postgraduate training programs.

During the visit, the Executive Director highlighted recent infrastructural upgrades, including the renovated Emergency Department, NICU, and PICU, as well as a Public-Private Partnership initiative aimed at strengthening security and safety measures. Advisor-Z conducted inspections of major units, interacted with staff and patients, and noted operational concerns to ensure effective service delivery.

The visit reinforced the Ombudsman Sindh's commitment to oversight, institutional accountability, and promotion of high-quality public healthcare services, aligning with principles of transparency, citizen welfare, and administrative excellence.



Hon'ble Ombudsman Sindh presents mementos to officials on their retirement, recognizing their service and contributions to public administration.

EVENTS GALLERY

FROM OCTOBER TO DECEMBER 2025

OMBUDSMAN SINDH: HIGHLIGHTS OF OUTREACH, SITE VISITS, AND KHULI KATCHERI



Ms. Rehana G. Ali Memon, Advisor, participated as a panelist in a Nation Building session organized by UNODC, attended by representatives from 22 public sector universities across Pakistan.



Mr. Muhammad Naseer Jamali, Advisor, conducted a Khuli Katcheri on 4 December 2025 at the D.C. Office, Mirpurkhas, with the participation of the Deputy Commissioner and other district officers.



Ms. Rehana G. Ali Memon also delivered an awareness session at Gulistan Shah Abdul Latif Girls College, attended by the Secretary of the trust, college teachers and staff, reaching a large student audience.



Ms. Rehana G. Ali Memon attended a seminar on "Inclusive Education", organized by the Directorate of Private School Education, contributing to discussions on equitable access and quality education.

IBA students to serve as ambassadors for Sindh Ombudsmen

seeks to foster collaboration with the youth and equip them with the knowledge needed to identify and report irregularities in government departments. He announced that ten IBA students will be selected as brand ambassadors...

Sindh ombudsman, TI-Pakistan agree to provide free and speedy justice to public

A signing ceremony for a memorandum of understanding (MoU) between the Sindh Provincial Ombudsman and Transparency International Pakistan...

OSB REPORT

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Rajput gave a detailed briefing to the Transparency International Pakistan delegation about the aims, objectives and working methods of the Provincial Ombudsman Sindh.

for public complaints related to government departments, after which the complainant will be able to directly monitor the process between the two institutions...

Rajput said that partnership with a reputable organization like Transparency International Pakistan is a good step, the partnership...

Zia Pervaiz said that the Provincial Ombudsman Sindh is undoubtedly rendering excellent services for redressal of public complaints...



Chief Justice R. Zia Pervaiz (center) signing a MoU with Sindh Ombudsman Sohail Rajput (right) and other officials.

The ceremony was attended by Transparency International Pakistan Chairman Justice (ret'd) Zia Pervaiz, along with a delegation comprising Member Board of Trustees Prof. Dr. Uzma Shujaat, Executive Director Kashif Ali and Communication and Partnership Manager Saira Bano.

Provincial Ombudsman Sindh Mohammad Sohail Rajput gave a detailed briefing to the Transparency International Pakistan delegation about the aims, objectives and working methods of the Provincial Ombudsman Sindh.

He added that a partnership with a reputable organisation was a significant step, and the collaboration between the two institutions would serve as a milestone in promoting good governance in Sindh.

Pervaiz said the Provincial Ombudsman had undoubtedly been rendering excellent services in addressing public complaints related to government departments.

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