



A Quarterly Publication

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

PROVINCIAL OMBUDSMAN SINDH NEWSLETTER

VOL-VI (JULY - SEPTEMBER 2022)

IN THIS ISSUE

◆ Message of the Provincial Ombudsman Sindh

1.

- ◆ Provincial Ombudsman Sindh presented Annual Report 2021 to Honourable Chief Minister Sindh
- ◆ Pictures showing some engagements of Provincial Ombudsman Sindh

2.

- ◆ Provincial Ombudsman Sindh handing over lease documents to Vice Chairman M/s. Infaq Foundation

◆ Highlights of redressal of important public grievances

3.

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4.

- ◆ Glimpses of Seminars / Discussions / Visits of Regional Directors in collaboration with civil society, SEF and School Education & Literacy Department

5.

- ◆ Public awareness campaign with support of Pakistan Telecommunication Authority
- ◆ Glimpses of Khuli Katcheries / Site visit conducted by the Regional directors on directives of Honourable Ombudsman Sindh

6.

◆ Press Clippings

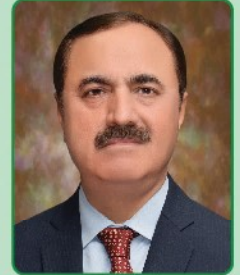
7.

◆ Press Clippings

◆ Contact us:

8.

MESSAGE OF THE PROVINCIAL OMBUDSMAN SINDH



Esteemed Readers!

As you all know that the recent spell of torrential rains and flash floods which continued for the last two months and devastated major portion of the province of Sindh, causing loss of precious human lives, in addition to loss of property, crops and livestock. Besides, large number of people have been displaced and are without any cover and shelter under open sky waiting for relief and rescue.

I have directed all the Regional Directors of Provincial Ombudsman Sindh to coordinate with affected people and the district administration and with other Government agencies working in the field to provide relief to flood victims.

I also request all respectable citizens of Sindh Province in this hour of trial and tribulation to come forward for collective as well as individual relief work, so that the hardships and afflictions of the flood affected people may be alleviated and to enable them to restart their normal life.

May Allah make Pakistan and Province of Sindh secure and save us from all calamities!

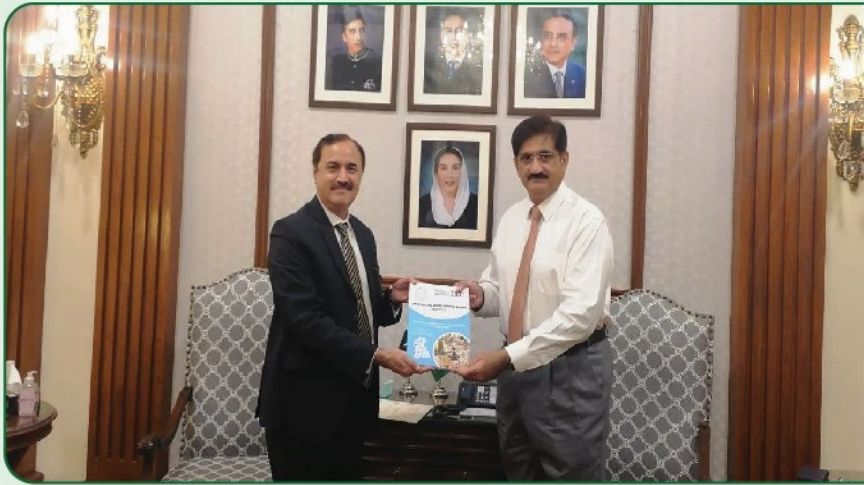
May Allah Almighty be our protector and guide!

AJAZ ALI KHAN
PAS
Ombudsman, Sindh

Secretariat Provincial Ombudsman, Sindh

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

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Mr. Ajaz Ali Khan, Honourable Ombudsman Sindh presented Annual Report, 2021 of the Institution to Honourable Chief Minister Sindh Syed Murad Ali Shah.

The Honourable Chief Minister Sindh appreciated the efforts made by the Ombudsman Sindh to provide relief to the masses of the Province of Sindh at their door step and expected that such efforts will mitigate the suffering of the people and speedy administrative justice to be disbursed to the people of the Province of Sindh.



Honourable Ombudsman Sindh discussed the progress about construction of buildings for Regional Offices.

Honourable Ombudsman Sindh presided the meetings regarding awareness campaign about the Sindh Ombudsman Institution.

