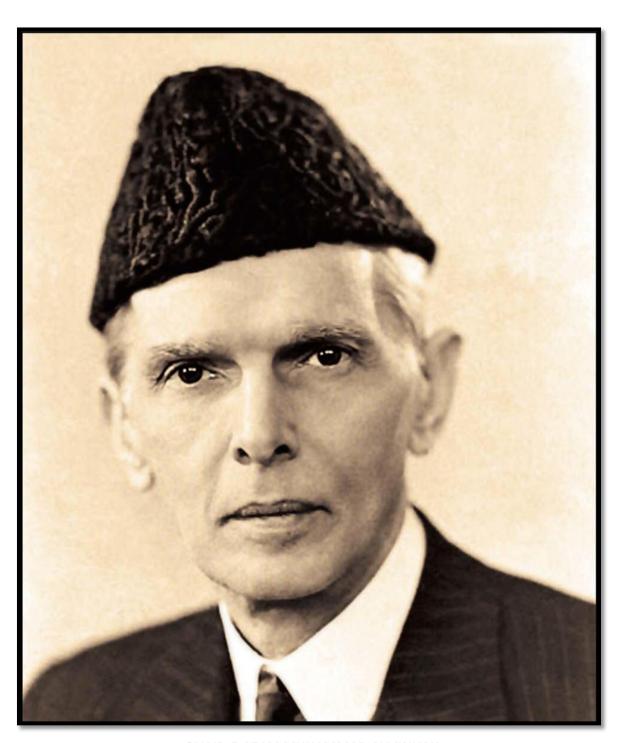


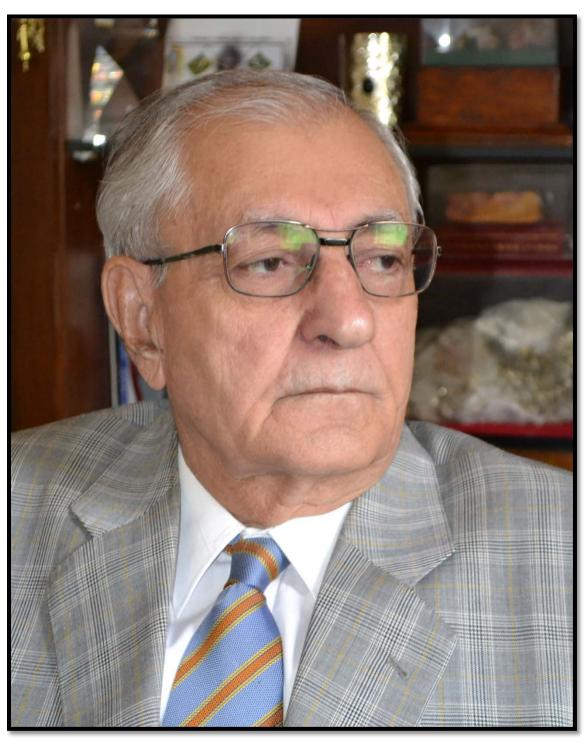
PROVINCIAL OMBUDSMAN SECRETARIAT BALOCHISTAN

Annual Report 2013





QUAID-E-AZAM MUHAMMAD ALI JINNAH



HONOURABLE GOVERNOR BALOCHISTAN, MR. MUHAMMAD KHAN ACHAKZAI



OMBUDSMAN BALOCHISTAN, MR. MUHAMMAD WASAY TAREEN

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PROFILE OF MR. MUHAMMAD WASAY TAREEN



Matriculated from Pishin in the year 1976, passed F.A and B.A from Balochistan Board and University of Balochistan in the year 1979 & 1982 respectively. Passed M.A (I.R) and L.L.B from University of Balochistan in the year 1986. Enrolled as an Advocate of the Lower Courts with Balochistan Bar Council in 1987, Advocate of the High

Court in 1989 and Supreme Court of Pakistan in the year 2006.

Remained District & Sessions Judge from 1997 to 1999, elected as President of Balochistan Bar Association in 2004-2005. Worked as Judge of Anti-Terrorism Court from 2007 to 2009. Served as Prosecutor General Balochistan w.e.f. January 2011 to June 2013. Appointed as Ombudsman Balochistan on 03rd June 2013. He has recently been elected as Secretary General of Forum of Pakistan Ombudsmen.

Participated in International Conference on Prosecution in Hong Kong in 2013. Participated in various courses of Improvement of Prosecution Services in Pakistan organized through UNODC, USAID, British Embassy etc during services as Prosecutor General Balochistan.

EXECUTIVE SUMMARY

Executive Summary Annual Report 2013

EXECUTIVE SUMMARY

The institution of Ombudsman is an easily accessible forum for the ordinary people who are aggrieved and deprived of their legitimate rights by the Provincial Government Departments due to the maladministration. In a wake of free, fair and expeditious justice, dispensed by this forum the influx of the complaints has been increased to a large scale. Dissemination of Redressal of Complaints among the masses through print and electronic media has reposed confidence in them enormously.

Annual Report encompasses the overall performance of this institution throughout the reporting year.

In 2013, 1286 complaints were instituted whereas 2935 cases were brought forward from previous year; out of which 2052 complaints were disposed of on merit, redressed or dismissed in liminie for want of jurisdiction with the pendency of 2240.

44 Suo-Moto Actions were taken in the reported year on different matters of public importance published in different local newspapers or on the complaints of complainant, and accordingly the problems of public were redressed at large.

In most of the cases special notices were taken on unmerited appointments of Education Department, which brought amelioration in the recruitment process to some extent, as complaints against Education Department make a large bunch of total cases under process in the Provincial Ombudsman Secretariat. Cognizance was also taken on the occupying of school buildings, closure of schools and educational activities.

Regarding civic amenities, due to the directives passed by this Secretariat, WASA as well as Public Health Engineering Department made efforts to resolve the issue of scarcity of water; despite facing financial constraints.

In order to decrease the back log and to assist the Regional Offices, 17 consultants and other ministerial staff were appointed on contract basis under Section 20 of the Ordinance 2001, which yielded tangible results.

Annual Report 2013 Executive Summary

The Ombudsman Balochistan paid visits to the Office of Punjab Ombudsman, to exchange views and get acquaintance about the Children related issues. The Ombudsman was apprised about the working of Punjab Ombudsman office procedure during a briefing arranged by the office concerned. The introduction of Information Technology Facility installed in that office fascinated the Ombudsman Balochistan to a large extent, and he desired to replicate the same in this Secretariat.

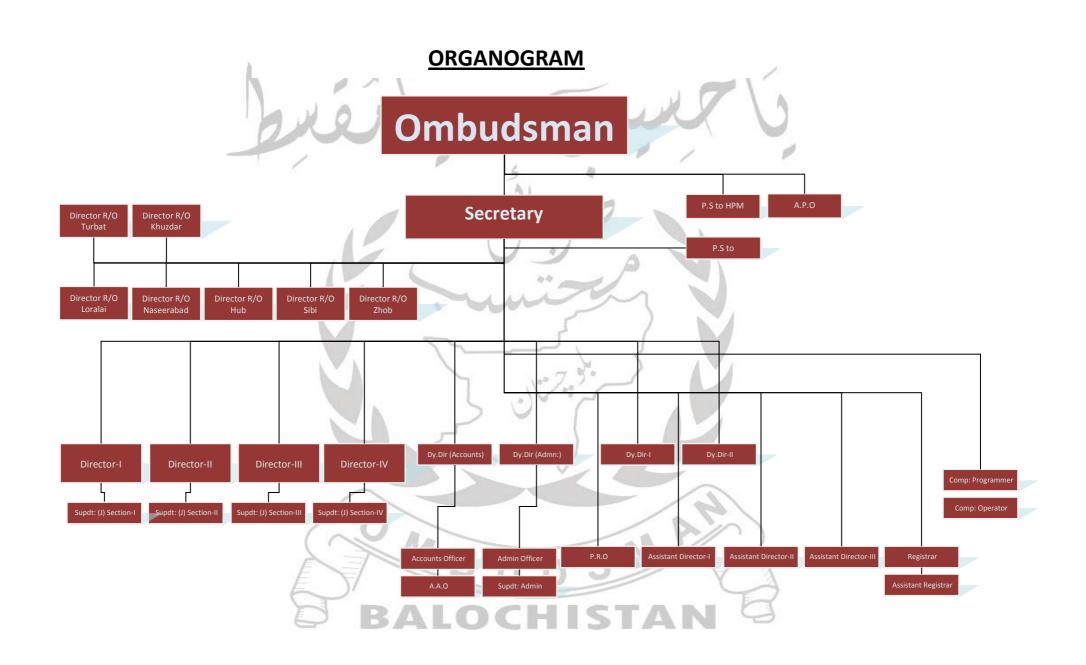
Subsequently website of the Ombudsman Balochistan Secretariat was launched in December 2013 with the collaboration of USAID. The facility will invariably assist the general public to lodge their complaints through internet and will also interlink the Headquarter with the Regional Offices; which will definitely go a long way towards expeditious disposal of complaints. For this purpose, an exclusive I.T Section was established. This Secretariat has been linked with the Pakistan Law Site to glean about the updates in the Judicial System of Pakistan.

The challenges confronted by Provincial Ombudsman Secretariat to carry out its mandated task were discussed in two days workshop on "Challenges of Ombudsmanship" at Islamabad, by the Secretary Provincial Ombudsman Secretariat Balochistan which has made the recommendations part of its report. Similarly, the challenges and achievements were deliberated upon in the 13th Asian Ombudsmen Association Conference held in Tehran (Iran) during the reporting year.

The World Bank has launched a project namely Governance Support Project under which the staff of the Provincial Ombudsman Secretariat will be provided advanced trainings in the fields of Information Technology, Office Management and Judicial Sector. It will also assist to conduct Mass Awareness Seminars and Workshops to raise the acquaintance about the mandate of Ombudsman Secretariat. Another area of Bank's support is to develop software called e-Citizen Grievance Redressal Management Information System.

Keeping in view the hardships confronted by the down-trodden people of Balochistan who cannot afford the expenses to travel to the Head Office or Regional Offices of this Secretariat, the case of establishment of complaint receiving desks in seven backward districts has been taken up with the competent authority.

ORGANOGRAM



EVALUATION OF GOVERNMENT FUNCTIONARIES

EDUCATION DEPARTMENT

Education is the key to success of any nation and to prosperity of any country. The mandate of imparting Education among the off-springs of our country rests with Education Department. Like Balochistan, the education of this province is lagging behind the other provinces. There are several factors which contribute to the deterioration of this section especially primary and secondary education. Education Department is among few departments that have been established before partition of subcontinent. Invariably schools have been setup in every niche and corner of the province having teachers posted there but irony of fate is that the large number of teachers remain absent and draw salaries. If luckily, action is taken against them, they are protected by political figures and Teachers' Associations.

The Provincial Ombudsman took strict action on such complaints and even Suo-Moto notices were taken. For instance, the Government Girls Model School Mezai Adda was closed for quite some years, the physical condition of the school was painting gloomy picture — with broken doors and removed windows, but the teachers posted there, with the connivance of Education Department, were regularly drawing their salaries without performing the duties. Taking stern action, salaries of the absent teachers were stopped, they alongwith the high-ups of Secondary Education were summoned and after due process school has been re-opened making absent teachers present and necessary directives were issued for the renovation of building.

Similarly, in the same area a Primary School was in the occupancy of a private person which was being used as his guest house, was vacated and department was directed to construct separate boundary wall.

It has been witnessed that in the remote areas of Balochistan a good number of school buildings are under the use of influential people. Not to speak of evacuating the building from the illegal occupants, Education Department Officers are least bothered to take up the matter with the high ups and District Administration for emancipation.

The supervisors and learning coordinators of Education Department posted in the districts are supposed to visit every school and report to the District Education Officer concerned. How can absent teachers get salaries and buildings are occupied when the

supervisory staff and District Education Officers perform their duty honestly? Field officers seldom visit their beats and are guarded by powerful elements.

Another cause of failure of Education Department to get freed the schools, is the non-transfer of mutation of school lands in the name of Education Department, which undermines the department in the course of litigation.

The existing school buildings are in dilapidated conditions, with insufficient rooms and basic amenities and non-availability of reading-writing material, although Provincial Government allocates millions of Rupees under the head. The Annual Status of Education Report ASER 2013 revealed that 71 per cent schools had no drinking water, 75 per cent schools have no boundary walls and 83 per cent lacked proper toilet facility.

Moreover, there was no transparent procedure of appointment of teachers in this important department. Consequently, Honourable Balochistan High Court passed order to compile merit list in accordance with the marks obtained in the required, professional and higher qualification. Even then high handedness of the Education Department was observed, compelling the aggrieved people to approach the Honourable High Court and Provincial Ombudsman to have their grievances redressed. Complaints against Education Department about mal-practice in the Selection Process and compiling merit lists comes to nearly 85 per cent of the whole cases, instituted in the Provincial Ombudsman Secretariat. Such cases are processed in length, but the poor response of the Education Department is the main cause of delay in the disposal of complaints. Implementing the orders passed by the Ombudsman Secretariat is another gigantic task for this quasi-judicial forum. The destitute complainants waste their time, energy and finances to pursue their cases, but the poor commitment of Education Department to its mandate is evident from the fact that despite intervention of Honourable High Court and indulgence of Provincial Ombudsman Secretariat, the recruitment process has not yet been made transparent. If the task of compiling merit list is entrusted to another forum or National Testing Services (NTS) system is adopted, the problems of the general public will mitigate tangibly. Progress can be achieved if recruitment is made strictly on merit and postings as per policy and the focus remains on training and enhancing the capabilities of teachers.

So far as the training of teachers is concerned, there is no proper mechanism of selecting and sending them for training. Mostly selection is made on favouritism and

cronyism and no data is available with the department about the trained and untrained teachers.

Similar is the condition of conducting examinations, although it comes in the gamut of Balochistan Board of Intermediate and Secondary Education, the standard of holding examination is impairing day by day, open cheating and impersonation have become order of the day and an immaculate examination is still a far cry for hard working students and conscious parents. Particular groups of teachers are deputed in every examination which have made the noble job as a lucrative business. Authorities concerned are reluctant to take remedial steps to bring about discerning changes. Board should devise a strategy to hold fair examination by deputing teachers of good reputation on rotation basis and seek help from District Administration and Provincial Government in the interest of quality examination.

Bringing improvement in Education Department though is a huge task but it is surmountable through effective community participation of all tiers, across the board accountability and special focus of the government.

In view of aforementioned position it is further deduced that: -

- If the condition of school buildings are improved, provided with the necessary requirements of drinking water and other amenities alongwith reading-writing material, the number of school going students will be increased resulting in purging the system of ghost schools.
- It has been observed that Text Books are not timely distributed among the students on the commencement of academic year, due to which the precious time of the students is squandered. Timely distribution of Text Books should be made ensured at any cost.
- Appointment of qualified teachers on merit and posting them according to a prescribed strategy will lend a helping hand in the boosting up of educational standard, provided that adequate monitoring system is devised. Supervisory staff should be made culpable of absenteeism of teachers. These staff members should be facilitated with the proper and sophisticated logistic support.

Teacher associations and political meddling should also be discouraged. Though the task
is difficult but not impossible, if government takes all out efforts on war footing basis
and committed to clean the Education Department from all the anomalies by posting
honest, competent and professionally sound officers on Education Management slots.

HEALTH DEPARTMENT

- Specialist Cadre was created for providing specialized treatment facilities to the general public at their door steps through Divisional and District Headquarter Hospitals. Most of the specialist posts in District Headquarter Hospitals are lying vacant as a result of which general public are devoid of specialized treatment facilities in the peripheral areas and are not financially in the position to come to tertiary care Hospitals.
- Due to the absence of medical officers, BHUs and RHC are run by the untrained paramedics and nursing orderlies. Although, the paramedics are bedrock of medical treatment, they are not well trained, causing increase in morality and delivering substandard treatment. If, luckily any of the qualified doctors is available then the non-availability of medicines appears as an obstacle. Large number of complaints about absence of doctors and non-availability of life saving drugs are under investigation in this Secretariat and in most of the cases orders have been passed to lessen the torments of down-trodden people.
- As people living in rural areas don't have access to clean drinking water, therefore, they are afflicted by the water-borne diseases, such as hepatitis B,C and Diarrhea, they are deprived of up to the mark treatment when they visit DHQ Hospitals with the test reports, but are turned away as there is no medicine i.e. interferon injection.
- Government is largely focusing on curative side and no attention is paid to the
 preventive side, as result of which general public spend major portion of their
 earnings on treatment of infectious deceases. The Health Department should prefer
 on promotion of Public Health and launch preventive programs effectively.
- Health Department should distribute life-saving drugs to the backward areas on priority basis to redeem their predicaments. Taking the advantage of gloomy

scenario, the quacks are practicing not only in small towns but also in the suburb of Quetta City which is life threat to the poor people. Their contaminated equipments are source of spread of deadly diseases. Health Department in collaboration of District Administration should crack down on the centres of quacks so as to relive the people of this menace.

- Paramedics are considered to be the backbone of the Health System, but it is observed that in Balochistan, untrained paramedics have been inducted in the cadre which is not a good omen. They should be trained with renowned Hospitals of the country and Provincial Government should also start a crash program for this training in the Province.
- The Health Department is running without a Composite Health Policy. After 18th
 Amendment in the Constitution, it is the prime responsibility of Provincial
 Government to devise an exhaustive Provincial Health Policy for streamlining and purging the Health System

WASA:

Scarcity of water is the major problem faced by all the people of this province and it is growing in Quetta City particularly. The water at ground level is depleted and up to 1200 feet the drilling of tube-wells takes place; whereafter, even the problem remains intact due to the sub-standard machinery installed and the inefficiency as well as corruption in the cost of installation of machinery the problems have been aggravated. Another main problem is the growing population of the city and the shifting of population from the rural areas and life has become difficult. In order to check the problems, steps were required to be taken but no attention has been paid by the responsible agencies. Extraordinary measures are still required to minimize the hygienic problems due to the water scarcity faced by the general public and planning is required to resolve the problems.

From the last two decades people have been pleased to inform that Dams and Reservoirs have been planned for construction but still no fruitful results are visible. Reservoirs were to be constructed in the initial stage of planning but again as an irony of fate no concrete steps have been taken. Some tube-wells in the mountain areas of Quetta

City proved sigh of relief for some years, however in the middle of city the ground level water has been lessening. In order to give people relief, emergency steps are required.

During the period of many years WASA appointed employees on daily wages basis without adopting rules which were later on made permanent. The employment made so against the merit proved financial burden and the work load of the water supply remained a dream. In each summer with the increase in water requirements the large number of complaints are received against the inefficiency of WASA and PHE with their corrupt practices and mismanagement of their staff. Sometimes, complaints received are having grievances about the water tankers mafia who with the help of WASA staff distribute water privately and get their shares. The technical staff of WASA has been found inefficient having less control over the problems of water scarcity faced by people. Managing Directors have been transferred frequently and even then are not ready to contribute redressing grievances of the people. A very meager amount on account of water charges has been taken from the people and even then the people are not ready to pay due to insufficient supply of water, whereas the overall situation seems having no more in the control of WASA and PHE. A survey of the houses with the water supply connections was reportedly been started, however, the same has been stopped due to unknown reason and the officers of the WASA are found complaining against the Government for not paying salaries and other budgetary requirements for their expenditures. It has also been observed for the last few years that the Finance Department is reluctant to pay heed to release the required budget of WASA and the whole system of this agency is in crisis.

Sincere and strict management without political influence is required to ease the problems of water scarcity. Measures in emergency are required to be adopted. Dams and reservoirs are to be constructed for smooth water supply. For this purpose the Quetta Supply Project which is already working may be kept under surveillance and check to monitor its working with an efficient workforce and in this regard extra financial aid is required to be provided by the Provincial Government Resources as well as promised by the Federal Government.

PUBLIC HEALTH ENGINEERING DEPARTMENT

Since 1992 Public Health Engineering Department has transferred the responsibilities of water distribution among the communities run by people. There are still water supply schemes run by staff of the PHE, however in peripheral areas they have shifted their responsibility from their shoulders which has caused failure of the schemes and people are facing great hardships and number of complaints have been investigated in this regard.

It has been noted that the agency has never turned towards their schemes once left for the community, although it is community development officers' function. Resultantly the schemes remained useless as community member could not make progress due to financial problems and majority of the schemes have been left non-functional due to the non-payment of electricity charges. In Quetta city also the same problems emerged time and again where PHE and WASA disowned a tube-well due to the same financial problem. For instance a tube-well at Goharabad near Fahad Hospital Sariab Road has been left non-functional after the removal of transformer due to non-payment of electricity charges. Likewise, one another tube-well at Mohalla Abbasia Marriabad has been left non-functional despite the fact that 0.25 million rupees are in credit of electricity dues. This tube-well was drilled by PHE and was functionalized for two years by WASA. The PHE Department is required to make arrangements in this regard and remove the lacunas and difficulties with future plan.