Mr. Ajaz Ali Khan, Ombudsman Sindh, handed over registered lease documents of land pending for last seven years for registration with Sub-Registrar, Landhi, to Mr. Nazim Haji, Vice Chairman, M/s. Infaq Foundation



Honourable Ombudsman Sindh chaired the meeting to discuss the final report about study regarding assessment of malnutrition (stunting) in District Tharparkar being conducted by Research and Training Wing of Planning and Development Board, Sindh, with Regional subsidy from International Ombudsman Institute.

HIGHLIGHTS OF REDRESSAL OF IMPORTANT PUBLIC GRIEVANCES

DISTRICT HEALTH OFFICER, SUJAWAL AND MEDICAL SUPERINTENDENT, TALUKA HOSPITAL MIRPUR BATHORO APOLOGIZE TO COMPLAINANT ON INTERVENTION OF OMBUDSMAN SINDH

Mr. Faqeer Abdul Jabbar Sagrio filed a complaint against doctors / staff of Taluka Hospital, Mirpur Bathoro, Health Department, for not providing due treatment of his fractured hand despite repeated visits.

Dr. Ahmed Ali Palijo, District Health Officer (DHO), Sujawal, Dr. Muhammad Juman Abbasi, Medical Superintendent, Taluka Hospital Mirpur Bathoro were asked for reports by Regional Director, Thatta. They reported that the complainant was attended by Medical Officer on duty Dr. Muhammad Raza due to Road Traffic Accident but on account of non-availability of electricity in the evening time he was advised to come next day in morning, whereas next day the staff was on strike, the complainant was not attended and caused difficulty / inconvenience in his treatment.

The DHO Sujawal and MS, Taluka Hospital, Mirpur Bathoro through their statement apologized being public servants for inconvenience caused to the complainant and assured to be vigilant in future. The complainant expressed his satisfaction upon arrangement for his treatment and apology on the part of Agency.

The Honourable Ombudsman Sindh, directed the District Health Officer, Sujawal and Medical Superintendent, Taluka Hospital Mirpur Bathoro, to improve performance and service delivery in the Hospital(s) and ensure timely / proper treatment to avoid inconvenience to the general public.

AFTER 14 YEARS PHYSICAL POSSESSION OF PLOT / SHOP IN NEW SABZI MANDI HANDED OVER ON INTERVENTION OF OMBUDSMAN SINDH

Mr. Khadim Hussain Mirani s/o Mureed Hussain Mirani, filed a complaint against Secretary, Market Committee Karachi, for alleged inordinate delay in allotment and handing over possession of shop in New Sabzi Mandi, Karachi, despite full payment in the year 2008.

The Secretary, Market Committee, Karachi in his report while admitting the facts narrated by the complainant, regretted to allot the plot being stopped since 2008. On

directives of this Secretariat, he produced two separate lists showing allotment of 76 plots on orders of the courts and 15 plots by the Agency itself or on orders of higher authorities.

After persuasion, allotment order of the plot was issued in favour of the complainant and physical possession of the plot was also handed over. The complainant confirmed taking over possession of the plot and offered gratitude to this institution.

AFTER TEN YEARS OLD AGED MOTHER RECEIVED PENSION / SERVICE DUES OF HER SON ON INTERVENTION OF OMBUDSMAN SINDH

Mst. Sughar through complaint dated 05.04.2021 alleged about non-payment of service dues i.e. G.P. Fund, Group Insurance and 23 days salary in respect of her deceased son, Arbab Ali, who was Police Constable and solicited intervention in the matter.

The Senior Superintendent of Police, Sanghar, reported that salary of 23 days of October-2013, (Rs.26,491/-) and G.P. Fund Rs.134,522/- had been paid. In addition, after taking State Life Insurance Corporation (SLIC) on board, cross cheques of Rs.350,000/- of Group Insurance has also been issued in the name of complainant through SSP Office, Sanghar. The complainant appeared before the Investigation Officer and confirmed payment of all the dues (worth Rs.511,013/-) and thanked this institution for help.

TWO EMPLOYEES OF FISHERMAN COOPERATIVE SOCIETY RECEIVED THEIR SERVICE DUES ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH

Syed Shoukat Ali and Bashir Ahmed, both retired employees of Fishermen Cooperative Society, Government of Sindh, filed joint complaint alleging that their gratuity and other service dues were not paid despite several applications. They requested this institution for intervention.

The Agency was taken on board and after exchange of protracted correspondence, Manager, Fishermen Cooperative Society reported that full and final payment of service dues i.e. gratuity amounting to Rs.1,292,832/- through cheque paid to Mr. Bashir Ahmed s/o Abdullah whereas Rs.1,033,045/- through cheque paid to Syed Shoukat Ali s/o Syed Hamid Ali.

Both the complainants received their respective service dues (total: Rs. 2,325,877/-) with the intervention of this institution and extended gratitude for redressal of their grievances.

AN AMOUNT OF RS.339,641/- PAID TO LADY PENSIONER ON ACCOUNT OF ARREARS OF HER FAMILY PENSION

Mst. Naseem Akhtar, sister of late Gulistan Khan, ex-chowkidar of Jinnah Post Graduate Centre, Karachi, filed a complaint, (received through Wafaqi Mohtasib on 05.01.2022) regarding alleged delay in payment of arrears of her family pension w.e.f. 14.06.2018 to 31.07.2021, and solicited intervention to resolve her problem.

The matter was taken up with the Accountant General Sindh and after protracted correspondence, the Accounts Officer, Office of the Accountant General Sindh reported that an amount of Rs.339,641/- has been punched into the system for crediting into complainant's account in pension roll.

The lady complainant also confirmed receipt of arrears of her family pension and expressed her thankfulness for extending help in the matter.

LADY COMPLAINANT AFTER 12 YEARS RECEIVED RS.350,000/- TOWARDS FINANCIAL ASSISTANCE AND GROUP INSURANCE

Mst. Leelan wd/o Om Parkash filed a complaint regarding alleged non-payment of Group Insurance and Financial Assistance in respect of her husband who died on 27.10.2010 during service. She requested to interven in the matter.

The Executive Engineer, Barrage Division, Irrigation Department, Sukkur, reported that the complainant was paid Rs.150,000/- towards Group Insurance and Rs.200,000/ on account of Financial Assistance.

The lady complainant also confirmed receipt of total sum of Rs.350,000/- after 12 years on intervention of this Institution.

WIDOW COMPLAINANT RECEIVED RS.1,230,512/- TOWARDS SERVICE DUES OF HER DECEASED HUSBAND

Mst. Safia Bano wd/o Muhammad Javed Siyal, ex-excise constable filed complaint alleging that her husband died during service on 19.06.2006 and she being widow ran pillar to post for payment of service dues and appointment of her son against deceased quota but failed to receive any positive response. She, therefore, sought intervention of this institution for redressal of her grievance.

The matter was taken up with the Excise, Taxation &

Narcotics Control Department, Government of Sindh. After detailed investigation and protracted correspondence, the Agency reported that an amount of Rs.1,230,512/- on account of Financial Assistance, arrears of Family Pension, G.P. Fund, Leave Encashment, Group Insurance and Benevolent Fund has been paid to the complainant and other legal heirs of the deceased. Regarding appointment of her son against deceased quota, the matter was under process and persuaded vigorously.

The lady complainant confirmed receipt of total sum of Rs.1,230,512/- in respect of service dues of her deceased husband.

COMPLAINANT RECEIVED RS.232,517/- ON ACCOUNT OF REIMBURSEMENT OF MEDICAL CHARGES

Mr. Rashid Ali Solangi, approached the Provincial Ombudsman Sindh against Finance Department regarding unjust refusal to reimburse the medical bills amounting to Rs.232,517/- incurred by his father-in-law Muhammad Moosa Solangi, who was a retired Driver of Education Works Department.

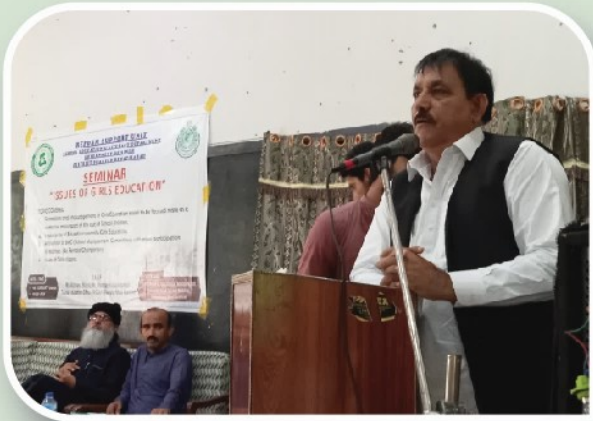
As a consequence of Ombudsman's timely intervention, the scrutiny process was expedited by the Agency and his medical bills amounting to Rs.232,517/- were paid to him by Finance Department. The complainant appreciated the role of the Ombudsman for taking prompt action and providing speedy justice.