B&R DEPARTMENT:

The majority of the complaints against the B&R Department relate to sub-standard materials used in the construction of roads and buildings. The tender process takes place for awarding a work to be done and the objections have been raised continuously whereas greasing the palm of Executive Engineer and the hegemony of the lobbies of contractors have also been complained. In this regard there is need of proper check and balance over the issues. Large number complainants are registered by the retired employees regarding mal-practice of the staff in the process of paying pensionary dues which have been investigated and the agency is required to streamline the pension matters.

METROPOLITAN CORPORATION:

People of Quetta have been fed-up complaining about the pathetic condition of cleanliness of Quetta City and everyone talks about the city being made dirtful and despite measures taken, nothing fruitful has been achieved. Metropolitan Corporation seems handicapped and no contribution of its role seems in any section of life. The agency is required to end the encroachment and violation of its code which has not been followed in spirit properly. The city was required to be kept clean and with pollution free atmosphere. During the compliance reports Metropolitan Corporation claims that it has workforce for sweeping purpose like Khakrobe who have been appointed on political basis, are not ready to work and the corporation expresses inability to compel them to work hence they cannot make much to keep the city clean as per expectations.

From the last few years another project of the drainage system in Quetta City has been launched which has made the life of people miserable as there seems no management. This project has initiated works on several roads at a time which have been left incomplete for months and people face traffic jam for hours due to left over construction work. The Government is required to monitor the project and ask the concerned authorities to complete in the shortest span of time. The same problems lies with the construction of overhead bridge which is yet to be completed and the work is continued in phases and the reports submitted by the agency again complaining for in time funding and the interest of the government's top brass is required to minimize the problems of people.

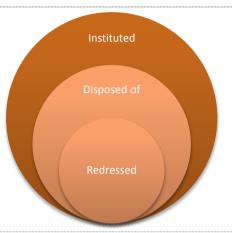
STATISTICAL DATA

Statistical Data

Since the inception of Ombudsman Balochistan Office in 2001, the performance of the office has been reported on yearly basis. In this Section the data of the Reporting Year i.e. 2013, is placed in categorized format.

The overall performance:

The morale of the Ombudsman office has been strengthened by observing the increase in the institution of the cases. The increase in disposal of cases entails the increased hope of the citizens. However, the responsibility for retaining the hope is measured by the ratio of disposal of the cases.



Characterized Data

During the reporting year, 1042 cases were Instituted in Head Office Quetta and 244 were Instituted in Regional Offices of Ombudsman; whereas, 1522 were Disposed of in Head Office and 530 cases were Disposed of in Regional Offices. Furthermore, the pendency is 2240 cases among these 633 cases are of Regional Offices.

CASES STATEMENT

Opening Balance	Instituted	Disposed of	Balance
2935	1286	2052	2240

RATIOS CASES DISPOSAL The number of decided cases has increased by 58.33% **▼** CASES INSTITUTION The percentage of new cases is decreased by 45.69%. **▼ CASES PENDING** The pendency of the cases is decreased by 23.68%. 3500 3000 2935 2500 2000 1500 1000 1296 500

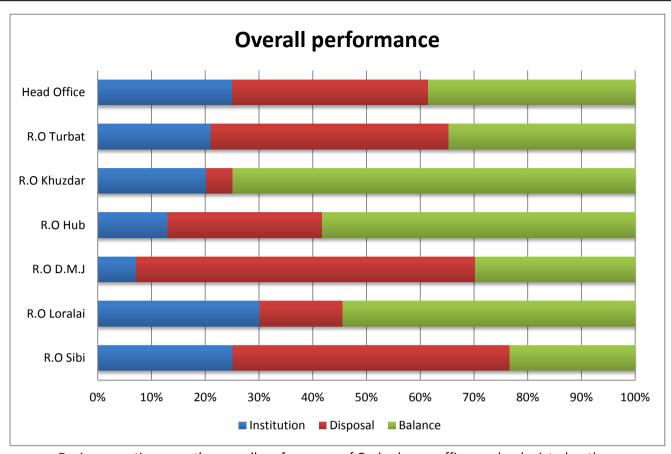
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2012

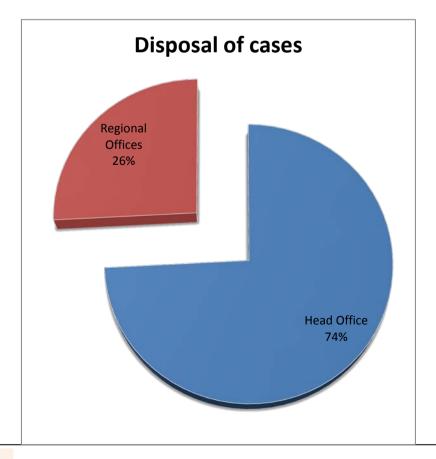
■ Institution
■ Disposal
■ Balance

2013

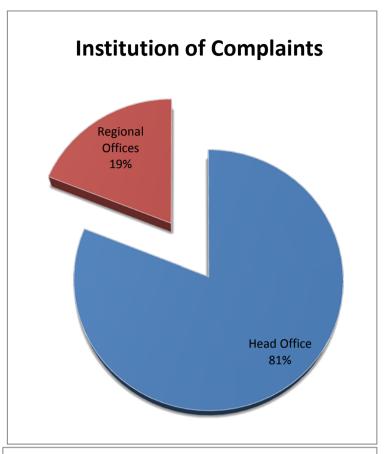
Annual Report 2013 Statistical Data



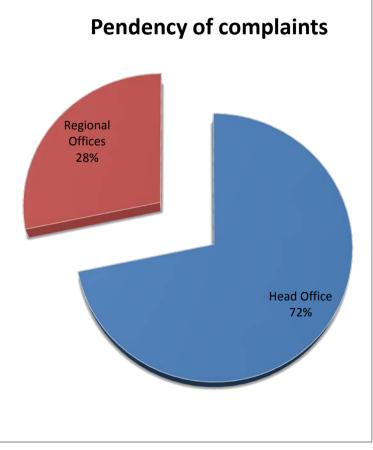
During reporting year, the overall performance of Ombudsman office can be depicted as the ratio of disposal of cases has increased by 58.33% and the pendency has decreased by 23.68%.



During reporting year 1286 cases were instituted in Head Office and Regional offices, among these 81% of the complaints were instituted in Head Office and 19% of the complaints were lodged in Regional Offices.



The closing balance of reporting year is 2240 cases at the ratio of 72% in Head Office and 28% in Regional Offices. The pendency of cases in reporting year has decreased by 23.68%.

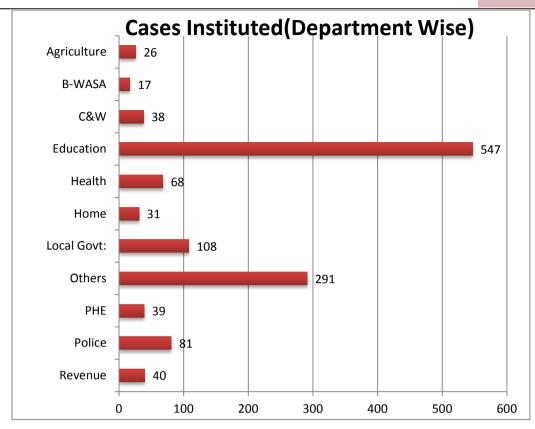


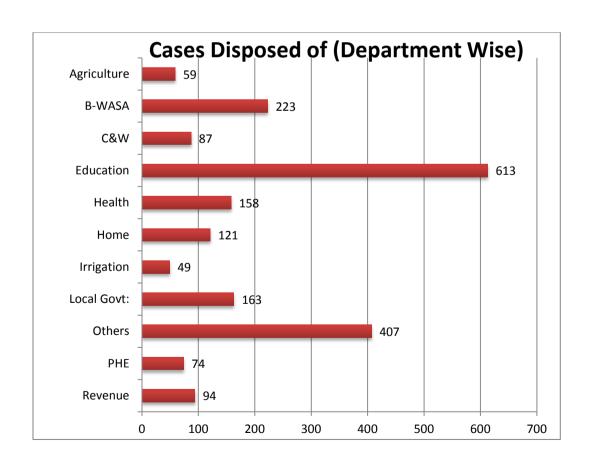
Annual Report 2013 Statistical Data

DEPARTMENT WISE LIST OF CASES INSTITUTED & DISPOSED OF

NAME OF DEPARTMENT	NO. OF CASES INSTITUTED	NO. OF CASES DISPOSED OF*
Agriculture Department	26	59
B-WASA	17	223
BDA	07	09
C&W	38	87
Education Department	547	613
Finance Department	17	10
Forests & Wild Life	13	19
Home Department	31	121
Health Department	68	158
Hajj, Auqaf & Zakat	05	32
Information Department	07	08
Irrigation & Power	17	49
Local Government	108	163
Livestock & Dairy Development	08	10
Mines & Minerals Development	11	11
Population Welfare	04	07
Planning & Development	05	06
Police Department	81	83
PHE Department	39	74
Prisons Department	14	04
Q.D.A	08	10
Revenue Department	40	94
Sports Department	06	11
S&GAD	08	12
Social Welfare	11	10
Universities	11	15
Misc	139	154
TOTAL	1286	2052

^{*} The figure of cases Disposed of is inclusive of the cases closed among the pendency of the preceding years.

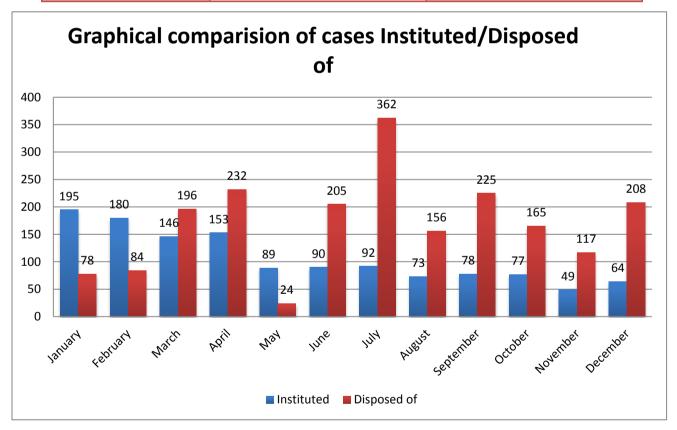




Annual Report 2013 Statistical Data

DETAIL OF CASES (MONTH WISE) Instituted/Disposed of

<u>Month</u>	INSTITUTED	DISPOSED OF
January	195	78
February	180	84
March	146	196
April	153	232
May	89	24
June	90	205
July	92	362
August	73	156
September	78	225
October	77	165
November	49	117
December	64	208
TOTAL	1286	2052



Selected Redressed/Implemented Cases

Case No.13359/2013/PMS/Quetta

Ghulam Sarwar s/o Jalad Khan, V/S

B.D.A

I.O-VI Jameel Khan Kakar

Subject: - REQUEST FOR INVESTIGATION OF STREETS PAVEMENTS.

FINDINGS/DECISION

16-12-2013

Mr. Ghulam Sarwar filed a complaint against General Manager, Balochistan Development Authority and pointed out that patching work of Khilji Abad Spini Road Streets were tendered by the BDA, but the said contractor after laying the concrete mud, left the remaining work incomplete and has taken away the complete amount in collaboration with Department. The inhabitants of the area approached the higher authorities but no action has been taken in this regard. He prayed that an inquiry regarding misuse of funds and leaving the work incomplete may be conducted with redressal of his grievances.

- 2. The case was admitted and notice was issued to respondent for submission of his comments/reply for knowing the factual position. In compliance the S.D.O of said Department appeared along with the complainant i.e. Ghulam Sarwar and stated that the contractor has completed the said work.
- 3. Having regard to the above narrated circumstances, the grievances of the complainant stands redressed. The

complainant produced letter of thanks to this office. No further proceedings are required. Complaint is consigned to record. Parties be informed accordingly.

Case No. 11394/2012/Jaffarabad/PMS/

Mir Manzoor Ahmed s/o Mir Allah Yar Khan, V/S

Deputy Commissioner, Quetta.

Director-I Mehmood Marri

Subject: - <u>REQUEST_FOR_PAYMENT_OF</u> PETROL BILL RS.273877/-

Findings/Decision

11-04-2013

Manzoor Ahmed S/o Mehrullah Yar Khan filed the complaint against the DC Jaffarabad & pointed out his grievances to the extent of non-payment of amounting to Rs. 273,877/- in respect of provision of petrol, diesel the by said DC despite made the frequent approaches but of no use except delay taxies resultantly complainant is badly suffering due to said tactics as such prayed for redressal of said grievances.

2. The matter was taken up with the DC Jafarabad for calling the comments. Dc Jaffarabad in his letter intimated that during the flood of 2010 the I.D.P.S were shifted from Quetta to Jaffarabad & P.O.L was provided to the vehicles from sunny petroleum service Dera Allah Yar, It was decided that P.O.L will be paid by DC Quetta the case has been submitted to DC Quetta for payment an amount 76,028/- but not yet provided copy of all bills has been submitted are attached with the case file.

The matter was also taken up with the DC Quetta & DC Jafferabad also Dc Quetta issued a letter to commissioner Nasirabad regarding outstanding payment P.O.I of Jafarabad. commissioner Quetta director letter no 79 Actt 2010/426-65 dated 5th April 2011 to addressed to commissioner Nasirabad director intimated his telephonic conversation abt outstanding bills of POL of different petrol pump owners & Rs 10 million released for the payment & fully vouched account of the said amount have been sent to accountant general Balochistan Quetta as accountant general Balochistan Quetta as amount provided to commissioner Nasirabad for 3 bills of filling station Dera Allah Yar Rs.2-36-250 No 2 Shah petroleum service Rs.41-250 shah petroleum service Dera Murad Jamali Rs.4998,525. As commissioner Quetta released the amount to commissioner Nasirabad grievances of complainant have been redressed. Having regard to the above narrated position case has been redressed parties be inform accordingly file be consigned to record.

Case No. 11187/2012/Quetta/PMS/

Mohammad Aqil Khan s/o Haji Mohammad *V/S*

WASA

I.O -VII Abdul Manan Achakzai

Subject: - COMPLAINT REGARDING
QURBAN BAGH/GULSHAN JANAN TUBEWELL BEING OUT OF ORDER FOR 45 DAYS

Findings/Decision

01-07-2013

Complainant stated that a tube-well of WASA at Gulshan Janan Sariab Road remain out of order and has been repaired but

despite that it has again become a problem. Complainant also stated that after retirement of last Pump Operator the problem remained serious as the concerned staff and officers are giving less attention to the problem. Complainant therefore, requested for redressal of the grievances regarding water supply properly.

- 2. The matter was taken up with the Agency. According to the report of WASA a team of WASA checked the area in the presence of complainant and redressed the grievances pertaining to water supply and repair of tube-well hence there remains no issue of water supply. Complainant in his rejoinder confirmed that needful has been done by respondent and requested for withdrawal of his complaint as his problem has been redressed.
- 3. As the grievances of the complainant stand redressed therefore, further proceeding in the case is not required. Case is closed and consigned to record. Parties be informed accordingly.

Case No. 9456/2010/PMS/Quetta

Mst: Bibi Naseema W/o Shoaibullah (late),

V/S

Irrigation Department, Quetta.

I.O-VII Abdul Manan Achakzai

Subject: - REQUEST FOR APPOINTMENT IN IRRIGATION DEPARTMENT BCIA

Findings/Decision

09-07-2013

Complainant submitted that her husband was a Field Assistant in Irrigation Department and passed away on 02.01.2008

whereas she requested for appointment of her son in the department in deceased quota but her application was not entertained. Complainant requested for all retirement dues of her husband in the light of the Notification No.ADC/409/2008/2808-2892, dated 15.04.2008.

- 2. After admission of the complaint, notices were issued to Agency for comments. In reply it was stated that the Irrigation Department has considered the case of complainant as the case of deceased employee and have cleared dues of retirement as per rules. It was further replied that the son of the complainant in the deceased employee quota has been appointed as well. Complainant confirmed the needful done and also requested for posting of her son in Quetta and also pledged to submit letter of thanks shortly.
- 3. Since the grievances of complainant have been redressed therefore, further proceedings are not required. Case is disposed of as redressed. Parties be informed.

Case No. 11211/2012/PMS/Quetta

Mst: Bilqees w/o Ghulam Haider,

V/S

Accountant General Balochistan

I.O-VII

Abdul Manan Achakzai

Subject: - REQUEST FOR TRANSFER OF PENSION FORM QUETTA TO CHAKWAL.

Findings/Decision

28-08-2013

Complainant contended that she had requested Accountant General Balochistan for transfer of her pension to Chakwal (Panjab)

but her request was rejected. She requested for redressal of her grievances.

- 2. After admission of the complaint, notices were issued to agency for comments. In reply it was stated that the pension case in favour of complainant has already been completed and sent to Punjab vide letter NO. PN/I-Auth:/96-97/Pb-8590/1932, dated 29.02.2012. Complainant was repeatedly asked to submit whether her grievances have been redressed or otherwise however, she never replied again.
- 3. Since the needful has been done as per the reply of agency therefore, further proceedings are not required. Case is disposed of as redressed. Parties be informed accordingly.

Case No. 12161/2012/Noshki/PMS/

Sofi Abdur Rehman s/o Jan Mohammad, *V/S*

The Executive Engineer, PHE, Nushki.

I.O-VII Abdul Manan Achakzai

Subject: - REQUEST FOR COMPLETION OF INCOMPLETE BORE.

Findings/Decision

02-09-2013

Complainant averred that people of East Qadirabad Nushki are facing severe shortage of drinking water from a long period. He also averred that an Ex-Minister through a tender initiated work on a new tube-well which has been stopped by the contractor. Complainant requested for action against the contractor with redressal of his grievances regarding the supply of drinking water.

Complaint was admitted and notices were issued to respondent for comments. It

was submitted that the water supply scheme under PSDP 2011-12, vide No.929 for drilling of Bore, Pumping machinery, construction of Pump house, supply of PUC pipeline and energization of scheme through electricity has been completed. Executive Engineer PHE Nushki and complainant also appeared in person. Complainant raised objection over the ill-filled pipelines which causes hindrance in flow of water. The respondent assured that he will check the problem of interconnection with the old pipelines and to make all the best to redress the grievances of the area. At the end complainant submitted letter of thanks with appreciation of this office Director for his efforts made, to resolve his matter.

3. Since the grievances of complainant have been redressed and he has submitted letter of thanks therefore, further proceedings are not required. Case is disposed of as redressed. Parties be informed accordingly.

Case No. 9360/2011/PMS/

Amjad Ali Khan s/o Mir Alif Din, V/S

Ibrar Ahmed,

Area Business Head TCS,

I.O-VII Abdul Manan Achakzai

Subject: - REQUEST FOR COMPENSATION AGAINST LOSS

FINDINGS/DECISION

21-11-2013

Complainant contended that he paid twice to TCS (private) his passport in original to send it to Islamabad for visa of Italy which was to be sent by air but was sent through van and that was burnt by miscreants on its way near Mastung. He further submitted that he had patched visa of different important countries which was lost and he claimed for Rs.2000000/- but his claim was rejected by TCS therefore, he requested this office for required dues for the damage done to him.

- 2. The matter was taken up with the agency. In reply the TCS Company submitted that their vehicle carrying many other shipments along with complainant's passport was attacked and set on fire by assailant in transit near Mastung. It was further revealed that the terms and conditions of carriage laid down on reverse side of consignment not (CN) which was signed by complainant and TCS does not permit any sort of compensation of consequential losses occurring due to any forced majeure loss or damage to a shipment whatsoever. It was also submitted that complainant wrote another letter respondent asking therein for compensation of loss of Rs.26090 which shows his ill intention. The same copy has charges/claims of passport fee, visa fee, Ticket, Travel Insurance, TCS charges and documents attestation by court charge having amount of total Rs.26090 was also attached.
- 3. Thereafter both the parties appeared in person and the terms/condition were analyzed checked whereas company admitted to ask its high ups for the release of amount of Rs.26090 which the complainant accept for the time being. The latter however, submitted that he has received the amount

which the company had also conveyed but still want extra rupees.

4. Keeping in view the above situation since the company has paid the required amount; therefore, proceedings are not required as are not bound on company. Case id disposed of as redressed. Parties be informed.