COMPLAINANT GETS APPOINTMENT ORDER AGAINST DECEASED QUOTA ON INTERVENTION OF PROVINCIAL OMBUDSMAN SINDH

Mr. Sohaib Ahmed, filed a complaint regarding delay in appointment against deceased quota in place of his father who was Sub-Darogha in Irrigation Department and passed away during service.

To redress the grievance of the complainant, Ombudsman Sindh issued directives to the authorities concerned to initiate enquiry in the matter. As a consequence of Ombudsman's intervention and after completing the codal formalities by the complainant was appointed as "Beldar" in Desert Pat Feeder Division No.1, who extended his gratitude to the Institution of Ombudsman.

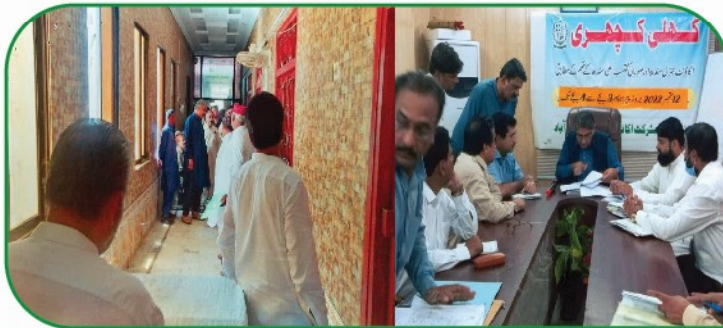
GLIMPSES OF SEMINARS / DISCUSSIONS / VISITS OF REGIONAL DIRECTORS IN COLLABORATION WITH CIVIL SOCIETY, SEF AND SCHOOL EDUCATION & LITERACY DEPARTMENT IN CONNECTION WITH IMPLEMENTATION OF RECOMMENDATIONS OF THE STUDY ON "THE ISSUE OF GIRLS EDUCATION IN SINDH"



**PUBLIC AWARENESS CAMPAIGN (MESSAGES ON CELL PHONES) OF
PROVINCIAL OMBUDSMAN SINDH WITH THE SUPPORT OF
PAKISTAN TELECOMMUNICATION AUTHORITY**

S.No.	Operator	Messges Broadcast (in millions)
1	Mobilink	10
2	CMPak (Zong)	9.5
3	Telenore	9
4	Ufone	5
	Total	33.5

**GLIMPSES OF KHULI KATCHERIES/SITE VISITS CONDUCTED BY THE REGIONAL DIRECTORS
ON DIRECTIVES OF HONOURABLE OMBUDSMAN SINDH**





Monday, August 1, 2022

KWSB told to provide water to affected F. B Area residents

The Sindh ombudsman has taken serious notice of the failure of the Karachi Water and Sewerage Board to comply with its earlier directives regarding supply of water to dozens of houses in Federal B Area Block 9. The office of the provincial ombudsman sent a notice to KWSB officials Hanif Baloch and Usman Khaskheli stating that their staff concerned did not take any effective measure for proper supply of water in the said area. "This indicates mismanagement on the part of KWSB," it said, directing the officials to take immediate action against the staffers and ensure sufficient supply of water in the area.

The directives came on the plea of affected residents of Federal B Area's Block 9. They complained that around 48 houses – from R-23 to R-60 – were not getting water since long.

Talking to Dawn, one of the affected residents, Aftab Alam, alleged that their share of water was allegedly diverted by KWSB staff to nearby residential and commercial buildings.

He said that an unauthorised water storage tank was constructed at a public park in Federal B Area's Block 7, close to the houses of affected residents, and water meant for them was diverted and stored in the illegal facility.

Mr. Alam demanded that the anti-water theft team of the local government department visit the said park and take action against the illegal water storage facility forthwith.