Case No. 12426-27/2012/Quetta/PMS/

Mohammad Ali s/o Sahib Ali,

V/S

XEN WASA Quetta

I.O-VII

Abdul Manan Achakzai

Subject: - REQUEST FOR TUBE-WELL TO BE FUNCTIONALIZED FOR

SUPPLY OF WATER

Findings/Decision

25-06-2013

Complainant states that a tube well was installed at jail road Quetta about 3-4 years back whereas machinery is removed but is left without functioning. It was further submitted that inhabitants of the area are facing hardships in getting drinking water therefore requested for functioning of the tube-well and revival of the old system of Water Supply as per previous routine.

2. Complaint was admitted and notices were issued as per section 10 (4) of ordinance-VI, 2001 for comments. It was submitted that the said tube-well was installed by ex-Minister for information Mr. Muhammad Younas Mulazai without intimating the WASA and that they have no concern with the tube-well. It was further submitted that water is supplied in two parts each after a day in morning time from 9:00 am to 10:00 am and in the evening from 3:20

pm to 4:00 pm. This statement was submitted by the concerned Supervisor of the area and Complainants also appeared in person who were apprised of the actual position and raised no objection on the functioning of the tube-well until the handing over of the said tube-well to WASA. The respondents were however directed to continue Water supply as per old schedule without any interruption.

3. Keeping in view the above the actual position submitted by the Agency and the complainants also got satisfied therefore further proceedings are not required. The agency is however directed to keep all their best to make sure the water supply to the people and the complainants. With these observations, case is disposed of as redressed. Parties be informed.

Case No. 12596/2012/PMS/

Azmatullah s/o Meer Musa Khan

V/S

Education Department

Director-II

Yousaf Ali Jamali

Subject: - <u>APPOINTMENT AS PTI</u> <u>Findings/Decision</u>

23-04-2013

Mr. Azmatullah s/o Mir Musa Khan Mengal filed the complaint against Education Department Balochistan and pointed out his grievances to the extent of non-including his name for appointment as PTI in Union Council Keshangi Noushki by concerned authorities despite applied being alone candidate of said Union Council and fulfilled all requirements for said post, on the other hand someone got transferred being resident of Union Council Daak Noushki on vacant post of complainant's Union Council, resultantly complainant

deprived from said appointment and said grievances, hence prayed for redressal.

- 2. Matter was taken up with the respondent agency. After completion of codal formalities under Ordinance VI of 2001, notice was sent to the concerned agency for comments. In response the agency submitted appointment order of complainant. In the meanwhile complainant informed with letter of thanks and stated that he is performing his duty at the place of posting.
- 3. Having regard to the above position, since the grievances of the complainant have been removed, therefore, no further proceedings are required for. Complaint stands disposed of as redressed. Parties be informed accordingly.

Case No. 12599/2012/PMS/

Mst: Firdous Jabeen d/o Ghulam Fareed

V/S

Education Department

Director-II Yousaf Ali Jamali

Subject: -

REQUEST FOR TAKING
ACTION AGAINST EDO
ZIARAT NOT TAKING JOINING
REPORT

Findings/Decision

12-04-2013

Mst: Firdous Jabeen d/o Ghulam Fareed filed the complaint against the District Education Officer Ziarat and pointed out her grievances to the extent of non-taking joining report of complainant being new appointee as JVT in Government Girls Primary School Killi Pasra Union Council Sardar Salman Sanjavi District Ziarat on the basis of merit by said authority as well as pointed out that said DEO

wants to appoint Sahira Niazi d/o Faqeer Muhammad on the basis of nepotism and manipulation of concerned record as per apprehension of complainant, resultantly complainant is badly suffering due to said grievances and apprehensions, hence prayed for issuance of directions to said authority to receive joining report of duty from complainant for redressal.

2. The complaint was scrutinized and complainant was found aggrieved and registered for investigation. Notice was issued to the District Education Officer Ziarat for comments. In response the agency stated that: -

"Miss. Firdous Jabeen stood 01st position in merit list by the competent authority by issuing order and placed at disposal of DEO Ziarat for adjustment on clear vacancy. But one post of JVT was vacant which was filled on village base policy and appointed to Mariyyum Bibi d/o Rozee Khan belongs to village Passra Sanjavi. She is nearest to the school. will Complainant be considered/adjusted in near future as the post is created in the same school".

3. In the meanwhile complainant informed with letter of thanks that the agency adjusted complainant in Government Girls School Passra Sanjavi, and requested to dispose of her complaint. Hence the grievance of complainant has been removed, therefore, no further proceedings are

required. Complaint stands disposed of as redressed. Parties be informed accordingly.

Case No. 12440,12546/2012/PMS/

Safdar Khan s/o Shekh Mehrab Khan

V/S

The V.C, BUITEMS

Director-II

Yousaf Ali Jamali

Subject: - <u>APPLICATION REGARDING</u> FILE THE NAME AS

CANDIDATE

Findings/Decision

25-03-2013

Shekh Safdar Khan Mandokhel s/o Shekh Mehrab Khan Mandokhel filed the complaint against the BUITEMS Quetta and pointed out his grievances to the extent of non-granting admission in Civil Engineering Department as not included the name in respective list by concerned authorities of the said agency despite stood first position on 30-08-2012 bearing Roll NO.21868 and also obtained 48% out of 75%, on the other hand low marks obtainers in said department admission were granted, with regard to same approached to concerned authorities but all in vain, resultantly complainant deprived from said admission as such prayed for redressal of said grievances.

- 2. After initial scrutiny complaint was registered for necessary investigation and after completion of all codal formalities required under provision of Ordinance VI of 2001. Matter was taken up with the respondent agency for comments. In very response of the agency submitted detailed reply in his letter stating therein that: -
 - i. It is clarified that the applicant submitted merely a print of

DMC downloaded from internet, which is not an authentic document acceptable in any institution or Court of Law. It further does not indicate the name of board from where he has passed the examination. The applications are entertained on the bases of hope certificate at the time of submission of admission forms for appearing in the entry test. The applicant should have submitted attested copy of proper DMC for admission, which he did not.

- ii. In the light of above narrated facts, it is stated that the applicant failed to submit the requisite documents mandatory for candidature, that is why he was not considered for admission.
- 3. However, copy of the same was sent to the complainant for rejoinder. In the meanwhile, complainant submitted letter of thanks that grievance has been redressed. Hence no further proceedings are required for. The complaint stands disposed of as redressed. Parties be informed accordingly.

Case No. 13468/2013/PMS/

Sajda Bibi d/o Mohammad Rafiq

V/S

Education Department

I.O-VIII

Zahoor Ahmed Kasi

Subject: - PAYMENT OF SALARIES W.E.F 24-11-2012

Findings/Decision

31-10-2013

Mst: Sajida Bibi d/o Mohammad Rafique filed this complaint with contention

that she has been appointed as Moalim-ul-Quran in Union Council Nowshera, Tehsil Bhag, District Kachhi vide Order No.A-132/2012/10193-10200/EB dated 22-11-2012 being at Serial No.01 of merit list and the DEO Kachhi vide Order No. 7945/EB-Edu-Kachhi dated 24-11-2012 issued her posting order for Government Girls Primary School Hadwaar and she accordingly submitted has joining report. She states that she approached the DEO Kachhi several times for payment of salaries, but till date no salary has been paid. She prayed for issuing directives to DEO Kachhi for payment of salaries w.e.f. 24-11-2012.

- 2. After preliminary scrutiny, case was admitted for investigation and notice under Section 10(4) was issued to the District Education Officer Kachhi for comments. In response thereof, agency furnished reply vide letter No.3736/EB dated 14-09-2013 which was termed unsatisfactory, because complainant after standing first in the merit list was appointed as Muallim-ul-Quran and later on posted at Government Girls Primary School Hadwaar.
- 3. Subsequently, District Education Officer Kachhi vide letter No.6254-56/EB dated 25th October 2013, intimated that complainant has been adjusted in Government Girls High School Pahore and dues have been paid. Agency also furnished letter of thanks on behalf of complainant which was confirmed from the complainant telephonically.
- 4. Since the grievance of complainant has been resolved by defraying her salaries

from July 2013 to September 2013, therefore, no further proceeding is called for. Case is disposed off as redressed. Parties be informed accordingly.

Case No. 6986,87/2009/PMS

- 1. Akhter MohammadS/o Haji Mir Mohammad
- 2. Sher Jan S/o Khan Mohammad

V/S

Education Department

I.O-VIII

Zahoor Ahmed Kasi

Subject: - <u>APPOINTMENT/ADJUSTMENT AS</u> <u>J.V.TEACHER.</u>

Findings/Decision

30-12-2013

The above named complainants have filed the instant complaints against Education Department with the averment that they applied for the posts of JVT from District Kohlu and stood at Serial No. 22 and 24, whereas the then Executive District Officer Education appointed candidates upto serial No. 28 on the basis of nepotism and favoritism they deprived them from their due right in the end they requested for redressal of grievances.

- 2. After initial scrutiny, case was admitted for investigation and notice under Section 10(4) was issued to the respondents for comments. In response thereof, the EDO Kohlu furnished reply vide letter No. 2783-84/EB dated 16th January 2010, which did not cater the purpose.
- 3. Thereafter, several hearings were held and parties participated. Finally EDO took up the matter with Director Schools and the later forwarded the matter to the Secretary

Education for approval regarding appointment of candidates. Eventually the Secretary Education accorded approval.

- 4. Director Schools vide letter No. 6986/10/90-97/JB dated 12th January 2011, conveyed the approval to the District Education Officer Kohlu. Complainant Akhter Mohammad furnished letter of thanks alongwith copy of appointment order.
- 5. Since the grievances of complainants have been redressed, therefore, no further proceeding is called for. Complaint is disposed off as redressed. Parties be informed.

Case No. 5746/2009/PMS

Rab Nawaz s/o Wazir Khan

V/S

Education Department

I.O-VII

Zahoor Ahmed Kasi

Subject: - REQUEST OF APPOINTMENT
AS J.V.T

FINDINGS/DECISION

30-12-2013

The above named complainant has filed the instant complaint against the Education Department with averment that he applied for the post of J.V.T and stood at Serial No 26. He further maintains that the then Executive District officer appointed candidates up to Serial no 28 on the basis of nepotism and favoritism. In the end he sought indulgence of this secretariat for redressal of grievances.

2. After initial scrutiny case was admitted for investigation and notice under section 10(4) of ordinance 2001 was issued to the Executive District Officer Education Kohlu

for comments. In response, thereof, the DEO Kohlu furnished reply vide letter no 6852-53 dated 3rd June 2009 which did not serve the purpose.

- 3. Thereafter several hearings were held and both the parties participated. Finally E.D.O took up the matter with Director School seeking approval viz-a-viz sorting out the issue of complainant and subsequently the Secretary Education Department accord approval for appointment of candidates inclusive of complainant.
- 4. During the course of investigation, agency furnished appointment letter vide order no 7139-43 dated 18-01-2013, by virtue of which complainant has been appointed as J.V Teacher.
- 5. Since the grievance of complainant has been resolved therefore no further proceeding is called for. The instant complaint is disposed off as redressed. Parties be informed.

Case No. 8774/2010/Quetta/PMS

Atta Muhammad s/o Shah Jan

V/S

SSP ATF, Quetta DPO Loralai

Director-IV Syed Munawar Ahmed

Subject: - REQUEST FOR PAYMENT OF SALARIES

FINDINGS/DECISION

30-12-2013

The complainant filed this complaint against the respondent Agency i.e. Police

Department Balochistan, with an averment that he is working as a Head Constable bearing Belt No.44 in the Agency, presently posted at Anti-Terrorist Force, Headquarter. Unfortunately, an FIR was lodged against some Police Personnel in Police Station Civil Line, Quetta with allegations that they for want of increase in their salaries agitated against Government of Balochistan. It is sated that though his name was not mentioned in but he was interrogated. Subsequently, he alongwith other alleged Police Personnel was bailed out from competent court of law, but in the meanwhile they had been suspended from service and their salaries had been stopped. According to the complainant, that as per rules during suspension salaries cannot be stopped. Therefore the complainant prayed for redressal of his grievance.

- 2. The case was admitted and notice was issued to the Respondent No.1 for submission of his comments/reply.
- 3. In compliance the respondent submitted the comments/reply; relevant portion is reproduced herein below for ready reference:
 - i. "That HC/44 Atta Muhammad was serving in this agency on deputation basis vide PPO Balochistan Order No.28614-30/1(208)/A dated 16-10-20066. On 25-10-2010 he participated in agitation/procession in Quetta and was involved in cases FIR No.14 & 15 U/S 147, 149, 341, 427,

504, 506 PPC and 7 ATA dated 25-01-2010. He was placed under suspension vide this office Order No.144-46/14/ATF dated 26-01-2010 and was subsequently arrested and challaned by the local police being involved in above mentioned cases.

- ii. Later on HC/44 Atta Muhammad was repatriated to his parent district vide the IGP Balochistan Order No.48175-80/1(208)/A dated 10-12-2010.
- iii. HC/44 Atta Muhammad is no more serving with this agency (as he is at the disposal of District Police Officer, Loralai).
- 4. Subsequently, the matter was taken up with the District Police Officer Loralai, who in compliance submitted his reply while stating therein that by the order of Inspector General of Police, Balochistan the complainant had been reinstated in service from the ate of his suspension. And the matter regarding release of his salaries will be decided on merit, in due course of time on resumption of duty by the complainant.
- 5. Later on Mr. Nazeer Laghari, PDSP to District Police Officer, Loralai appeared in person, submitted a photocopy of pay bill in favour of the complainant and stated that the agency released his (the complainant) salaries.
- 6. After going through whole process of investigation, it divulged that the respondent

agency redressed the grievance of the complainant i.e. releasing of his salaries, therefore, no further proceedings are required.

7. Having regard to the above narrated position, since the respondent agency redressed grievance of the complainant, therefore, no further proceedings are required. The case is closed and file may be consigned to the record. Parties be informed accordingly.

Case No. 9552/2011/PMS

Fazal Din s/o Ghulam Muhammad V/S

Health Department

Director-IV Syed Munawar Ahmed

Subject: - REQUEST FOR REDRESSAL OF GRIEVANCES

FINDINGS/DECISION

11-11-2013

The complainant filed this complaint against respondent Agency i.e. Health Department Balochistan, Quetta with an averment that as a result of his promotion to the Rank of Office Superintendent vide SO-II(H)/20-42/26372-80 Notification No. dated 08th November 2008 he had been from District transferred Headquarter Hospital Dera Bugti to Jam Ghulam Qadir Government Hospital Hub without T.T.A, which caused an unnecessary financial burden on him. According to the complainants that as per rules on transfer from on station to another, the Government Employees are granted T.T.A whereas in his case the agency deprived him from financial

support/assistance. Therefore, the complainant prayed for redressal of his grievance.

- 2. The case was admitted and notice was issued to the respondent for submission of his comments/reply.
- 3. So in compliance the focal person of the respondent agency appeared in person and submitted a copy of an order vide No.SO-II(H)23-41/2010/16489-99 dated 25th May 2011 wherein the complainant has been allowed/granted T.T.A on his transfer from District Headquarter Hospital Dera Bugti to Jam Ghulam Qadir Government Hospital, Hub (District Lasbella).
- 4. After going through the whole investigation process, it divulged that the respondent agency redressed the grievances of the complainant; therefore, no further proceedings are required.
- 5. So having regard to the above narrated position of the case, since the respondent agency redressed the grievance of the complainant, therefore, no further proceedings are required. The case is closed and file may be consigned to the record. Parties be informed accordingly.

Case No. 12251/2012/RD/SIBI/PMS/

Abdul Rasheed s/o Abdul Majeed VERSUS

District Accounts Office Sibi

Investigation Officer:

Subject: - <u>UNDUE HARDSHIP IN</u>

<u>DISPOSAL OF FAMILY</u>

<u>PENSION CASE AND ALLIED</u>

<u>POST DEATH SERVICE CLAIMS</u>

R.D Sibi

Findings/Decision

25-07-2013

Through this Decision I intend to dispose off a complaint lodged by Abdul Rasheed s/o Abdul Majeed r/o Sibi against District Accounts Officer Sibi with averments that sister of the complainant Farhat Majeed (late) who died on 15-03-2012 serving as Subject Specialist (B-17) in Model Girls High School Sibi (the Education Department had also notified her death). The family of the complainant applied for succession certificate which has been decreed by competent court of law and the complaint was declared as legal heir to claim all departmental debts/amounts as payable in the case. He further pointed out that the payable dues are pending since long due to non-issuance of correct L.P.C from the District Accounts Office Sibi.

- 2. Prayed that the District Accounts Office Sibi may be directed to issue the update L.P.C on 15-03-2011. On the date of death deceased without affecting any diminution in the claims. The pending financial bills which payable after death may also admitted for payment of legal heirs.
- 3. The complaint was scrutinized and submitted for further investigation under Section 10(4) of the Ordinance 2001.
- 4. The matter was taken up with the District Accounts Officer Sibi and notices were issued for submission of detail report.

- 5. On 30-10-2012 the District Account Office Sibi has submitted detail report stated therein that Farhat Majeed (Late) was serving in B-17 in Education Department but the Notification of her death was not received in this Office and the legal heir as declared in succession certificate has not approached to this office for any claim or L.P.C while the succession certificate also issued in favour of applicant on 23-04-2012 after one year of her death.
- On 13-06-2013 the arrears of BPS-19 6. of deceased worth to Rs.26082/- paid through D.D.O to complainant further stated that this office has not created any hurdle to pay dues of late Mst: Farhat Majeed while her legal heir not approached to this office any revised L.P.C as per pay slip issued by Account General Sub Office Sibi vide his letter No.GAD/1510 dated 05-11-2011 copy of revised L.P.C has been submitted by the authority. The authority further clarified that the complainant is intend to avoid the rules and not fulfilling the codal formalities. The Accounts Officer Sibi further stated that the complainant may be directed to submit all claims of late Farhat Majeed to this office through concerned Education Department so that dues could be paid him through D.D.O of concerned department.
- 7. The above mentioned detail report of the agency was sent to the complainant for rejoinder. On 15-11-2012 the complainant appeared in person and submitted rejoinder in which he admitted Para-I of detail report of the agency to the extent of payment of

arrears worth to Rs.26082 while he totally denied para-2 of the detail report that no one approached for L.P.C. The complainant relied upon the facts mentioned in the complaint.

- 8. The rejoinder of the complainant was sent to the agency for comments. On 20-02-2013 the District General Officer Sibi has submitted comments stated therein that the claim viz Rs.24031 has been paid through the Principal Government Boys School Sibi on account of Pay of 14 days vide cheque No.0527115 dated 06-12-2012 and he also submitted a copy of cheque and after payment of arrear the revised L.P.C in respect of Farhat Majeed SST Government High School Sibi has also been issued to the Principal Government Boys School Sibi vide this office L.P.C No.776-77 dated 11-12-2012. The authority once again requested that the complainant may be directed to submit all claims of late Farhat Majeed to this Office through Proper Channel. Thereafter he will be fully supported.
- 7. A chain of notices were issued to the complainant for submission of all claims of late Mst: Farhat Majeed through proper channel but the complainant failed to do so.
- 8. Whatever have been discussed above it is crystal clear that the Accounts Officer Sibi has paid arrears of deceased Farhat Majeed worth Rs.26082/- and the claim viz Rs.24031 has also been paid. The revised LPC in respect of Farhat Majeed has also been issued but the complainant failed to submit pension claim through proper channel hence to some extent

the grievances of the complainant have been redressed. Complaint is disposed of as redressed. Parties be informed, complaint is consigned to the record.

Case No. 10133/2011/RD/NZ/PMS/

Allah Jawai widow of Late Saddi

VERSUS

District Police Officer Jafferabad

R.D Nasirabad Qadir Bukhsh Khoso

Subject: - PAYMENT OF PENSION AND OTHER DUES

Findings/Decision

10-09-2013

Complainant Allah Jawai widow of late Siddi Ahmed resident of Tandiyanwala filed complaint in Regional Office Naseerabad, stating that her husband was serving in Police Department as Head Constable and died during service on 11-04-2006. She averred that he got pension dues funeral charges and six month's salary. The department paid her Rupees One Hundred thousand and took signatures on the receipt of bearing amount Rs.170000/- on hundred seventy thousand. She also complaint about non-payment of GP Fund and Group Insurance. In the end she has requested for payment of outstanding dues.

2. Pursuant to initial scrutiny case was admitted and notice was issued to DPO Jafferabad for comments. In response, DPO replied vide letter No.7598/EB dated 30th September 2011 stating that following

payments have been made to the complainant and matter concerning Group Insurance.

Pension Rs.175,070/Funeral Charges Rs.10,000/Six Month salary Rs.29204/38
Monthly Pension Rs.1497/97

- 3. It was further added that the deceased employee had taken loan from Bank which was reckoned from his pension dues. The G.P Fund case of complainant was submitted in the RPO office by the deceased employee's brother Group Insurance case has been submitted with the State Life Insurance.
- 4. Reply of agency was sent to the complainant for replication who in response requested to expedite the matter pertaining to Group Insurance and G.P Fund. The agency further informed vide letter No.5087/AB dated 20th June 2013 that Rs.150000/- on account of GP fund has been transmitted in the Bank Account of legal heir through cheque has been taken up with the State Life Insurance, Karachi.
- 5. Since rightful dues have been paid to the complainant and Insurance dues has been taken with the quarter concerned, therefore, no further proceeding is called for case is disposed off as redressed. Parties be informed.

Case No. 50/2013/RD/SIBI/PMS/

Mian Khan s/o Moosa Khan & others VERSUS

PHE Department

Investigation Officer: R.D Sibi
Subject: - <u>APPROVAL OF WATER</u>

CONNECTION TO THE VILLAGE TALLI

Findings/Decision

21-11-2013

This decision will dispose off a complaint lodged by Mr. Mian Khan and others R/o District Sibi against PHE Department with averments that the agency does not supply drinking water to the people of village Talli on regular basis. Only few well known families are being facilitated while others remain ignored by the agency. They further pointed out that the people of village Talli face difficulties in arranging the drinking water as the water sources are so far from the said village. Prayed that PHE Department may be directed to supply drinking water on regular basis.

- 2. The complaint was scrutinized and admitted for further investigation under Section 10(4) of the Ordinance 2001.
- 3. Notice was issued to the XEn: Public Health Engineering Department Sibi to meet the allegations contained in the complaint and to submit report into the matter which is still awaited.
- 4. On 20-11-2013 complainants appeared in person and submitted letter of thanks stating therein that PHE Department supplies drinking water on regular basis. Their grievances have been redressed.

5. Since the issue has been sorted out, therefore, further proceedings are not required. Complaint is disposed of as redressed. Parties be informed. File be consigned to record.

Case No. 253/2012/TBT/PMS/

Mr. Muhammad Aslam s/o Asad Khan

VERSUS

Secretary Social Welfare, Special Education, Literacy and Non-formal Education Quetta

R.D Turbat Muhammad Hayat

Subject: - PROVISION OF JUSTICE

Findings/Decision

22-10-2013

The instant complaint has been lodged by Mr. Muhammad Aslam s/o Asad Khan Social Welfare Officer, Social Welfare Special Education, Literacy and Non-Formal Education Department with averment that he has been working as Social Welfare Officer since last 35 years and in spite of 35 years he has been devoid of promotion and annual increment has been blocked from 31.12.1999. He has further averted in his complaint that 12-13 posts of Higher Grade are vacant despite completion of legal requirement and all other formalities like submission of ACRs he has not being promoted in next grade which is clear injustice with him. He has approached the higher authorities in this regard but in vain. At the end he prayed for redressal of his grievance.

- 2. His case was admitted for further investigation and comments of agency concerned i.e. Secretary Government of Balochistan Social Welfare were sought to know the factual position.
- 3. After a chain of correspondence the Secretary Social Welfare, Special Education submitted his response along with letter, withdrawal of case addressed to Honorable Ombudsman where the in complainant affirmed that he has been given higher grate i.e. B-18 hence his grievance has been resolved, his case against Secretary Government of Balochistan Social Welfare be withdrawn. The Secretary Social Welfare also requested in his letter that as the complainant has already been posted as Deputy Director Mekran Division Turbat on acting charge basis hence his case be withdrawn.
- 4. Keeping in view the above narrated facts as the grievance of the complainant has been resolved and he has been given higher grade i.e. B-18 and the complainant submitted withdrawal of case application, hence there is no need of further investigation the case is closed as redressed parties be informed accordingly.

Case No. 9821/2011/RD/NZ/PMS/

Taj Muhammad S/o Jan Muhammad, VERSUS

DC Jafferabad at Dera Allah Yar.

Director-I Mehmood Marri Subject: - <u>COMPLAINT AGAINST TAJ</u> <u>MOHAMMAD SHAH.</u>

Findings/Decision

18-07-2013

The complaint was registered on 26th April 2011 on the basis of an anonymous letter shown as poor citizen submitted to Regional Director Nasirabad for investigation. The case was investigated and submitted for final decision.

- 2. The matter was taken up with the Deputy Commissioner Jaffarabad for comments and also directed him to depute Tehsildar Jhatpat to produce mutation register, relevant revenue documents on 20.01.2012. Aftab Ahmed Shah s/o Taj Mohammad Shah appeared and presented supporting documents in his favour along with judgment of different courts.
- 3. Brief of the case is that land measuring 730 acres under survey Nos.75/1, 75/3 was allotted to Taj Mohammad Shah in 1984 by L.R.O-II for establishment of Palking Paper Mill at Dera Allah Yar and the dues amounting to rupees 38750 were deposited in Government Bank. Later on the said allotment order was cancelled in 1987 by the Commissioner Nasirabad Division. Mr. Taj Mohammad Shah had appealed in Honorable High Court. The case was remanded to L.R.O-II with directions to decide the case in the light of court order.
- 4. On 24.06.2010 the land measuring 3/16 acres under survey No.75/1 was allotted to Taj Mohammad Shah s/o Jan Mohammad @ 4Rs per sq feet and amount deposited to Government Bank. Copy of FARD also produced.

- 5. Deputy Commissioner Jaffarabad in his letter 13th march 2013 stated that Taj Mohammad Shah encroached the state land and constructed several shops and one hotel upon the said land. The occupant was directed to remove such shops and hotel but the occupant never complied. Many notices were issued to vacate the said land but the occupant ignored.
- D.C Dera Allah Yar pointed out that on 6. 9th February 2013 during an encroachment the structures have campaign, been demolished in the presence of administration. Deputy Commissioner Dera Allah Yar in other letter dated 26th April 2013 intimated that Taj Mohammad Shah allotted a piece of land measuring 3-16 acres in 2004 but he kept his possession illegally on remaining 1-37 acres of land. On 9th February 2013 the construction on the illegally occupied land measuring 1-37 acres was demolished and the possession of said land was taken from the said occupant. It was further stated that recently Mohammad Shah started some new construction. A.C Jhatpat was directed to take prompt action against Mr. Taj Mohammad Shah.
- 7. Deputy Commissioner Dera Allah Yar pointed out that Mohammad Aslam Raisani EDO (Revenue) allotted remaining disputed land to Taj Mohammad Shah on 7th May 2013, the allotment order is suspicious. EDO Revenue is not authorized to allot 1-37 acres to Taj Mohammad Shah.

8. Having regard to the above narrated position the case is disposed off with the direction to the Deputy Commissioner Dera Allah Yar to demolish illegal construction on state land with the copy to SMBR and further directed to Chief Secretary Balochistan to take action against Aslam Raisani Ex-EDO Revenue Dera Allah Yar who illegally allotted 1-37 acres to Taj Mohammad Shah. Chief Secretary, Balochistan Quetta, S.M.B.R Board of Revenue Quetta, Commissioner Nasirabad, Deputy Commissioner Jaffarabad and Taj Mohammad Shah be informed accordingly. File be consigned to record.

Case No. 12486/2012/RD/MEK/PMS/

Mohammad Azam s/o Mohammad Rahim VERSUS

Education Department

R.D Mekran Turbat Mohammad Hayat

Subject: - APPOINTMENT AS JVT

Findings/Decision

25-07-2013

The instant complaint has been lodged by Mr. Mohammad Azam s/o Muhammad Rahim r/o Kallage Tehsil and district Panjgoor with averment that the Education Department has announced/advertised some posts of JVT and the complainant also applied for the post of JVT and appeared in test and interview and stood 2nd in merit list against the posts of U/C Kallage. He has futher averred in his complaint that three candidates were appeared against three posts of U/C Kallage and the three candidates were selected and

his name was at S.No.02. He also stated that he has passed the required qualification F.A with PTC with additional qualification of B.A but when he asked the District Education Officer about his appointment who replied that as he has passed F.A in 3rd Division hence the Director of Education (Schools) has rejected his name.

- 2. He further explained in his complaint as per advertisement No.1742 dated 21.12.2011, the candidate having F.A 3rd Division with PTC and additional qualification of B.A will be eligible to apply for the post of JVT. Hence he prayed that matter may be investigated so that the right of succeeded candidates could not be usurped.
- 3. The case was admitted for further investigation and the agency concerned i.e. Director of Education (Schools) Balochistan Quetta and District Education Officer Panjgoor was asked to go through the contents of complaint and furnish a detail report.
- 4. In response the District Education Officer Panjgoor vide his letter No.EB/164-65 dated 08-02-2013 stated that as per prescribed policy of Education Department test and interview at U/C level were held and final merit list of JVT male of U/C Kallage was sent by the District Selection Committee to the Director of Education (Schools) and final orders were issued by the Director of Education and if the complainant has any objection he should have approached the Director Education.

- 5. In response to our letters to Director Education (Schools) Balochistan Quetta vide his letter No.12486/12 dated 04th April and 16th May 2013, the Director of Education (Schools) directed the District Education Officer Panjgoor to examine the complaint and furnish the requisite comments and also submit factual position to Provincial Ombudsman Regional Office Kech.
- 6. In response of Director of Education (Schools) letters the District Education Officer Panjgoor stated that the name of complainant Mr. Muhammad Azam s/o Muhammad Rahim was placed on merit at S.No.02 against the vacant post of JVT U/C Kallage and forwarded to Director of Education (Schools) Quetta for taking further action.
- 7. However, a final list issued from the Directorate with the remarks 3rd Division against the name of complainant. He further stated that no appointment orders were issued in his favour and the post is still vacant.
- 8. The scrutiny of the case reveals that there are three vacant posts of JVT in the concerned U/C and the complainant got Merit No.02 and the complainant is eligible for the post having additional qualification of B.A, the required qualification for the post is F.A with PTC as per Advertisement NO.1742, published in Daily Jung on 21st December 2011, that the candidates having 03rd division will be eligible if they have additional qualification in any division.

9. Keeping in view the above narrated facts there is no need of further investigation as the name of Mr. Muhammad Azam s/o Muhammad Rahim for the post of JVT at U/C Kallage District Panigoor is placed at Merit No.02 and there are three vacant posts at U/C Kallage and posts are still vacant as stated by District Education Officer Panigoor. complainant is having additional qualification of B.A as given in the final result of the candidates, hence the pending orders of the complainant Mr. Muhammad Azam s/o Muhammad Rahim be issued by the Director of Education (Schools) under intimation to this office within 15 days on receipt of this decision.

Case No. 13084/2013/RDL/PMS/

Bibi Saira d/o Sahib Jan of District Zhob *VERSUS*

Education Department, Balochistan

Investigation Officer: R.D Loralai

Subject: - REQUEST FOR APPOINTMENT
AS JVT (F)

Findings/Decision 18-09-2013

The instant complaint filed by one Bibi Saira d/o Sahib Jan Mandokhel of Union Council Wala Akram, District Zhob having grievances against Education Department with the averments that she applied for the post of JVT of Government Girls Primary School of their village, but the respondent agency brought two other candidates namely Walia d/o Siraj-ud-Din and Shahida Shaheen

d/o Muhammad Suleman who were not belonging to their village/U.C. Further stating that she filed appeals before the competent authorities of the respondent agency, but without any fruitful results. As such requested for her appointment and redressal of grievance.

- 2. Before, the matter was proceeded further, the complainant filed her withdrawal application stating therein that her grievances has been redressed and she has been appointed as JVT against the vacant post of her village/U.C.
- 3. Since, the grievances of the complainant have been redressed and she has remained no more aggrieved, therefore, the instant complaint requires no proceeding and disposed of Redressed. hereby as Complainant be informed and file be consigned to the record.

Case No. 533/2011/ND/PMS/

Abdul Qadir s/o Khair Muhammad

VERSUS

The District Health Officer Naseerabad

R.D Nasirabad Qadir Bukhsh Khoso
Subject: - <u>APPOINTMENT AS</u>
STOREKEEPER/JUNIOR CLERK

Findings/Decision 06-09-2013

This complaint was filed on 19-09-2011 by Abdul Qadir with the averment that his father namely Khair Muhammad was working as Dispenser in the Health Department Nasirabad and expired during service in the year 2000, at that time

complainant was minor and could not be appointed in place of his father. It is stated that his uncle tried to appoint him against the vacant post but another candidate was appointed. He has now attained the age of majority and has passed the Matric Examination. He requested for appointment against the post of Storekeeper/Junior Clerk as per advertisement published in the newspapers by the Director General Health Services Balochistan, Quetta keeping in view long service of his father.

2. In terms of Section 10(4) of the Balochistan Ordinance No.VI of 2001, a copy of the complaint was sent to the District Health Officer, Nasirabad report/comments, who reported vide his letter dated 21-11-2011 that the father of complainant was working as Dispenser and expired during service on 29-01-2000 and the age of complainant was only 09 years at that time; as such he was not eligible for the post. It is added that now he has applied for the post of Storekeeper /Junior Clerk and his application has already been recommended to the Director General Health Services Balochistan for consideration. The matter was then referred to the Director General Health Services Balochistan for report about the appointment of complainant as Junior The D.G Health Services Quetta Clerk. furnished his report dated 20-02-2012 stating that about 15000 applications were received from candidates from entire province against vacancies and after scrutiny of all applications the schedule of written test/interview will be announced through newspaper and the complainant is, therefore, required to appear in the written test as per schedule.

- 3. Subsequently a copy of report from the Agency was supplied to the complainant for rejoinder. The complainant filed rejoinder stating therein that the D.G Health did not announce any date of test/interview for the posts due to which he is facing financial hardship. He again requested consideration of his case on merit. The D.G Health services was therefore, asked to announce the schedule for test/interview vide this office letter dated 05th April 2012 but there was no reply/response from him till June 2013 despite issuance of repeated reminders.
- 4. The case was then fixed for hearing on 23-04-2013 before the Regional Director. Dr. Iftikhar Hussain Khoso Divisional Director Health, Nasirbaad Division attended the hearing and gave assurance that the complainant would be appointed on merit basis as and when new posts are created in the Health Department. The complainant also submitted application requesting for closer of his case on the assurance of Divisional Director Health Nasirabad about his appointment in future. The complainant also paid thanks to this office for redressal of his grievances.
- 5. In view of above position, the matter requires no further investigation and the same is disposed of. Parties be informed accordingly.

Case No.7096-97/2009/Quetta/PMS

Rahim Bakhsh s/o Safar Khan Versus

C&W Department,

I.O-VII ABDUL MANAN ACHAKZAI

Subject: - PAYMENT OF RS.5,000,000/WITH REGARD LAND

Findings/Decision

14-01-2013

Complainant filed this case for compensation with saving of 35 21ft land out of the acquired land by C&W Department for construction of old Mastung Road at Zehri Town near Hazar Ganji. After investigation with inspection of the road, findings/decision were issued on 16-07-2010 with the observation to arrange compensation of 7732 sft to land cost in respect complainant. After receiving funds compensation amount of Rs.6,52,107/- has been sanctioned in favour of complainant. Complainant was asked to contact the concerned agency to get his amount however, he did not respond to this office again.

2. Since the amount in respect of complainant has been sanctioned therefore, the cause aimed for is redressed. Therefore, further proceedings are not required. Case is disposed off as implemented and consigned to record. Parties be informed accordingly.

Case No. 97 & 100/26-03-2009/PMS/

 Haji Abdul Ghani s/o Abdul Ghafoor, President, Anjuman-e-Tajiraan Nasirabad, Haji Abdul Hameed s/o Ali Haider Sasooli,

Near Police Line Dera Murad Jamli.

VERSUS

Economic & Marketing, Balochistan

I.O-VIII Zahoor Ahmed Kasi Subject: - <u>COMPLAINT</u> AGAIN

COMPLAINT AGAINST
CHAIRMAN MARKET

COMMITTEE DERA MURAD

JAMALI

ORDER

29-07-2013

Complainants Haji Abdul Ghani and Haji Abdul Hameed filed two separate complaints on identical issue in Regional Officer Dera Murad Jamali. They complained that the contractor of Market Committee charged tax excessively against the rates specified in the schedule.

2. Subsequently case was admitted and investigated in length and finally it was established and an order was passed on 22.07.2009, with clear direction to look into the matter and take action against the contractor under Market Act 1991 General Rules 1995 and agreement signed between the parties. Ensuing culmination of laid down period case was re-opened and notices were issued to the respondents to intimate about the compliance report. Replying to our notice Chairman Market Committee furnished reply vide letter No.39-41, dated 21st January 2010 conveyed that both the parties have been called and the contractor refunded the excessive amount to the complainants. Reply was sent to the complainants through S.H.O for replications,

but they failed to submit reply, and finally agency was instrumental to ensure their presence and they admitted the receipt of excessive amount.

3. Since order passed by this office has been implemented by the Agency, therefore, no further proceeding is required. Case is disposed of as redressed. Parties be informed.

Case No. 2267, 7484/2004/PMS/

Mr. Muhammad Khair & others

VERSUS

Education Department

I.O-VIII Zahoor Ahmed Kasi Subject: - <u>APPEAL FOR JUSTICE</u>

ORDER 02-08-2013

Brief of the case is that the complainants Muhammad Khair and others filed the complaint about the recruitment of Class-IV employees in lieu of the land donated for construction of schools. Complainants elaborate that another person namely Ubaidullah s/o Wali Muhammad was transferred from Government High School Dawood Khan to the complainant's village. As result of which vacancy was filled. They requested for sorting out of the issue.

2. Ensuing protracted correspondence with the agency, this Secretariat issued an order on 24-08-2006, with direction to act in accordance with law, while implementing the policies and announce the result for which test and interviews were held under intimation to this office within two months.

Thereafter case was reopened to implement the above said order, finally the Executive District Officer (Education) Noushki submitted letters with regard to clarification of the position and sent a proposal to the Director Schools about the transfer of Mr. Ubaidullah Peon to his village Dawood Khan, the post of peon will fall vacant and a person from the complainants village can be appointed on the resultant vacancy. Subsequently the Director schools accorded the approval and the **Executive District Officer Education appointed** Mr. Muhammad Aslam s/o Khuda Bukhsh vide letter No.3055-60/Class-IV/EB dated 28-07-2009, but the District Nazim revoked the above said order and sought report from the Executive District Officer Education Quetta.

- 3. Thereafter, matter was taken up with the defunct D.C.O Noushki, urging him to execute the order passed by this Secretariat. Consequently, D.C.O vide letter No. even dated 25th March 2010, directed the E.D.O Education Noushki to ensure the compliance of order. Finally complainant appeared and submitted letter of thanks that their grievance has been redressed by appointing a Class-IV employee from their village.
- 4. Having regard to above narrated position since the order passed from this Secretariat has been implemented, therefore, no further proceedings is required. Case is disposed of as redressed. Parties be informed.

Case No. 8744, 5896/2007/PMS/

Niaz Muhammad s/o Haji Lal Muhammad VERSUS

City District Government Quetta

I.O-VII Abdul Manan Achakzai
Subject: - APPLICATION / COMPLAINT
AGAINST RESPONDENT WITH
REGARD TO NO PAYMENT OF
CONSTRUCTION OF
ADDITIONAL ROOM AND
REPAIR OF RESIDENTIAL

QUARTER OF PADARI OF CHURCH BASTI PANCHAYAT

KASI ROAD QUETTA

ORDER 30-09-2013

The instant complaint was disposed of vide Findings/Decision dated 29-08-2012 with the observation that an amount of Rs.206,000/- is outstanding as liability against the agency who was directed to clear/pay the amount to complainant within stipulated period.

- 2. On 16-09-2013, complainant replied that he has received his due amount from the agency and he thanked whit office for the efforts made in his favour.
- 3. Since the orders issued from this office have been implemented, therefore, further proceedings are not required. Case is closed and consigned to record.

Case No. 5630/2009/PMS/

Niaz Muhammad s/o Haji Lal Muhammad VERSUS

City District Government Quetta

Director-IV Syed Munawar Ahmed

Subject: - <u>NON-PAYMENT AS JUNIOR</u>

CLERK

ORDER 25-04-2013

In the light of this case (bearing No.5630) filed by the complaint against the respondents with an averment, that a Decision/Findings were passed on 13-08-2009 to were in the respondent agency was directed for redressal grievance of the complainant as per his complainant. Therefore, complainant prayed for redressal of his grievance.