Published in Dawn, August 1st, 2022



Thursday, 8th September 2022

Sindh Ombudsman

A private charitable foundation, which is a not-for-profit organisation, had acquired an amenity plot from Karachi Development Authority (KDA) located in Korangi in 1986 for establishing a township for the benefit of the deprived segments of society. As the project gradually expanded, we, the governing board of the non-profit organisation, decided to obtain lease document of the land. After clearing all dues and fulfilling legal requirements, we applied for the lease deed in 2015. Despite complying with all the legal requirements, we had to run from pillar to post for seven years to obtain the lease document from the relevant office. The delay in issuing the lease document by the sub-registrar concerned amounted to maladministration. After exhausting all lawful means, we had no recourse except to seek help from the Sindh ombudsman. I am happy to acknowledge that due to the sustained support provided by the ombudsman and his secretariat, we finally received the scanned lease document from the relevant department recently. The provincial ombudsman is an independent institution, established through a statute in 1992, to "diagnose, investigate, redress and rectify any injustice done to a person through maladministration by any agency/department of the Sindh government". The ombudsman provides its services free of cost. Based on the performance of the provincial ombudsman and our own experience, we suggest that people may make use of ombudsman's services to get their longstanding issues related to provincial agencies and departments resolved. On the other hand, officials at the helm of affairs of government departments must review their performance and rectify the faults so that the people do not suffer long delays to get their rightful issues resolved. Ultimately, it is their responsibility to fix the problems without intervention by other institutions.

Nazim F. Haji, Karachi



Regional Director of Ombudsman's Office visits health facilities in SBD



By Ayaz Gahri
The Regional Director of the Provincial Ombudsman Sindh, Hospital He also lauded the services of the Regional Director of the Health Department for holding the free medical camps in the flood hit areas. On the occasion, he reviewed the facilities being provided to the people and districts. He also ordered to drain out present

نیوز اخبار
03 ستمبر 2022ء 21 ستمبر 1444ھ

علیہ السلام کی تعلیم کی ترقی کے مستقبل میں پاکستان کا انعقاد

مختصر اور متحرک پروگراموں کی مدد سے... (The text continues with details about an educational program, mentioning the involvement of officials and the goal of improving education in the region.)

روزانہ وقت
DAILY NEWS & WAGD KARACHI
306 MC-24 10
42

تعلیمی اداروں میں کورونا وائرس کے پھیلنے سے متعلقہ واقعات کی ترقی کے مستقبل میں پاکستان کا انعقاد

تعلیمی اداروں میں کورونا وائرس کے پھیلنے سے متعلقہ واقعات کی ترقی کے مستقبل میں پاکستان کا انعقاد... (The text discusses the impact of COVID-19 on educational institutions and the need for better management and safety protocols.)

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Daily KHABRAIN

روزنامہ

جہاں اہلسنتہ و اہلالتقام ملتا ہے

266000

شہری کی شکایت پر تختہ الٹی سندھ حکومت پہلے برہم ہو گئے

اسٹریٹ میٹرو اسٹیشن اور میٹرو سٹیشن کے خلاف شکایت سے متاثر کارکن

کراچی (اے پی پی) سندھ ریفرنس کمیٹی کے چیف جسٹس ایف ایف جعفری نے ایک شہری کی شکایت پر تختہ الٹی سندھ حکومت پہلے برہم ہو گئے اور اسٹریٹ میٹرو اسٹیشن اور میٹرو سٹیشن کے خلاف شکایت سے متاثر کارکنوں کے مسائل حل کرنے کے لیے ایک رپورٹ جاری کی ہے۔ جس میں شہری کی شکایت پر تختہ الٹی سندھ حکومت پہلے برہم ہو گئے اور اسٹریٹ میٹرو اسٹیشن اور میٹرو سٹیشن کے خلاف شکایت سے متاثر کارکنوں کے مسائل حل کرنے کے لیے ایک رپورٹ جاری کی ہے۔

23 روزہ

ماہنامہ

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جہاں اہلسنتہ و اہلالتقام ملتا ہے

23 روزہ

سرکاری ملازمین کے مسائل حل کیلئے نوٹیفکیشن و فیوژن میں یکجہری

کنسٹنٹ انچارج ایجوکیشن گورنر نے مسائل سے فوری حل کے احکامات جاری

پانچویں ایڈیشن کے ساتھ ایجوکیشن گورنر نے نوٹیفکیشن جاری کیا ہے جس میں سرکاری ملازمین کے مسائل حل کرنے کے لیے ایک رپورٹ جاری کی ہے۔ جس میں سرکاری ملازمین کے مسائل حل کرنے کے لیے ایک رپورٹ جاری کی ہے۔

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جہاں اہلسنتہ و اہلالتقام ملتا ہے

Regional Head of Ombudsman's Office holds an open katchery in Qambar

By Saddam Suhag

Hussain Khokhar, Additional District Accounts Officer

MIROKHAN The Regional Head of the Ombudsman's Office in Larkana, Ali Akbar Jagrami held an open katchery at the District Accounts Office in Qambar-Shahdadkot on Wednesday. In this regard, the meeting was attended by the District Accounts Officer Muzaffar

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Regional Director Ombudsman's Office holds an open katchery in Larkana

By Saleem Soomro

LARKANA The Regional Director of the Ombudsman's Office in Larkana, Ali Akbar Jagrami held an open katchery at the District Accounts Office on Monday. The meeting was attended by the District Accounts Officer Hussain Khokhar, Additional District Accounts Officer Abdul Rauf Soomro, Assistant Accounts Officer Abdul Raheem Jalilani, Nazim Usman, Shabbir Jagan, Tariq Shaikh and other officials. The Regional Director listened to the problems of the government employees and directed the officials concerned to resolve the issues related to the pension, GP fund and insurance of salaried on a priority basis.