2. So in compliance with the directions issued the respondent agency redressed the grievance of the complainant while appointing the complainant as a Junior Clerk (B-07) vide its Order No.A-1/3-DLW/QTA/490-97 dated 21st March 2011. Since the Findings/Decision dated 13-08-2009 has been implemented by the respondent agency, therefore, no further proceedings are required. The case is closed and file may be consigned to the record. Parties be informed accordingly.

SELECTED CASES CLOSED ON MERIT

Case No. 13361/2013/Harnai

Riaz Ahmed s/o Muhammad Akbar; Muhammad Junaid s/o Muhammad Azam,

VERSUS

The Project Director, Quality Education Opportunities For Students of Balochistan (QEOSB), PM Scholarship, Quetta.

Subject: <u>Appeal for Justice.</u>

<u>ORDER</u>

09-07-2013

This complaint has been filed by Riaz Ahmed s/o Muhammad Akbar and Muhammad Junaid s/o Muhammad Azam with averments that they are the resident of District Harnai and appeared for the Prime Minister Scholarship Scheme for talented students of Balochistan and stood at serial No.01 and 02 respectively, which was also published in Daily Jang Quetta on 09-04-2013. They averred that they contacted the Quality Education Office, but they came to know that their names have been excluded from the said list due to some family dispute with Project Director (QEOSB). They further averred that the Deputy Commissioner Harnai conducted the test & interview for the said scholarship their scheme and names were recommended for the said scholarship. They prayed that they may be considered for said scholarship as per merit already published in the newspaper and recommendation of the Deputy Commissioner Harnai.

2. After initial scrutiny of complaint and attached documents, notice was issued to the

Respondent Agency i.e. the Project Director (QEOSB) Quetta, to appear in person along with comments at preliminary stage in order to know the factual position.

- 3. 09-07-2013. Professor Nazar Muhammad Kakar, Project Director (QEOSB) appeared along with record. He submitted that the complaint of complainant is based on facts and complainants; namely Riaz Ahmed s/o Muhammad Akbar and Muhammad Junaid s/o Muhammad Azam are at serial No.01 & 02 of merit list, respectively. He admitted that the names of complainants were not forwarded for allocation of educational institutions. In this regard the respondent submitted written statement as well conceding the averments made in the complaint to the extent that in spite of being at serial No.01 & 02 of the merit, they were not selected.
- 4. Keeping in view the above narrated position and statement of the respondent, it reveals that the complainants' names were not forwarded for reason, not justified, comes in the ambit of mal-administration under Section 2(2) of the Ordinance VI of 2001. Therefore, it is ordered that the case of complainants be forwarded for allocation/admission in educational institutions as per policy within fifteen (15) days under intimation to this Secretariat.
- 5. With above observation, the case is disposed of. Parties be informed accordingly.

Case No. 13322/2013/Quetta

Farooq Sultan S/o Sultan Muhammad,

VERSUS

1. The Chairman, BBISE, Quetta

2. BUITEMS

Subject:

REQUEST FOR ISSUANCE OF DMC.

<u>ORDER</u>

04-07-2013

This complaint has been filed by Faroog Sultan against the Decision of Appellate Committee of BBISE with the averment that he submitted examination form for the Additional Maths paper and was accordingly issued roll No. Slip for Muslim Bagh Centre. He averred that due to some dispute, he was unable to give his paper in the said Centre. In this regard he submitted an application to the then Chairman, BBISE for centre change, who was kind enough and gave permission of centre change. getting approval, he handed over the centre change fee amounting to Rs.5000/- to the official of Board namely Hidayatullah s/o Attaullah being unaware of the laid down procedure. He states that he was issued a duplicate roll No. Slip under roll No.16052 for centre change from Muslim Bagh to Pishin. He further states that he gave the additional Math Paper vide Roll No.16052 in Annual Exam 2012 through Pishin Examination Centre with the permission οf Centre Superintendent. He further averred that when the F.Sc result was announced, he was shown absent in the paper and for the said purpose he submitted an application to the Chairman BBISE, Quetta and he was informed by the

Chairman to again appear in the coming exam and give Additional Maths paper. He states that on Hope Certificate he took the entry test in Civil Engineering Department at IT University and now he has been demanded for provision of DMC. He prayed that the directives may be issued to the Chairman BISE, Quetta for issuing his result card in order to continue study at IT University. He further prayed that the Vice Chancellor IT University may also be issued directives to grant him admission in Civil Engineering.

- 2. After initial scrutiny of complaint and attached documents, notice was issued to the Respondent Agency i.e. the Chairman, BBISE Quetta for comments at preliminary stage in order to know the factual position. In response, the Respondent submitted his reply stating therein that the complainant after getting permission from the then Chairman BBISE, did not follow the laid down procedure. The reply of the respondent was found unsatisfactory and it was ordered to call the Respondent to depute focal person, Centre Superintendent Pishin and alleged Official namely Hidayatullah s/o Attaullah to appear in person along with record for hearing.
- 3. On 03-07-2013, Mr. Muhammad Hamza, Deputy Controller (Result) H.Sc/focal person of BBISE, his Assistant, Junior Clerk Hidayatullah along with record appeared and complainant also appeared. Centre Superintendent Pishin did not turn up. The Focal Person of Respondent and Complainant have been heard at length, case discussed in

detail and record perused. From perusal of record, it is ascertained that the complainant was allowed for centre change by the then Chairman BBISE and accordingly he was allowed for giving paper by Centre Superintendent Pishin on the basis of duplicate roll No. Slip issued to complainant. It is evident from the record that the complainant had marked his attendance in attendance sheet at serial No. 03. However, it is pointed out that the complainant had only not followed the laid down procedure by submitting the centre change fee in concerned Bank rather he alleged that he had paid Rs.5000/- to Junior Clerk namely Hidayatullah in cash as centre change fee, but Hidayatullah flatly refused the allegations. Anyhow, it was the bounded duty of the complainant to have deposited the said fee in bank which he failed to do so.

4. Keeping in view the above narrated position and the record perused during hearing, it reveals that the complainant had received duplicate centre change slip from BBISE and had only not deposited the required centre change fee. Since, the complainant appeared in exam and gave his paper as per record, therefore, the Respondent i.e. BBISE is directed to issue the result and DMC to complainant which is withheld after getting centre change fee with nominal fine within fifteen (15) days after receipt of this order. The IT University Authorities are directed to consider the case of complainant for admission after his DMC is released by the BBISE in accordance with law.

5. With above observation, the case is disposed of. Parties be informed accordingly.

Case No. 13168/2013/Killa Saifullah

Mst. Anila Jabbar W/o Ehsanullah Kakar,

VERSUS

Education Department

Subject: <u>REQUEST FOR APPOINTMENT</u> AS JVT

<u>ORDER</u>

22-08-2013

Complainant Mst. Anila Jabbar w/o Ehsanullah submitted this instant complaint with the averments that she applied for the post of JVT for Government Girls High School, Muslim Bagh District Killa Saifullah and stood at serial No.03 in merit list. She further averred that there were two (02) vacant posts of JVT and Ms. Asia Allah Dad d/o Allah Dad, who stood second in merit list, died afterwards on 16-02-2012. The complainant stated that being at serial No.03 of merit list should have been appointed at the place of deceased JVT. She further stated that she approached the authorities concerned for appointment. But no action has been taken. Finally, she prayed for redressal of her grievance.

2. After initial scrutiny of complaint and attached documents, notices were issued to the Respondents i.e. the Director of Education (Schools) Balochistan and District Education Officer Killa Saifullah for comments at preliminary stage in order to know the factual position. In response, the Director of Education (Schools) Balochistan submitted

reply vide No.13161/13/3630-32/JB dated 03-08-2013 stating therein that two (02) vacancies were available in Government Girls High School Muslim Bagh, Union Council Muslim Bagh and that Mst. Naseema Jan d/o Saadullah with 65.22% stood at serial No.01 of merit list, whereas complainant with 51.38% stands at serial No.03 of merit list and the candidate namely Mst. Asia Allah Dad d/o Allah Dad at serial No.02 of merit list with 58.70% marks has expired. The District Education Officer, Killa Saifullah submitted reply vide No.2105-06/19/EB dated 23-07-2013 also confirming the number of vacancies and the percentage of merit list as intimated by Director of Education (Schools) Balochistan. It is informed that appointment orders of candidates at serial No.01 & 02 of merit list namely Mst. Naseema Jan d/o Saadullah and Mst. Asia Allah Dad d/o Allah Dad were issued by Director of Education (Schools) Balochistan. The DEO Killa Saifullah has further stated that before the issuance of said orders, the Secretary, Government of Balochistan, Secondary Education Department without his consultation/recommendation transferred a JVT namely Mst. Shazia Bibi d/o Naik Muhammad from Quetta to Government Girls High School Muslim Bagh on one of the vacant posts of merit and the Headmistress of said school without bringing into his notice, received the joining report from said JVT. Since one of the two (02) vacant posts was filled through transfer, therefore, the joining report of the second candidate namely Mst. Asia Allah Dad was not received by the Headmistress. He (DEO) has pointed out that

the Headmistress was informed well in time that these posts are meant for merit and should not be filled without bringing into his notice.

- 3. Both the replies have been perused and found that after the death of Mst. Asia Allah Dad d/o Allah Dad at serial No.02 of merit list, the complainant namely Mst. Anila Jabbar w/o Ehsanullah has now come to serial No.02 of merit list. Since there are two (02) posts of JVT in Government Girls High School Muslim Bagh and due to expiry of candidate at serial No.02 of merit list, the complainant has come to serial No.02 of said merit list.
- 4. Keeping in view the above narrated position, the respondent agency is directed to appoint complainant namely Mst. Anila Jabbar w/o Ehsanullah on available vacant post of JVT, which got vacated due to the expiry of Mst. Asia Allah Dad d/o Allah Dad and be posted at Government Girls High School Muslim Bagh on vacant post of merit and Mst. Shazia Bibi d/o Naik Muhammad be transferred back to her earlier place of posting i.e. Quetta under intimation to this Secretariat within a month.
- 5. With above observation, the case is disposed of. Parties be informed accordingly.

Case No. 12351/2012/Quetta/PMS/

Ali Nawaz Raisani s/o Rehmatullah and others, President, APECA, Metropolitan Corporation, Quetta.

VERSUS

The Chief Officer, Metropolitan Corporation, Quetta.

Director-I Mehmood Marri

Subject: - <u>PAYMENT OF GROUP</u> INSURANCE

Findings/Decision

27-12-2013

Rehmatullah s/o Hedullah and others filed the complaint against Metropolitan Corporation Quetta pointed out his grievances to the extent of nonpayment of Group Insurance amount being retired employees of said agency and prayed to redress their grievances.

- 2. The matter was taken of with the Chief Officer, Metropolitan Corporation and Secretary Government of Balochistan, Local Government Board for calling the comments.
- 3. In due course complainant Rehmatullah expired and his son Ali Nawaz s/o Rehmtatullah was allowed to process the case of his dead father and other employees.
- 4. This complaint filed by Mr. Ali Nawaz s/o Rehmatullah and others for the payment of Group Insurance to the retired/deceased employees of Metropolitan Corporation on the ground that the Local Government Department vide letter No.1-271/209(BLGB) AO-IV/2576-77 dated 20.04.2012 has advised the Metropolitan Corporation Quetta to resolve the issue at your end and further reiterated that in the absence of legal premise to operate the instant scheme for the Local Council Service employees and servant of the Council deduction of contribution and subsequent claim may not be valid.
- 5. Notice has been issued to both the agencies i.e. Local Government Department, Balochistan and Metropolitan Corporation Quetta. Representatives of the respective agencies M/S Khadim Hussain Administrative Officer, Mohammad Riaz Law Officer along with Abdul Rahim Administrative office Metropolitan Corporation Quetta appeared and stated that a meeting has been held in office of the Local Government Department Government of Balochistan in pursuant No.8721/121(2004)/insurance/VOL-II dated 06.10.2013 in which it has been agreed that the deduction of contribution has being made under the provisions of Balochistan Local Councils employees Group Insurance (contract) rules 1974 which is not invalid. The Metropolitan Corporation Quetta has already resolved the issue as per directive of Local Government contained in letter dated 20.04.2012 in the meeting 26.09.2013.
- 6. Both the representatives of the respective agencies confirmed above agreement/decision taken in the meeting Mr. Ali Nawaz complainant also consented the above decision.
- 7. In view of above the complaint has born fruitful, therefore, the same is disposed off with the direction that the Metropolitan Corporation Quetta may proceed in the light of decision taken in meeting held on 26.09.2013, and the Local Government Department is directed to issue directives to the entire Local Councils to adopt the

Insurance Policy as per Local Council Employees Group Insurance (Contract) Rules 1974 and also adopt the same for members of Local Council Service Employees. Complainant Ali Nawaz presented letter of thanks that the grievances of all Local Council employees will be redressed. Parties be informed.

CASE NO/12990-92/2013/PMS/Pishin

Mr. Muhammad Ayub S/O Syed Rehmatullah & others,

VERSUS

The Secretary,
Government of Balochistan,
Higher Secondary Education Department,
Quetta.

I.O-VII: ABDUL MANNAN ACHAKZAI Subject: REQUEST FOR ADMISSION IN

CADENT COLLEGE AS PER

RESULT MERIT

FINDINGS/DECISION

25.06.2013

Complainants averred that they applied for admission in Balochistan Residential College Loralai, Cadent College Pishin, B.R.C Khuzdar and Cadent College Mastung. Got admission forms for all the above mentioned Colleges but their result was considered only for B.R.C Loralai. Complainants averred that they can easily be qualified for admission in Cadent College Pishin, but despite that on the basis of their marks obtained through NTS they have been deprived from admission and other candidates with less marks obtained after test conducted by the NTS have been given admission in Pishin. Complainants requested for admission in nearest colleges as per their marks obtained as per merit.

2. After admission of the complainants notices were issued to respondent for comments. In reply it was replied that:-

"The Education Department believes that the laxity or leniency nerves to grant admission against the set criteria to any aspiring candidate would obviously result into unnecessary complication admission even in rest of the college where admissions were sought purely on merit through NTS trest. Mr. Azizullah Gharsheen Deputy Director Education also appeared in person alongwith complainants. It was pointed out by the respondent that the complainants had mentioned the name of BRC Loralai on their sheets provided during in NTS test and that other candidates admitted in BRC Loralai secured higher marks then the complainants therefore, they were admitted in Loralai. It was further pointed out that those candidates who had mentioned Cadent Colleges Pishin and other respective colleges were given admission there which was get as per exiting policy. The minutes issued on 22.11.2012 through its modues operandi para-D pointed out that no option of choice of academic institutions to the students as per last practice will be allowed this tine in order to avoid complications as observed in past. **Complainants** however insisted that they were not

aware about the existing policy and the same was not circulated or published through advertisement issued thereof, complainants requested a place to each of the four candidates in the nearest colleges. The respondents wanted to look into the matter as per rules."

3. Since the poison of the agency is clear in the above situation whereas the complainants have no knowledge about the latest policy of the respondents therefore, the agency is directed to adjust the complainants in nearest colleges as per merit. Further proceedings are not required. Case is disposed off. Parties be informed accordingly.

CASE NO/13329/2013/PMS/Quetta

Mr. Syed Azeem-ud-Din S/O Syed Amar-ud-Din,

VERSUS

Excise & Taxation Department,

I.O-VII ABDUL MANNAN ACHAKZAI

Subject: <u>APPEAL FOR JUSTICE</u> <u>FINDINGS/DECISION</u>

27.11.2013

The instant case has been filed by Syed Azeem-ud-Din for re-instatement in service as Inspector (B-14) in Excise and Taxation Department. According to complainant he was appointed in Excise Department after taking test/interviews and afterwards performed duties in Chaman, Pishin and Quetta but the department did not own his appointment and rejected his claim. Complainant requested for redressal of his grievances.

- 2. The matter was taken up with the agency. In reply it was submitted that the appointment orders of complainant could not be verified as not issued from Excise Department. Complainant further claimed that he was properly appointed after fulfilling all codal formalities.
- 3. Keeping in view the above situation since the Ex-Director Excise Dr. Qasim Baloch issued such letters of appointments to other candidates as well which the agency did not accept whereas the appointments made by the agency during the tenure of Ex-Director General have already been cancelled in violation of merit, rules and procedures.
- 4. Since the allegation of maladministration have already been challenged by some aggrieved persons in the court of law. During hearing in this case, it was stated that initially some aggrieved challenged the matter before the Hon'ble High Court of Balochistan and at present the matter is pending in the Hon'ble Supreme Court of Pakistan. Whatever the case may be, the subject matter in the complaint has already been challenged in the court of law and according to the parties is subjudice before the Hon'ble Supreme Court of Pakistan. Since the matter is subjudice before either the Hon'ble High Court or Hon'ble Supreme Court, therefore, this Forum has got no jurisdiction to entertain the complaint. The same is disposed of with the direction to the agency that the fate of the complainant be also decided upon the decision aftermath of

the Hon'ble High Court/Supreme Court.
Parties be informed.

Case No. 12065/2012/PMS/

Fateh Muhammad s/o Turk Aman VERSUS

The Controller Printing & Stationary Department Balochistan,

Director-I Mehmood Khan Marri

Subject: - NON-GRANTING PROMO-

TION AS PER SENIORITY LIST

OF 2010 RULES 1990

FINDINGS/DECISION

18-07-2013

The complaint was filed by complainant Fateh Muhammad s/o Turk Aman with averment that he was not granted promotion as per Seniority List of 2010 Rules 1990.

- 2. The case was taken up with the agency i.e. Controller Printing Press Quetta. Hearing was also conducted. The case was thoroughly checked in the presence of the agency and complainant. Both the parties were directed to argue and present the supporting documents. Meanwhile, the Agency pointed out that under Section 9(2) of Establishment of the Office Ombudsman for the Province of Balochistan Ordinance No.VI of 2001 places a bar on the jurisdiction of the Provincial Ombudsman from entertaining any matter relating to the agency in which he is, or has been, working in respect of any personal grievance relating to his service therein;
- 3. The matter was fixed for hearing. Both the parties appeared. In the very outset

it was agitated by the respondent agency that the issue relates to terms & conditions of service, as such this forum has got no jurisdiction to entertain the matter rather the same has to be agitated before Service Tribunal Balochistan, the forum meant for such purposes. On the other hand complainant stated that since mal-practice of the agency is involved, therefore, the matter is to be agitated upon in this forum.

4. allegations leveled The by the complainant have taken into consideration and the arguments put forward by both the parties during hearing. It is clear that the complainant challenged the act of respondent agency pertaining to terms & conditions of service, which is exclusively under the jurisdiction of Service Tribunal Balochistan and barred under Section 9(2) of the Ordinance-VI of 2001, as such the complaint is dismissed as not maintainable. However, the complainant shall have the right to approach the proper forum for redressal of his grievances. Order announced and parties be informed accordingly.

Case No. 9821/2011/RD/NZ/PMS/

Taj Muhammad S/o Jan Muhammad,

VERSUS

The D. C. In Wassington Allel November 1988

The D.C, Jafferabad at Dera Allah Yar.

Director-I Mehmood Marri

Subject: - <u>COMPLAINT AGAINST TAJ</u> MOHAMMAD SHAH.

FINDINGS/DECISION

18-07-2013

The complaint was registered on 26th April 2011 on the basis of an anonymous letter shown as poor citizen submitted to Regional Director Nasirabad for investigation. The case was investigated and submitted for final decision.

- 2. The matter was taken up with the Deputy Commissioner Jaffarabad for comments and also directed him to depute Tehsildar Jhatpat to produce mutation register, relevant revenue documents on 20.01.2012. Aftab Ahmed Shah s/o Taj Mohammad Shah appeared and presented supporting documents in his favour along with judgment of different courts.
- 3. Brief of the case is that land measuring 730 acres under survey Nos.75/1, 75/3 was allotted to Taj Mohammad Shah in 1984 by L.R.O-II for establishment of Palking Paper Mill at Dera Allah Yar and the dues amounting to rupees 38750 were deposited in Government Bank. Later on the said allotment order was cancelled in 1987 by the Commissioner Nasirabad Division. Mr. Taj Mohammad Shah had appealed in Honorable High Court. The case was remanded to L.R.O-II with directions to decide the case in the light of court order.
- 4. On 24.06.2010 the land measuring 3/16 acres under survey No.75/1 was allotted to Taj Mohammad Shah s/o Jan Mohammad @ 4Rs per sq feet and amount deposited to Government Bank. Copy of FARD also produced.

- 5. Deputy Commissioner Jaffarabad in his letter 13th march 2013 stated that Taj Mohammad Shah encroached the state land and constructed several shops and one hotel upon the said land. The occupant was directed to remove such shops and hotel but the occupant never complied. Many notices were issued to vacate the said land but the occupant ignored.
- D.C Dera Allah Yar pointed out that on 6. 9th February 2013 during an encroachment campaign, the structures have been demolished in the presence of administration. Deputy Commissioner Dera Allah Yar in other letter dated 26th April 2013 intimated that Taj Mohammad Shah allotted a piece of land measuring 3-16 acres in 2004 but he kept his possession illegally on remaining 1-37 acres of land. On 9th February 2013 the construction on the illegally occupied land measuring 1-37 acres was demolished and the possession of said land was taken from the said occupant. It was further stated that recently Mohammad Shah started some new construction A.C Jhatpat was directed to take prompt action against Mr. Taj Mohammad Shah.
- 7. Deputy Commissioner Dera Allah Yar pointed out that Mohammad Aslam Raisani EDO (Revenue) allotted remaining disputed land to Taj Mohammad Shah on 7th May 2013, the allotment order is suspicious. EDO Revenue is not authorized to allot 1-37 acres to Taj Mohammad Shah.

8. Having regard to the above narrated position the case is disposed off with the direction to the Deputy Commissioner Dera Allah Yar to demolish illegal construction on state land with the copy to SMBR and further directed to Chief Secretary Balochistan to take action against Aslam Raisani Ex-EDO Revenue Dera Allah Yar who illegally allotted 1-37 acres to Taj Mohammad Shah. Chief Secretary, Balochistan Quetta, S.M.B.R Board of Revenue Quetta, Commissioner Nasirabad, Deputy Commissioner Jaffarabad and Taj Mohammad Shah be informed accordingly. File be consigned to record.

CASE NO/10367 & 10630/2011/PMS/Chaghi

Abdul Waheed s/o Muhammad Noor, VERSUS

I.G Police Balochistan

Director-IV SYED MUNAWAR AHMED

Subject: <u>APPEAL FOR JUSTICE</u> <u>FINDINGS/DECISION</u>

30.12.2013

The complainant filed his complaint against the respondent Agency i.e. Police Department Government of Balochistan, with an averment that he applied for the post of Police Constable in the agency on Middle Pass basis and he appeared before recruitment committee for interview but after interview he was not appointed. It is stated that till 2010 the qualification for the post of Police Constable was middle, but the Agency is reluctant to appoint him. According to the complainant that in June 2011, he again applied for the post of Police Constable, but

all in vain. Therefore, the complainant prayed for redressal of grievance.

- 2. Since both the cases filed by the complainant were of the same nature, therefore, the cases were investigated together and are decided through one decision.
- 3. The cases were admitted and notice was issued to the respondent for submission of his comments/reply.
- 4. In compliance, the Regional Police Officer, Western Region Noushki submitted the requisite comments/reply on behalf of the respondent, the relevant portion is reproduced herein below for ready reference, that: -
 - In the year 2010 an exercise i. was carried out through Selection Board in District Chaghi for the recruitment of constables, after necessary examination, test/interviews about 118 persons were selected by the board. Their documents were referred to concerned offices for verification of their genuineness. Documents of 16 candidates were found forged hence all the 16 persons were dropped. Abdul Waheed s/o Muhammad Noor is one of among 16 whose case has already been rejected on ground of fake documents that process of recruitment initiated in the year 2010 is completed/ceased by all means,

hence no claim against it can be entertained at this stage.

- ii. He had applied once again in the year 2011 as stated by him during which candidate having minimum qualification (Matric) were only recruited. Since he was non-matric, hence his case was not considered.
- 5. Reply of the respondent was sent to the complainant for submission of his rejoinder if any. Who in response submitted his rejoinder wherein he showed his disagreement with the reply? Resultantly both the parties were called for hearing.
- 6. So, in response the following appeared in person:
 - i. Mr. Muneer Mandokhel
 PDSP/Focal Person of I.G Police,
 Balochistan, Quetta
 ii. Mr. Abdul Waheed s/o Muhammad
 Noor (the complainant)
- 7. During hearing both the parties were heard in length, the PDSP stated that as per police recruitment rules qualification for selection/appointment a police constable is Matric, therefore, the stance of the complainant is baseless. In response, the complainant could not produce any kind of documentary proof or evidence in this regard, which means he could not plead his case in the light of any documentary proof.
- 8. After going through the whole process of investigation of the cases, it transpired that the complainant could not

prove mal-administration against the respondent agency; therefore, his complaints are unfounded.

9. So having regard to the above narrated position, the complainant could not prove mal-administration against the respondent agency; therefore, no further proceedings are required. The cases are closed and files may be consigned to the record. Parties be informed accordingly.

Case No. 13583/2013/PMS

Abdul Fateh Bazai s/o Mohammad Naeem

VERSUS

- The Secretary
 Secondary Education Department
 Balochistan Quetta.
- 2. The Secretary
 Finance Department Balochistan
 Quetta.

I.O VIII

Zahoor Ahmed Kasi

Subject: - REQUEST FOR THE PAYMENT OF GROUP INSURANCE.

FINDINGS/DECISION

31-12-2013

The instant complaint has been lodged by Mr. Abdul Fateh Bazai against Finance Department with contention that after attaining the age of Superannuation, he got retirement from Education Department as SST (B-19) and he was paid Rs. 4,00,000/-(four hundred thousand Rupees) on account of Group Insurance instead of Rs= 850000/-, whereas his colleagues who retired in the same pay scale received the contented amount on account of group insurance. In the end he sought resolution of his issue.

Ensuing initial scrutiny, case was 2. admitted for investigation and notice under Clause 10(4) was issued to the Secretary Finance Department for comments. In response Assistant Fund Manager, Finance Department furnished reply vide letter No. FD(W.O)x-9/2013/2437-38 dated 30-10-2013 and vehemently repudiated the contention of complainant with remarks that under group ordinance 2007 insurance and group insurance act 2009, the employees of government of Balochistan and beneficiltes are entitled for the grant of sum assured under group insurance policy in accordance to the basis of original grade/substantive pay scale on the time of retirement/death, whereas, higher basic pay scale under time scale policy are meant for financial benefits and cannot be treated as promotion in higher grade/position. It was further clarified the group insurance fund cannot cope the benefits under time scale policy as a teacher of BPS-16 has been granted BPS-19 in just two years period. The fund is not able to pay the benefits of BPS-19 to official just on contribution of two years period. Therefore, with the approval of the Board of Trustees for Provincial Government Employees group insurance fund, office of the Accountant General Balochistan Quetta was requested for contribution on the basis of original grade/substance pay scale from all regular employees of Balochistan vide letter dated 16-07-2012, instead of time scale.

3. In view of above narrated position, I have come to the conclusion that group

insurance fund is awarded on the basis of original scale, not on time scale and whereas the original scale of SST is B-16, therefore, the claim of complainant cannot be catered to. Complainant could not establish his right; therefore, the instant complaint is rejected. However, Education Department is directed to refund the excessive amount, subscribed by the complainant. Case is disposed off accordingly. Parties be informed.

Case No. 231/2012/TBT/PMS/

Javed-ur-Rehman s/o Abdul Rehman

VERSUS

District Health Officer District Gwadar

R.D Turbat Muhammad Hayat

Subject: - <u>STOPPAGE OF ILLEGAL</u> MEDICAL STORE

Findings/Decision 22-10-2013

The instant complaint has been lodged by Mr. Javed-ur-Rehman s/o Abdul Rehman R/O Easter Juna Line Tehsil Ormara District Gwadar with averment that a quack Doctor Namely Mr. Sunail Kumar is practicing illegally. District Health Officer Gwadar vide his letter No.6/8 Med:/318/23 dated 14-02-2012 has issued order to seal the Al-Shifa Medical store running by him. He has further averted that the Director Regional Office Provincial Ombudsman (Mohtasib) Mekran Region Kech at Turbat was also informed who took action resultantly the District Police Officer Gwadar asked the Station House Officer to seal the illegal clinic running by Mr. Sunail Kumar. At the end he prayed that the illegal clinic running by Mr. Sunail Kumar in

the name of Al-Shifa Clinic and Medical Store may be sealed.

- 2. The case was admitted for further investigation and agency concerned i.e. District Health Officer Gwadar was asked to go through the contents of complaint and furnish a detail report.
- 3. In response the District Health Officer Gwadar informed that at the present the above Medical Store/Clinic is closed/sealed as already responded by him vide his officer letter No.11558/22.04.2011/PMS/RDM/MEK/TBT/16292-93d dated 12.02.2013.
- 4. It is pointed out that this case already been admitted vide No.11558/20.04.2012 lodged by the same complainant Mr. Javedur-Rehman and decided/disposed of as redressed.
- 5. Keeping in view the above facts as the clinic running illegally got closed. Hence there is no need of further, investigation the case is disposed of parties are informed and file be consigned to record.

Case No. 660/2012/RD/NZ/PMS/

Miss Salma Bibi d/o Allah Dina

Versus

District Education Officer Kachhi at Dhadar

R.D Nasirabad

Qadir Bukhsh Khoso

Subject: - <u>APPOINTMENT AS JUNIOR</u>

<u>DRAWING MISTRESS</u>

Findings/Decision 20-08-2013

This is a complaint dated 21-02-2012 from Miss Salma Blbi stating therein that she applied for the post of Junior Drawing Mistress in Education Department, Kachhi and her name was entered at S.No.03 of the merit list of Union Council, Dhadar; that the District Education Officer Kachhi vide his letter No.072/EB dated 06-09-2009 required permission for her appointment as JDM in U/C Khattan, Tehsil Sanni against an existing vacancy from the Director of Education (Schools) Balochistan Quetta as two candidate at S.No.01 and 02 of the merit list had already been appointed. The approval was granted vide his letter No.A-132/Apptt:/2008/6794-96/EB dated the 31st December 209, but the District Education Officer did not issue her formal appointment orders, which was a clear violation of the orders of higher authority. The complainant requested for issuance of instruction to the District Education Officer Kachhi for her appointment as JDM to meet the ends of justice.

2. A copy of the complaint was sent to the DEO Kachhi for report/comments upto 25-03-2012, as required under Section 10(4) of the Balochistan Ordinance No.VI of 2001. The District Education Officer submitted his report No.4833/EB dated 05-11-2012 after issuance of four reminders stating that the merit list of teachers was prepared at U/C basis during 2008. There was only one post of JDM in U/C Dhadar while the candidates were three. As such Miss Rabia Qazi d/o Qazi Muhammad Jan (S.No.01) was appointed. The name of complainant was at S.No.03 of the merit list,

hence she could not be appointed. The DEI further pointed out that the merit list-2008 had no value as such merit list-2011 was prepared and appointments were made accordingly.

- 3. The case was examined and DEO was informed that as per report from DEO Kachhi vide letter No.072/EB dated 06-01-2009, two candidates namely (1) Miss Rabia Qazi d/o Qazi Muhammad Jan and (2) Miss Zaibunnisa d/o Abdul Malik were appointed in Union Council Dhadar. As regards Miss Salma Bibi, recommendations were made for her appointment in U/C Khattan and the Director of Education Balochistan Quetta vide his letter No.A-132/2008/6794-96/EB dated 31-12-2009 accorded the approval with the direction that her appointment orders be issued after observing the codal formalities, but it was observed that she was not appointed by the DEO despite formal approval by the competent authority. Therefore, the DEO was directed to implement the orders of higher authority within 15 days.
- 4. The District Education Officer vide his letter No.855/EB dated 15-03-2013 forwarded report that there was only one post of JDM in Union Council Dhadar against which Miss Rabia Qazi was appointed and as per instructions of the Director of Education Schools Quetta, the candidate Miss Zaibunnisa (S.No.02) was appointed against the vacant post of JDM in U/C Salehabad Rind Ali, as such the complainant Miss Salma Bibi could not be appointed for want of vacancy.

He requested that the case of complainant was time-barred and may be closed.

- 5. Subsequently, the case was fixed for hearing on 17-04-2013, the DEO attended the hearing. He could not explain the facts of the case and pointed out that the powers of appointment are vested with the Director of Education (Schools) as such he will submit a detailed report in the case after making clarification from him about the appointment of complainant. Despite issue of reminders, he did not submit any report till June 2013. The case was again fixed for 04th July 2013 but the District Education Officer did not appear.
- I have examined the case file. After 6. perusal of the record and making inquiry into the matter I have come to the conclusion that the District Education Officer has failed to provide any report in the instant complaint despite reminders. Accordingly to report dated 15-03-2013 by District Education Officer one candidate Miss Rabia Qazi was appointed in U/C Dhadar, while the other candidate Miss Zaibunnisa was accommodated in U/C Salehabad Rind Ali, then why the third candidate Miss Salma Bibi was not appointed against the vacant post of JDM in U/C Khattan, Tehsil Sanni despite approval by the competent authority? This indicates maladministration on the part of agency as clear violation was made in the case. Under these circumstances, the District Education Officer Kachhi is directed to issue appointment orders of the complainant in order to redress her grievances within a period of one month without fail under intimation to the Provincial

Ombudsman Secretariat Balochistan Quetta. A copy of this decision will be sent to DEO Kacchi for compliance.

Case No. 250/2013/RD/KDR/PMS/

Ali Akbar Zehri

VERSUS

District Health Officer Khuzdar

Investigation Officer: R.D Khuzdar

Subject: - APPEAL FOR JUSTICE

Findings/Decision 20-06-2013

The case file is before me and perused thoroughly.

- 2. The brief resume of this complaint Case No.250, as stated by complainant, that he is serving as Computer Operator in DHO Office, Khuzdar and has no residential accommodation in Khuzdar Town, whereas one staff quarter No.07 in Divisional Hospital Khuzdar Colony is available vacated by Muhammad Aslam Clerk, but the same stands occupied by one Mr. Tahir Ali Dental Technician unauthorizedly, who even has got own house in Khuzdar Town. He added that DHO was requested to allot the said guarter to him but in vain, hence this complaint lodged with Regional Director Provincial Ombudsman Kalat Region Khuzdar for due relief.
- 3. The Regional Director Khuzdar called for the comments of concerned agency and meanwhile District Health Officer Khuzdar directed aforesaid Muhammad Tahir Ali to vacate the quarter and deliver possession to

the complainant, vide letter No.480-84 dated 12.03.2013, but the respondent No.2 did not comply with the direction of DHO.

- 4. Thus in such state of affairs the complainant Regional Director Khuzdar on 08-04-2013 & 11-04-2013 for relief. The R.D Khuzdar forwarded the case for passing the final decision to conclude the case.
- 5. Thus in light of preceding paras, I hereby order and direct DHO Khuzdar to get deliver the physical possession of Quarter No.07 to the complainant utilizing local police if the respondent is still reluctant to obey/comply with his direction.
- 6. Case disposed of accordingly.

CASE No. 13127/2013/QUETTA

Syed Sultan Muhammad
President;
Pakistan Pharmacists Association, Balochistan

VERSUS

Livestock & Dairy Development Quetta.

Subject: CREATION OF NEW POSTS OF PHARMACISTS IN LIVESTOCK DEPARTMENT.

ORDER 31-12-2013

Syed Sultan Muhammad, President Pakistan Pharmacists Association Balochistan (PPA) submitted this complaint regarding illegal practice of Medicine in Livestock & Dairy Development Department by non-professionals i.e. other than Pharmacists. He

states that in accordance with Ordinance DRA & Drug Act 1976, the Pharmacists are the custodians of drugs and administration of Pharmaceutical Services in drugs management, drug registration, drug control, formulation and quality control related products in Livestock & Dairy Development Department. Therefore, the PPA held meeting with the Secretary and Director General, Livestock & Dairy Development Department to sanction the required posts of Pharmacists in context of law. But the department concerned did not include/place the same in regular SNE. He prayed that directives to concerned department for creation of required posts of Pharmacists may be issued.

2. After initial scrutiny of complaint and attached documents, notice was issued to the Respondent Agency i.e. the Secretary, Government of Balochistan, Livestock & Dairy Development Department, Quetta for comments in order to know the factual position. In response, the Respondent submitted his reply vide letter No.SO(B)9-4/2013-733 dated 24-07-2013. The relevant portion of the reply of respondent is reproduced hereunder as:

"The livestock and Dairy
Development department Balochistan
has never denied the importance of
Pharmacists, it is fact that the
Pharmacists are the only custodians
of pharmaceutical services in drugs
management, its practical
implementation, drug control, its
formulation and quality control of the

relevant drugs of human and animal health services.

However the Livestock & Dairy development is not concerned with the production of the drug, its formulation and its implementations The Livestock etc. & Dairv Development Department is mainly concerned with the activities like Farm Manaaement. Animal Husbandry Practices, Animal Health Coverage, Veterinary Education and Food Security issue. Therefore the creation of new post of Pharmacists in Livestock & Dairy Development Department is not justified.

3. The reply of agency was sent to complainant for replication. The complainant submitted his rejoinder, which is reproduced below as:

"That in para-1, the Livestock & Dairy Development Department, Balochistan has accepted the role of Pharmacists in dealing with drugs (Veterinary & for Human beings) manufactured under the Drugs Act, 1976 and Rules made there-under. para-2 However, in has mentioned the budget allocated for veterinary medicines which can only be stored and dispensed under the prescribed mechanism & laws of the country. A majority of budget allocated for veterinary medicines is wasted by purchase of irrelevant &

sub-standard drugs/medicines which can only be dealt by an "expert" defined in Section 30(i) of the drugs Act, 1976 (Annex-A). Since the Department, in para-2, itself has confessed that they have no concern with the production & formulation of drugs; therefore, the drugs purchased and distributed by the livestock & Dairy Department in whole of the Province are not being handled by the "experts" i.e. Pharmacists (Annex-B) because of which public exchequer is being wasted and misused in the shape of veterinary drugs which produce no result and benefit to the department & in the long to the animal health coverage.

It is also worth-mentioning that the veterinary drugs are registered under section-7 of the Drugs Act, 1976 (Annex-C) and therefore also monitored and dispensed under the said Act. To handle these drugs qualified person has been defined in Rule 22(1)a of the Balochistan Drug Rules, 1983 (Annex-D).

4. In order to finalize the case, notice was issued to respondent and complainant to appear in person along with relevant record. On 05-12-2013, the focal person of Director General, Livestock & Dairy Development Department Balochistan, Dr. Baig Muhammad and complainant appeared in person. They were heard, record was perused and case was

discussed length. The at respondent submitted reply vide letter No.14988-90 dated 03-12-2013 addressed to the Secretary, Livestock & Dairy Development Department Balochistan with copy to this Office, in which it has been intimated that "in the year 2012-13, the SNE for the creation of post of Pharmacists has not been considered by the authorities. However, the SNE meeting for considering the same will be held next year i.e. in the month of February 2014, in which the case of creation of new post of Pharmacists will be recommended for SNE".

- 5. Keeping in view the above narrated position and perusal of the record, it reveals that the respondent did not resist the contention of the complainant rather intimated that the creation of the post of Pharmacists will be placed and recommended in the SNE meeting, which will be held in February 2014.
- 6. Since the respondent did not resist the contention of the complainant and has given assurance for placing the case for creation of posts of Pharmacists in the next meeting of SNE 2014, therefore, it is ordered that the case for creation of the post of Pharmacists be taken up with concerned authority i.e. Finance Department. Furthermore, the Finance Department is required to consider the request of the complainant aggrieved as from respondent for the creation of posts of Pharmacists in the SNE meeting to be held in February 2014 as intimated by respondent.

7. With above observation, the case is disposed of. Parties be informed accordingly.

CASE No. 13409/2013/QUETTA SUO-MOTO ACTION

The District Education Officer (Female), Quetta.

VERSUS

- The Director of Education (Schools)
 Balochistan:
- District Education Officer, Quetta;
- Mst. Abida Bibi, Peon, Government Girls High School, Haji Ghaibi Road, Quetta.

Subject:

ABSENCE OF MST. ABIDA BIBI
PEON, GOVERNMENT GIRLS HIGH
SCHOOL, HAJI GHAIBI ROAD,
QUETTA.

ORDER 11-09-2013

In exercise of powers conferred under Section 9(1) of the establishment of the Office of Ombudsman for the province of Balochistan Ordinance VI of 2001, the Suo-Moto Notice was taken on the complaint of District Education Officer (Female) Quetta regarding absent report of Mst. Abida Bibi Peon, forwarded to the District Education Officer Quetta for remaining absent from duty w.e.f. 27-08-2012 to 25-04-2013 as the District Education Officer Quetta instead of taking any action against Mst. Abida Bibi Peon, transferred/posted her in Government Girls High School, Haji Ghaibi Road, Quetta vide order No.1794-97/EB dated 22-04-2013.