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جہاں اہلسنتہ و اہلالتقام ملتا ہے

تختہ الٹی سندھ حکومت پہلے برہم ہو گئے

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کراچی (اے پی پی) سندھ ریفرنس کمیٹی کے چیف جسٹس ایف ایف جعفری نے ایک شہری کی شکایت پر تختہ الٹی سندھ حکومت پہلے برہم ہو گئے اور اسٹریٹ میٹرو اسٹیشن اور میٹرو سٹیشن کے خلاف شکایت سے متاثر کارکنوں کے مسائل حل کرنے کے لیے ایک رپورٹ جاری کی ہے۔

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Regional Office, Karachi East
Provincial Ombudsman Sindh, S-03, 2nd Floor, E.O.B.I. House, (Ex-Awami Markaz), Near Baloch Colony Flyover, Shahrah-e-Faisal, Karachi. Contact : 021-99245217 Fax : 021-99245216

Regional Office, Dadu
Provincial Ombudsman Sindh, Irrigation Rest House Compound, Opp. DC House, Dadu. Contact : 025-9200348 Fax : 025-9200348

Regional Office, Karachi South
Provincial Ombudsman Sindh, 1st Floor, State Life Building No. 3, Dr. Ziauddin Ahmed Road, Opp. C.M. House, Karachi. Contact : 021-99203244 Fax : 021-99217790

Regional Office, Khairpur Mir's
Provincial Ombudsman Sindh, Near Bilawal Bhutto Zardari Park, Old National Highway, Khairpur Mir's. Contact : 0243-9280357

Regional Office, Karachi Central
Provincial Ombudsman Sindh, Office of the District Officer (Male) Elementary Education, Near Govt. APWA Women College, Karimabad, Karachi. Contact : 021-99246400 Fax : 021-99246413

Regional Office, Sukkur
Provincial Ombudsman Sindh, Bunglow No. A-38-39, Friends Cooperative Housing Society, Yusuf Masjid, Shikarpur Road, Sukkur. Contact : 071-5807100, 9310013, Fax : 071-9310013

Regional Office, Thatta
Provincial Ombudsman Sindh, Bunglow No. B-162, Unit No. 2, Makli Cooperative Society, Ghulamullah Road, Thatta. Contact : 0298-920187 Fax : 0298-920197

Regional Office, Larkana
Provincial Ombudsman Sindh, Old Session Court Compound, Larkana. Contact : 074-9410222 Fax : 074-9410222

Regional Office, Hyderabad
Provincial Ombudsman Sindh, Bunglow No. 3, Sindh University Old Campus Compound Near District Session Court, Hyderabad. Contact : 022-9240237, 9200467 Fax : 022-9201312

Regional Office, Jacobabad
Provincial Ombudsman Sindh, Old A.T.C. Court, Opp. Govt. Technical College, Shikarpur Road, Jacobabad. Contact : 0722-921222 Fax : 0722-921222

Regional Office, Badin
Provincial Ombudsman Sindh, Karachi Road, Near District Session Court, Badin. Contact : 0297-920101 Fax : 0297-920102

Regional Office, Mithi
Provincial Ombudsman Sindh, Near Treasury Office, Tharparkar @ Mithi. Contact : 0232-920164 Fax : 0232-920165

Regional Office, S. Benazir Abad
Provincial Ombudsman Sindh, Kazi Ahmed Road, Near Bhahria Foundation School, Shaheed Benazir Abad (Nawabshah) Contact : 0244-9370474 Fax : 0244-9370474

Regional Office, Mirpurkhas
Provincial Ombudsman Sindh, Opp. Govt. Comprehensive High School Mirpurkhas. Contact : 0233-9290266 Fax : 0233-9290424

Regional Office, Naushahro Feroze
Provincial Ombudsman Sindh, Old EDO Health Office, Near DC Office, Naushahro Feroze. Contact : 0242-920010 Fax : 0242-920011

Regional Office, Ghotki
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