2. The notices were issued to the Director of Education (Schools) Balochistan, District Education Officer Quetta, District Education Officer (Female) Quetta and Mst.

Abida Bibi Peon to submit comments. In response, the Director of Education (Schools) submitted reply Balochistan vide No.13409/13/3689-93/JB dated 05-08-2013 stating therein that the official Mst. Abida Bibi remained absent from duty due to her illness and bad condition of health and that she had gotten the medical certificate due to which she remained absent from duty w.e.f.27-08-2012 to 25-04-2013. It is further informed that the Mst. Abida Bibi submitted her medical certificate to District Education Officer (Female) Quetta for grant of leave on medical ground, but the officer concerned did not recommend her application for obtaining the approval from the competent authority i.e. District Education Officer Quetta. It is further informed that the official concerned approached the Director of Education (Schools) Balochistan for her transfer to Girls High School, Haji Ghaibi Road Quetta against the vacant post and consequent upon the District Education Officer Quetta issued her transfer order. It is also informed that the salary of the intervening period i.e. 27-08-2012 to 25-04-2013 has not been paid. The District Education Officer Quetta submitted his reply vide No.4592-93/EB dated 28-08-2013 stating therein that the DEO (F) Quetta reported the absent report of Mst. Abida Bibi and accordingly her explanation was called and directives were issued for stoppage of her salary vide order No.97-99/EB dated 07-01-2013 and the absence report was forwarded to the Director of Education (Schools) Balochistan for further necessary action. It is stated that the said peon submitted her Cases Closed on Merit Annual Report 2013

appeal before the Director of Education (Schools) Balochistan and on the direction of concerned authority i.e. Director of Education (Schools) Balochistan, Mst. Abida Bibi was transferred to the above mentioned school and the intervening period is still disputed as she has not drawn her salaries. The DEO (F) Quetta also submitted her reply vide No.142/DOE(F) dated 05-08-2013 reiterated her earlier contention. The respondent Mst. Abidi Bibi filed her reply stating therein that she remained absent from duty due to her illness and in this regard she has submitted her medical certificate and requested the DEO(F) Quetta for grant of leave on medical ground, but instead of forwarding her application of leave to concerned authority treated her absent and now she has been shown absent w.e.f. 27-08-2012 to 25-04-2013 and no salary for the said period has been paid to her. In order to finalize the matter, the respondents and complainant were issued notices for personal appearance.

3. On 02-09-2013, Mr. Nazeer Ahmed Dar, focal person of Director of Education (Schools) Balochistan, Mr. Naimatullah, District Education Officer Quetta, Mst. Jamila Kakar, Mst. Abida Bibi Peon (Respondents) and District Education Officer (F) Quetta (Complainant) appeared. The Respondents and Complainant have been heard at length, case discussed in detail and record perused. From perusal of record, it is ascertained that the respondent Mst. Abida Bibi Peon remained absent from duty without the prior

approval of the competent authority and her absence report was timely forwarded by DEO (F) to DEO Quetta for further action, but the Director of Education (Schools) Balochistan and District Education Officer Quetta instead of initiating action against the respondent Abida Bibi transferred Mst. her Government Girls High School, Haji Ghaibi Road, Quetta. This act of respondents i.e. Director of Education (Schools) Balochistan and District Education Officer Quetta transpires that the respondents failed to official discharge duty efficiently encouraging the delinguent, which cannot be appreciated. Furthermore, the respondent Mst. Abida Bibi has not been paid her salary w.e.f. 27-08-2012 to 25-04-2013 and this intervening period has yet remained disputed as no decision has been taken by competent authority i.e. Secretary Education.

- 4. Keeping in view the above narrated position and the record perused during hearing, it reveals that the respondent Mst. Abida Bibi remained absent w.e.f. 27-08-2012 to 25-04-2013 and could not get approved her leave as she failed to submit solid evidence (medical certificate) for the period she remained absent. The respondents i.e. Director of Education (Schools) Balochistan and District Education Officer Quetta are directed to treat the absent period i.e. 27-08-2012 to 25-04-2013 as leave without pay under intimation to this Office.
- 5. With above observation, the Suo-Moto Action taken, is dropped as disposed of. Parties be informed accordingly.

Annual Report 2013 Cases Closed on Merit

SUO-MOTO ACTIONS

LIST OF SUO-MOTO ACTIONS TAKEN DURING 2013

S.No.	Date	Subject	Remarks
1.	03-01-2013	Embezzlement of Education Funds in District Killa Saifullah	Pending
2.	03-01-2013	Killing of three bus passengers and kidnapping of two passengers in Mach	Decided on 24- 03-2013
3.	03-01-2013	Violation of Building code in Balochistan	Decided on 19- 03-2013
4.	03-01-2013	Misbehavior of the Administration of Education University Khuzdar with students and appointments on the basis of favouritsm	Decided on 15- 08-2013
5.	03-01-2013	Scarcity of water in District Noushki	Decided on 12- 06-2013
6.	03-01-2013	Closure of Government Schools in Panjgoor, Noushki, Turbat, Naseerabad, Mastung, Kalat, Jafferabad, Wadh, Awaran, Gwadar and Buleda	Pending
7.	03-01-2013	Illegal occupation of the premises of Government Primary School Pashtoonabad Quetta	Decided on 25- 09-2013
8.	04-01-2013	Illegal allotment of mineral hills to non-locals in Khanozai	Decided on 18- 06-2013
9.	04-01-2013	Corrupt practices in Education Department Balochistan	Pending
10.	04-01-2013	Illegal occupation of Health Colony by Land Mafia, Dera Muad Jamali	Decided on 13- 09-2013
11.	15-01-2013	Request for stoppage of illegal construction works in District Ziarat	Decided on 16- 07-2013
12.	17-01-2013	Eleven contract employees of Municipal committee Kalat have not been confirmed since last twelve years	Decided on 11- 03-2013
13.	21-01-2013	Spread of Measles in different areas of Balochistan Province	Pending
14.	22-01-2013	Illegal occupation of state lands in Ziarat City by Abdul Qayyum s/o Noor Muhammad	Decided on 17- 07-2013
15.	31-01-2013	Non-payment of compensation to the martyrs and injured of Sibi bomb blast	Decided on 05- 09-2013
16.	14-02-2013	Non-appointment of lady surgeon in District Headquarters Hospital Killa Saifullah and illegal practice of quacks	Decided on 23- 10-2013
17.	14-02-2013	Miserable condition of Education Institutions in Usta Muhammad District Jafferabad	Pending
18.	22-02-2013	Scarcity of Water at Arbab Karam Khan Road, Quetta since last six months	Pending
19.	06-03-2013	Miserable condition of sewerage system near Sadiqia Masjid Jan Muhammad Road, Quetta	Decided on 01- 08-2013
20.	11-03-2013	Appeal for taking action against illegal occupants of Government School Building in District Ziarat	Pending
21.	11-03-2013	Appointment of non-locals in Education Department Killa Abdullah	Pending
22.	11-03-2013	Appointment of non-locals in B.H.U Killi Reko District Noushki	Decided on 09- 12-2013
23.	22-03-2013	Appeal for proper supply of Text Books to the students of Government Schools	Decided on 21- 10-2013
24.	12-06-2013	Illegal shifting of Medical College and Labour Hospital From	Pending

		District Loralai	
25.	21-06-2013	24 vacant posts of Doctors in District Headquarter Hospital Panjgoor	Decided on 13- 12-2013
26.	21-06-2013	Non-payment of salaries to the employees of Vocational Training Centre Bhag since last four months	Pending
27.	28-06-2013	Illegal occupation of Government Tube-Well in Chaman	Decided on 22- 10-2013
28.	01-07-2013	Death of lady in delivery process due to absence of Lady Doctor in District Headquarter Hospital Pishin	Pending
29.	04-07-2013	Shifting of convicted prisoner Ahmed s/o Khair Muhammad to Bolan Medical Complex Hospital Quetta for proper treatment/surgery	Pending
30.	08-07-2013	Incomplete construction work of Mosque situated inside the boundary wall of Kidney Centre Quetta	Pending
31.	08-07-2013	Information about dialysis machines installed in Zhob & Turbat	Decided on 24- 09-2013
32.	09-07-2013	Death of Three Women due to illegal practitioners in Usama Private Hospital Pishin	Pending
33.	23-07-2013	Absence of Mst: Abida Bibi Peon Government Girls High School Haji Ghaibi Road, Quetta	Decided on 11- 09-2013
34.	22-08-2013	Miserable condition of Judicial Lockups building Pishin, Lack of entertainment facilities & shortage of water to the prisoners	Pending
35.	05-09-2013	Vacant posts of 37 Doctors and other staff in Civil Hospital Khuzdar	Decided on 13- 12-2013
36.	09-09-2013	Beating of Headmaster by the teachers in Musakhel	Pending
37.	12-09-2013	Shortage of Doctors, Medicines and Water in District Headquarter Hospital Dalbandin	Decided on 23- 10-2013
38.	12-09-2013	Miserable condition of Inter College Barshore District Pishin	Pending
39.	17-09-2013	Termination of Disabled Employees of Balochistan Constabulary	Pending
40.	26-09-2013	Non-provision of building and female teaching staff to Government Girls Degree College Dera Murad Jamali	Pending
41.	30-09-2013	Miserable condition of school building in District Killa Saifullah	Pending
42.	30-09-2013	Appointment as JVT against merit in Education Department Loralai	Pending
43.	04-10-2013	Absence of Doctors and Lack of Medicines in Civil Hospital Mach	Decided on 23- 10-2013
44.	28-11-2013	Absence of teachers from Government Middle School Thana Ibrahim Khan District Pishin	Pending

SELECTED FINDINGS/DECISION OF SUO-MOTO ACTIONS

CASE NO/9449/2011/PMS/Quetta

V/S

Zakat Department

Director-II YOUSAF ALI JAMALI

Subject: <u>UNFAIR DISTRIBUTION OF</u>

ZAKAT FUNDS IN FLOOD

AFFECTED AREAS

FINDINGS/DECISION

23.04.2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance-VI of 2001, Suo-Moto Action is hereby taken on the Press clipping published in Daily Newspaper Jung Quetta dated 04.01.2011 and 12.01.2011 regarding unfair distribution of Zakat funds in flood affected areas of District Jaffarabad being a matter of public interest.

2. Notices were sent to the concerned agencies for comments about the matter. In response the DZO submitted in detail that after flood of 2010, the Zakat department conducted survey of flood effectees of district Jaffarabad. The Government of Balochistan released funds which were released through local Zakat Committee and payment made though cross cheque to all flood effectees alongwith Ward No-3 Sohbat Pur effectees while Mr. Barkat Ali Mangi Ameer JUI Tehsil Sohbat Pur informed that the district Zakat administration have property distributed amount to the Flood effectees of the area through cross cheque after verification/survey and found satisfactory and no complaint against the district Zakat Officer Jaffarabad.

3. Having regard to the above narrated situation, Suo-Moto action found fruitful, therefore, stands disposed of as redressed. Parties be informed accordingly.

Case No.11170/PMS/2012/Sibi.

V/S

Food Department

Director-II:- YOUSOF ALI JAMALI

Subject: SMUGGLING OF 24

THOUSAND BAGS WHEAT

FROM SIBI.

DECISION/FINDINGS

26-12-2013.

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, Suo-Moto action was taken on publication of news/report in newspaper "Daily Mashriq, Quetta" dated 20th January, 2012 regarding subject matter, being matter of public importance.

- 2. The case was admitted and notices were issued to the respondents for submission of their comments/replies.
- 3. In compliance the respondent No.2 submitted his comments/reply, having stated therein that consequent upon a telephonic complaint from the Minister for Food Government of Balochistan that wheat is being illegally transferred from Food Godowns Sibi, so in response the site was visited where two trucks were found and out of which one truck bearing Registration No.087 Qta: was being loaded with bags of wheat. Since the Assistant Director Food Sibi was not present who was reportedly absent

for many months, anyhow an Assistant namely Mr. Khuda Bakhsh was called who told that the bags of wheat were being transferred to Chaman under order of his supervisor (Director Food) through a contractor namely Mr. Dolat Lehri, however he could not produce any letter/order authorizing him for such transfer, as a result the Assistant was asked for provision of record. So, while going through the record it ascertained that 4000 Bags (50 Kgs: each) i.e. 200,000 Kilo Grams of wheat was transferred in November 2011 without any authorization or challan and the entry was recorded with a pencil. According to the respondent that prima facie that it is a case of misappropriation & embezzlement which needs to be inquired thoroughly.

- 4. Consequently, an inquiry team comprising of the following officers of this institution was constituted to inquire the matter on the spot in Sibi, namely:
 - Mr. Yousof Ali Jamali, Chairman.
 Director Investigation-II, Head Office, Quetta.
 - Mr. Qadir Bakhsh Khoso, Member. Director Regional Office, Sibi.
 - Syed Munawar Ahmed Shah, Member.
 Director Investigation-IV, Head Office, Quetta.
 - Mr. Noorullah,
 Secretary.
 Assistant Registrar,
 Regional Office, Sibi.

5. In compliance with the inquiry team visited PRC, Sibi and inquired the whole matter in detail and submitted its report, so while going through the report it divulged that during physical verification about 1,030,836 Kilo Grams valuing to Rs. 35 million (approximately) wheat was found missing in the PRC. The inquiry report was sent to the respondent agency i.e. Food Department, Government of Balochistan for comments

6. In response the following appeared in person, namely:

Mr. Haq Nawaz, Joint Director, Directorate of Food, Balochistan, Quetta.

Mr. Taj Muhammad Babar, Deputy Director, Directorate of Food, Balochistan, Quetta.

Mr.Shair Zaman,
Deputy Director,
Directorate of Food, Balochistan,
Sibi/Naseerabad Divisions.

Mr. Muhammad Naeem, Food Grain Supervisor, P. R. C, Sibi.

During the hearing the aforesaid were heard at length and they produced five provincial challans which were showing that a sum of (i.e. Rs. 5,140,000/ x 5)= Rs. 25.7 million had been deposited in National Bank of Pakistan, Sibi Branch, which was also confirmed from the bank. So, for rest of the amount they promised that the same would be deposited as soon as possible. When they were asked about the missing of such large quantity of wheat so in response the Food

Grain Supervisor, Sibi stated that since the said wheat was provided to the parties on credit the record could not be maintained. When they were asked, that is there any set rules or policy of supplying of wheat on credit basis. In response they promised to submit the required information on next date of hearing.

- 7. Later on the focal person of the agency appeared in person and submitted photo copies of the provincial challans showing the remaining amount Rs.4,866,000/ Rs.4,622,700/-)= Rs.9,488,700/- deposited into National Bank Sibi, which means amount of all the embezzled wheat has been recovered from the accused i.e. Food Grain Supervisor of P. R. C, Sibi. However a question arises that why the respondent agency did not take a disciplinary against the accused. When in this regard the representative of the agency was inquired about the said matter, in response he stated that since the accused is absconded, anyhow whenever he has been arrested a disciplinary action will be taken against him.
- 8. After going through the whole process of the investigation it ascertained that the Suo-moto action got its fruit to the extent of recovery of huge amount i.e. Rs.35, 188,700/- embezzled as a result of large quantity of wheat which is a positive sign. So far as a disciplinary action against the accused is concerned in this regard the agency itself has promised for taking a strict action. Therefore no further proceedings are required.

9. So, having regard to above narrated position, since the Suo-Moto action got its fruit, therefore no further proceedings are required. Hence the case is closed and file may be consigned to the record. Respondent may be informed accordingly.

Case No. 11519/2012/Quetta/PMS/

V/S

PHED & WASA

I.O-VII Abdul Manan Achakzai

Subject: - NON-COMPLETION OF TUBE-WELL WORK FORM LAST EIGHT MONTHS

FINDINGS/DECISION

18-09-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, Suomoto Action was taken on a news report appeared in Daily Century Express on 04.04.2012, regarding the non-completion of tube-well repair or replacement in Pashtoon Darra Mohammad Khair Road Quetta and notices were issued to the agency for comments.

2. It was replied that the old tube-well at Old Usmanabad has been re-started but after a month it was dried again and the supply of water has been tried to continue from an alternate tube-well. It was also reported that from alternate tube-well i.e. (Pathar or stone tube-well) water is supplied to the area during the whole night. The timetable for water supply was also provided and also added that beside other dried tube-wells the old dried

tube-well of Usmanabad has been included in the PSDP 2013-14 which will be worked out when the Finance Department releases the amount of 4.07 million as estimated for its replacement.

- 3. Letter No.Q-WASA/PS/MD/2013/766, dated 17.05.2013 addressed to Secretary PHED Quetta from M.D WASA, for the PC-I(s) of the schemes submitted to P&D Department for inclusion in the next PSDP-2013-14.
- 4. Both the two respondents i.e. PHED and WASA Quetta along with P&D Department and Finance Department are required to work out the above mentioned estimates for the replacement of tube-wells with repair in the larger public interest within three months under intimation to this office. With these observations, case is disposed off. Parties be informed accordingly.

Case No. 10209/2011/PMS/

V/S

Provincial B&R

I.O-VII ABDUL MANAN ACHAKZAI

Subject: - <u>DELAY IN DEVELOPMENT</u> WORKS IN DISTRICT CHAGHI.

FINDINGS/DECISION

20-06-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance-VI of 2001, Suo Moto Action was taken on a news item of Daily Mashriq dated 30.06.2013, regarding the delay and incomplete development work at District Chaghi despite the release of millions

of rupees and notices were issued to respondents for comments.

- 2. In reply of the notices issued to the Deputy Commissioner Chaghi provided a list of the PSDP schemes after obtaining detail from the concerned departments. The list consisted Development schemes for financial year 2011-12 in respect of PHED along with the marks of completion and under completion. The list of the developing schemes of B&R was also provided with remarks. Complainant after receiving the detail of the schemes admitted completion of works and under completion and raised objections over the working of the contractors. The Executive Provincial B&R District Chaghi replied that the works which were under progress during July, 2012 as earlier mentioned have already been completed. The detail was also attached.
- 3. Since the respondents have submitted the work done and reported that there remains no work incomplete and the complainant also admitted the actual position. Therefore, further proceedings are not required, Case is disposed as redressed. Parties be informed.

Case No. 10478/2011/Loralai/PMS/

V/S

D.C Loralai

Chief Officer Municipal Committee, Loralai

Director-I Mehmood Marri

Subject: - ILLEGAL OCCUPATION OF MUNICIPAL BUILDING LORALAI BY PROVINCIAL MINISTER.

FINDINGS/DECISION

17-07-2013

The Suo-Moto Action has been taken on news item published in daily "Express" Quetta dated 09.08.2011, regarding illegal occupation of Municipal Building Loralai by Provincial Minister.

- 2. The matter was taken up with the agencies and notices were issued to Deputy Commissioner Loralai & Chief Office Municipal Committee Loralai for calling the comments. Chief Officer in his letter pointed out that ExTMO Loralai made an agreement with the Provincial Minister brothers Mr. Habibullah. The said quarter was allotted on the basis of one thousand per month. He also presented attested stamp papers. The agreement is expired on January 2012 but still Habibullah is occupying the said quarter.
- 3. Secretary local Government Board was directed to intimate as to whether TMO or Chief Officer can make agreement to any person on rent basis. Secretary Local Government Board pointed out that TMO was not empowered to allot Local Consil's Property and action will be taken against the officer who allotted the quarter to Habibullah s/o Mehktar.
- 4. Under the circumstances as mentioned above case is concluded with the direction to Secretary Local Government and Secretary Local Government Board Quetta to get vacate the quarter from Habibullah s/o Mehktar caste Utmankhail and take over from him as agreement is also expired on January

2012. File be consigned to record. Agency be informed accordingly.

Case No. 12725/2013/D.M.J/PMS/

V/S

The D.C Naseerabad at D.M.Jamali

Director-I Mehmood Marri

Subject: - <u>ILLEGAL OCCUPATION OF</u>

HEALTH COLONY BY LAND MAFIA IN DERA MURAD

<u>JAMALI</u>

FINDINGS/DECISION

13-09-2013

The Suo-Moto Action has been taken on a news item published in daily "Mashriq" Quetta dated 24th December 2012 regarding illegal occupation of Health Colony by land mafia in Dera Murad Jamali.

- 2. Notice was issued to the Deputy Commissioner Nasirabad. After a chain of correspondence with the Deputy Commissioner Nasirabad who stated in his letter that land mafia occupied the land in Dera Murad Jamali and submitted a list of occupants who occupied the Paka and Kaccha quarters in Dera Murad Jamali. The Medical Superintendent District Headquarter Dera Murad Jamali endorsed a letter to this Secretariat on 30th June 2013 pointed out that there was no case of new encroachment. Commissioner Nasirabad also issued directive Deputy Commissioner to the government property vacated from land mafia who illegally occupied.
- 3. Suo-Moto case is disposed off with the directions to Deputy Commissioner, DPO Nasirabad and Secretary Health Department to be vigilant, and case should be registered,

if any one occupies the health Department property.

Case No. 13149/01.07.2013/Chaman/PMS/

V/S

XEN PHE, Killa Abdullah

I.O-VII Abdul Manan Achakzai

Subject: - <u>ILLEGAL OCCUPATION OF</u> GOVERNMENT TUBE-WELL IN

CHAMAN.

FINDINGS/DECISION

22-10-2013

In exercise of powers conferred under Section 9 (1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance-VI of 2001, Suo-Moto Action was taken on 28.06.2013 regarding the illegal encroachment of public tube-well and the unavailability of water for the last seven months and notices were issued to agency for comments.

- 2. It was submitted by Executive Engineer PHED Kila Abdullah that the less availability of electricity which remains for only 2 to 3 hours in 24 hours causes problems. It was further submitted that water supply bore No.7 was suspended due to failure of pumping machinery and nearby a private tube-well is selling water through water tanker but now the said tube-well has been restored and drinking water supply is continued to the area.
- 3. Keeping in view the above situation the agency is directed to keep vigilance over the supply of water and removal of any attempt of encroachment in order to avoid legal action in future. With these

observations, case is disposed of. Parties be informed.

Case No. 11335/2012/Musa Khail/PMS/

V/S

D.C Musakhel

Director-I Mehmood Marri

Subject: - ISSUANCE OF UNLAWFUL

LOCAL CERTIFICATE IN DISTRICT MUSAKHAIL

FINDINGS/DECISION

15-04-2013

The Suo-Moto Action has been taken on the news published in Daily "Jang" Quetta, dated 16th November 2011, regarding issuance of unlawful local certificates in District Musakhail.

2. The matter has been taken up with the Deputy Commissioner Musakhail for comments and Local Certificates issued detail report along with the photocopy of local and domicile certificate be provided. Deputy Commissioner letter No.215/9/2011/RV, dated 17-03-2012 stated that notable of the Musakhail and it was advertised in the newspaper that bogus local and domicile certificates will be cancelled. It is further pointed out that huge number of bogus/fake local/domicile certificates were issued and he submitted 376 local certificates for perusal of Honorable Provincial Ombudsman, D.C office (EDO Revenue) issued on 23rd June 2009, 15 Local Certificates in which four are correct and 11 Local Certificates are fake. On 24th June 2009 issued 10 Local Certificates and all them are fakes. Apart from those Local Certificates many Local Certificates which were sent to this office were found fakes and

it is noticed that fake local certificates are being issued on regular basis and there seems no administrative control on this.

3. It is surprising that Deputy Commissioner himself admits that huge number of Local Certificates and Domicile Certificates are issued by the office are declared bogus and yet not cancelled. It is directed that all bogus certificates, as Deputy Commissioner himself admitted to be fake, must be cancelled. Case is disposed of and file be consigned to record.

Case No. 11805/2012/Quetta/PMS/

V/S

The Commissioner, Quetta The SSP Traffic, Quetta.

Director-I MEHMOOD MARRI

Subject: ILLEGAL ENCROACHMENT OF

ROADS IN QUETTA CITY BY CAR SHOWROOMS AND

MOTORCYCLE MECHANICS

FINDINGS/DECISION

10-04-2013

The Suo-Moto action has been taken once news published in daily :JUNG" dated 29th May 2012 regarding illegal encroachment of roads in Quetta city by car show rooms & motorcycle mechanic notice issued to commissioner Quetta SSP Traffic Chief Officer Metropolitan corporation Quetta for calling the comments SSP submitted in his letter that action has been taken in city area art school road Abdul Sattar road Fatima Jinnah road, yet road, circular road, & Jamaludin road & 24 motorcycle & Chalan of 42 cycle motors has been submitted Chalan of 12 no vehicle has been prepared & vehicles has been

confiscated action against 35 vehicles for double parking & DSP also looking the mater there commissioner Quetta director issued the directive to assistant commissioner & order him call the meeting of car showroom owners & direct them not to park vehicle outside their showrooms.

- 2. Commissioner Quetta issued instructions to the DC/collector Quetta to take action against the showrooms who were creating the problem of traffic & arrangement be made & inform the progress report to the concerned authority.
- 3. Having regard to the above narrated position case is disposed off as got fruit full result requires no further proceedings file be consigned to record.

Case No. 11338/2012/Kalat/PMS/

V/S

ILLEGAL CUTTING OF TREES

D.C Kalat

Subject: -

District Forest Officer, Kalat

Director-I Mehmood Marri

IN KALAT KOHI AMIRI

FINDINGS/DECISION

25-06-2013

The Suo-Moto Action has been taken on the news published in Daily Mashriq Quetta dated, 24th February 2012, regarding illegal cutting of trees of Forest department in Kalat mountain namely Kohi Amiri.

2. The matter was taken up with the Deputy Commissioner Kalat and Divisional Forest Officer Kalat to confirm and informed the factual position of the case. Divisional

Forest Officer stated in his letter that arrangement of Forest Guard for protection of forest trees of Kohi Amiri has also been made and law and order situation is alarming in the mountain area of Kalat. Unfortunately some miscreants of the surrounding area are seen and they snatched their belt-caps and threatened not to visit this mountain area Government of Balochistan also approved 10 corores for protection of forest trees in Kohi Amiri but the program was not implemented due to threat of miscreants, the Forest Department also brought to the notice of Home Secretary Government of Balochistan and Deputy Commissioner Kalat and whole factual position also discussed.

- 3. On 28th September 2012, Deputy Commissioner Kalat stated in his letter that there is dispute between Murad Khan s/o Fazal Mohammad with the Abdul Rehman, Gulam Mohammad and Ali Buksh, all by caste, Zehri on forest hill of Kohi Amiri. Case was registered by Tehsildar Kalat under Section 157 CRPC and 107-150 CRPC which is under trial in the concerned Court of law.
- 4. The Case is under trial before Judicial Magistrate Kalat, another case is under trial before Kazi Saravar Mastung. FIR also chalked out. The criminal and civil cases might be between the two persons or groups in respect of some portion of the Forest. The report submitted by the Forest Department as well as the Administration spells out that proper arrangements have not been made to protect the trees in the mountains. The ground taken in the reply that miscreants are roaming in

the mountains are not allowing the employees of the Forest Department to protect the trees from the persons cutting the same. This kind of reply shows their unableness to remain in the Government service. The Local Administration i.e. Deputy Commissioner Kalat and District Forest Officer Kalat are directed to take up the matter with the higher authorities and to deploy the Forces so as to protect the Forest from unauthorized cuttings under intimation to this office.

Case No. 12049/2012/Pishin/PMS/

V/S

DGPR Quetta

I.O-VII Abdul Manan Achakzai

Subject: - <u>UNFAIR DISTRIBUTION OF</u>

ADVERTISEMENTS

FINDINGS/DECISION

18-09-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province Balochistan Ordinance No.VI of 2001, Suomoto Action was taken on an advertisement published in daily Baziab on 03.07.2013, having the issues raised therein that the Director Public Relations Kamran Asad distributes advertisements on the basis of favoritism, and contrary to law which has caused great loss to the newspaper owners. It was requested not only from this office but also from Chief Justice of Honorable High Court of Balochistan, NAB, ISPR to stop above mentioned DPR from this practice and bring him to book for his illegal practice which he did during his tenure.

It was reported by the D.G Public Relations Balochistan Quetta that the press clipping issued against the Ex-DPR is forged and fabricated and is using the name of Pakistan Newspapers Council illegally. It was also submitted that the advertisement policy as approved by the Provincial Cabinet has been strictly followed and no liking or disliking policy is used. It was also submitted that no newspaper can claim advertisement as a right and beside that advertisements were issued to Daily Baziyab according to its entitlement.

2. Mr. Baz Mohammad Chief Editor Daily Bazivab appeared in person who raised issues about the advertisement policy of DPR and raised objections against the Ex-DPR who used his status and damaged his business as he stated. The representatives of Newspaper Council and the Director advertisement DPR along with other relevant officers and newspaper owners were also heard in person. The revised advertisement policy and the daily statements of advertisements issued during last few months were also analyzed. The main issue raised was related to Mr. Kamran Asad Ex-DPR who as reported was deputed on political ground by Ex-Chief Minister and who misused his powers in this and deprived many newspapers as was stated. On behalf of present DPR Dir Advertisement, Mr. Noor Khetran, Deputy Director Syed Tanveer Akhtar and Assistant Director assured that the advertisement policy will be followed in letter spirit. The owners of different newspapers stressed that the Ex-DG may be

brought to book. They also admitted that they get advertisement however thy claimed that some dummy newspapers also get newspaper advertisement which is illegal. On the occasion of hearing the two months advertisements distribution were checked.

3. As the revised advertisement policy has been issued and the DPR has assured that discrimination will be finished and the advertisements will be issued as per policy therefore, further proceedings are not required. Case is disposed off accordingly. Parties be informed.

CASE NO/9449/2011/PMS/Quetta

V/S

Zakat Department

Director-II YOUSAF ALI JAMALI

Subject: <u>UNFAIR DISTRIBUTION</u>

ZAKAT FUNDS IN FLOOD

AFFECTED AREAS

Findings/Decision

23.04.2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance-VI of 2001, Suo-Moto Action is hereby taken on the Press clipping published in Daily Newspaper Jung Quetta dated 04.01.2011 and 12.01.2011 regarding unfair distribution of Zakat funds in flood affected areas of District Jafferabad being a matter of public interest.

2. Notices were sent to the concerned agencies for comments about the matter. In response the DZO submitted in detail that after flood of 2010, the Zakat department

conducted survey of flood effectees of district Jafferabad. The Government of Balochistan released funds which were released through local Zakat Committee and payment made though cross cheque to all flood effectees alongwith Ward No-3 Sohbat Pur effectees while Mr. Barkat Ali Mangi Ameer JUI Tehsil Sohbat Pur informed that the district Zakat administration have property distributed amount to the Flood effectees of the area through cross cheque verification/survey and found satisfactory and no complaint against the district Zakat Officer Jafferabad.

3. Having regard to the above narrated situation, Suo-Moto action found fruitful, therefore, stands disposed of as redressed. Parties be informed accordingly.

Case No. 11666, 13100/2012/PMS/

V/S

Education Department

Director-II Yousaf Ali Jamali

Subject: - CLOSURE OF KUCHLAK GIRLS HIGH SCHOOL

FINDINGS/DECISION

19-08-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, Suo-Moto Action was taken on the news item/report appeared in Daily Jang Quetta dated 18th April, 2012 regarding subject matter being of public importance.

2. Notice was issued to the respondent agency to meet the allegation published in

news item. In response the agency submitted that due to illegal interference of inhabitants of Killi Mehrab Khan Kuchlak School was remained closed for some time, now it has been reopened and two teachers have been posted in the school, they are performing duties smoothly.

- 3. Later on Malik Ameer Hamza s/o Malik Mehrab Khan informed that the school is functioning properly.
- 4. Having regard to the above narrated position, the grievance has been redressed and there is no need for further proceedings. Thus Suo-Moto Action is disposed of as redressed. Case be consigned to record and parties be informed accordingly.

Case No. 10399/2011/PMS

V/S

Education Department

Director-II Yousaf Ali Jamali

Subject: - SYMPATHETIC CONSIDER-

ATION AND REDRESSAL OF

GRIEVANCE

FINDINGS/DECISION

01-03-2013

Unknown inhabitants of Killi Malik Abdur Rehman Chaman filed complaint and pointed out that no male and female teachers performing duty in Government Primary School Killi Abdur Rehman Chaman resultantly due to said remained absent teachers, students of said school deprived from their education. With regard to same approached concerned high ups time and again but of no use, as such prayed for redressal of said

grievances in the interest of education of said children and redressal.

- 2. As examined the same and Suo-Moto Action was taken. Notice was issued to the District Education Officer Killa Abdullah at Chaman. In response to the notice of this office, the agency submitted in brief as follow:-
- a. That Govt: Boys Primary School Killi Abd-ur-Rehman is functioning smoothly and two teachers are also performing their duties regularly. Approximately 60 students are studying in the said school.
- b. That the Govt: Girls Primary School
 Killi Abdur Rehman is closed due to
 tribal dispute. One local teacher was
 posted. Due to her absence the
 Education Department has taken
 disciplinary action against the teacher
 concerned and her services have been
 terminated.
- c. That the recruitment process has recently been started as per order of the Honorable High Court of Balochistan Quetta. The qualifying candidates would be selected, with the prior approval of the Competent Authority. The female teacher would soon be posted and the school would also be functioning.

The report is submitted for perusal and consideration please.

2. Since the grievance of general Public/Citizen has been resolved, therefore, no further proceedings are required. The Suo-Moto Action stands disposed off as redressed. The quick response of the concerned agency is highly appreciated. Parties be informed accordingly.

Case No. 12570/2012/PMS

V/S

Health Department

Director-IV Syed Munawar Ahmed

Subject: - <u>KIDNAPING OF NEW BORN</u>
<u>INFANT FROM LADY</u>
DUFFERIN HOSPITAL QUETTA

FINDINGS/DECISION

22-10-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, a Suo-Moto Action was taken on the news report/item published in newspaper "Daily Jang Quetta" dated 30th November 2012, regarding kidnapping of new born infant/baby from Lady Differin Hospital Quetta.

- 2. The case was admitted and notices were issued to the respondents for submission of their replies/comments.
- 3. In compliance, the Respondent No.2 submitted her comments/reply relevant portion is reproduced herein below for ready reference:
 - i. That a patient namely Lal Bibi w/o Abdul Malik was admitted in the Lady Dufferin Hospital, Quetta for delivery case on 28-11-2012 and

delivered a male child at night on 28-11-2012 by Major Operation.

ii. She was admitted in the cabin of surgical ward with another patient. On 29-11-2012 at about 12:00 noon one unknown woman came to Lal Bibi and asked her that as her baby is crying I can get him feed by my relative woman who has got enough mild to feed her son. Lal Bibi gave her child to the unknown woman. When she did not turn up after a considerable time, she told the Staff Nurse on duty about this incident. According to Lal Bibi the unknown woman was speaking Pashto and wearing green cloths and cream color cloth sheet over her shoulders.

iii. The matter was reported by the husband of Lal Bibi to City Police Station, Quetta by lodging FIR No.278/12 on 29-11-2012. SHO City Police Station Mr. Ahmed Shah with his team came to the hospital and started investigation. SHO obtained statements of Lal Bibi and the other patients admitted with her in the cabin and also the statement of duty nurses. As the infant was handed over by Lal Bibi herself to the unknown woman, therefore, there was no question of involvement of Hospital Staff.

iv. The Hospital premises, wards, private rooms were searched out by the staff nurses accompanied by the attendant relative of the patient but

there was no sign of any woman as stated by Lal Bibi. The Police left the Hospital after obtaining the statement of all concerned.

In the evening Abdul Malik husband of Lal Bibi, one relative Shadi Khan with others about 50 persons came to the hospital and closed the entrance at main gate of the hospital by parking white car in the center of The police was immediately aate. informed by the office superintendent of the hospital on telephone about the situation. The SHO with his team came to the hospital. Meanwhile, the McKonghy Road was also blocked. The relative Shadi Khan and other person were pressurizing the police that hospital staff was involved and asked the SHO to arrest them. The police team asked them to open the road for traffic whereas they were demanding that road will not be opened unless the police take action against the hospital staff.

vi. Under their pressure the SHO arrested two staff nursed namely Shazia Kausar and Huma Sumaira who were on duty at the time of kidnapping of child in the ward and also one sweeper Zareena Saleem. On the other day the police obtained two days remand from the court and the staff nurses and sweeper were in police custody for remand period and were bailed by the Additional Session Judge-I Quetta. In this connection it is

pointed out that, as mentioned in the FIR, the infant was handed over to the unknown woman by the patient Lal Bibi herself, therefore, the Hospital Staff cannot be held responsible for the act of the patient. The electronic media as well as the print media also reported the fact that the infant was handed over to the unknown woman by the mother of the infant herself. The action of SHO City Police for arresting the staff of the hospital was totally unwarranted and uncalled for.

- 4. Later on, the Station House Officer, Police Station City, Quetta was served a notice for submission of his report about the case. So, in compliance the SHO submitted the requisite report while stating therein that as a result of police raid the child was recovered from a house situated on Muhammad Khair Road Pashtoonabad, Quetta and arrested a couple i.e Mst: Marjan Bibi alia Shah Gul alias Doctor & her hustabnd Abdul Wadood alias Wadood Agha whose case is now subjudice before the competent court of law. Whereas, the child was handed over to the parents after completion of all codal formalities.
- 5. After going through the whole process of investigation, it divulged that the agency i.e. Police Department redressed the grievance of Mst: Lal Bibi w/o Abdul Malik as a result to recover her son who was kidnapped on 29th November 2012 from Lady Dufferin Hospital, Quetta.

6. So having regard to the above narrated position, since Suo-Moto Action got its fruits, therefore, no further proceedings are required as the kidnapped child of Mst: Lal Bibi w/o Abdul Malik had been received by the agency. The case is closed and file may be consigned to the record. Respondents be informed accordingly.

Case No. 10400/2011/PMS

V/S

B.M.C Quetta

Director-IV Syed Munawar Ahmed

Subject: - PROBLEMS FACED BY THE

EMPLOYEES OF BOLAN MEDICAL COLLEGE, QUETTA

FINDINGS/DECISION

20-09-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, a Suo-Moto Action was taken on the news report/item published in newspaper "Daily Jang Quetta" dated 26th July 2011, regarding problems faced by the employees of Bolan Medical College, Quetta i.e. non-framing of their service rules.

- 2. The case was admitted and notice was issued to the respondent for submission of his comments/reply.
- 3. In compliance with the respondent submitted his comments/reply stating therein, that working papers with regard to frame service rules of the employees working in Bolan Medical College, Quetta had been prepared and forwarded to the Secretary,

Government of Balochistan Health Department, Quetta for further process. However, the respondent was asked to produce record of the said working papers, in order to confirm please of the respondent.

- 4. Later on, Mr. Sohail Azam, Administrative Officer, Bolan Medical College Quetta, appeared in person and produced the required record i.e. working papers for framing service rules of the employees working in Bolan Medical College, Quetta.
- 5. After going through the whole process of investigation, it transpired that the Suo-Moto Action got its fruits as it is evident form the record produced by Mr. Sohail Azam, Administrative Officer, Bolan Medical College, Quetta.
- 6. Having regard to the above narrated position, since the Suo-Moto Action got its fruits, therefore, no further proceedings are required as the problems of the employees working in B.M.C Quetta had been resolved i.e. preparation of the working papers with regard to frame service rules of the employees working in Bolan Medical College Quetta, which had been prepared by the respondent agency and forwarded to the Secretary, Government of Balochistan, Health Department. The case is closed and file may be consigned to the record. The respondent be informed accordingly.

Case No. 10275/2011/PMS

V/S

Department of Police

Director-IV Syed Munawar Ahmed

Subject: - <u>Snatching Of Five</u> <u>Motorcycles Within A Week</u> In Kalat

FINDINGS/DECISION

24-09-2013

In exercise of powers conferred under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, a Suo-Moto Action was taken on the news report/item published in newspaper "Daily Mashriq Quetta" dated 11th July 2011, regarding snatching of five motorcycles within a week in Kalat.

- 2. The case was admitted and notice was issued to the respondent for submission of his comments/reply.
- 3. In compliance the respondent submitted his comments/reply having stated therein that on 26th July, 2011 only two persons had reported in Police Station Kalat about the snatching of their motorcycles and on the said report FIR No.26/2011 under Section 392 T.P and FIR No.33/2011 under Section 17/3 were lodged against the culprits, as a result of police proceedings Manzoor Ahmed s/o Baboo Ghulam Haider caste Langov and Pasand Khan s/o Sohbat Khan caste Lehri residents of Shadizai Kalat were arrested and a CG-125 Iranian Motorcycle was recovered from them, challan of the case was submitted in competent court of law. According to the respondent that in Kalat motorcycles are mostly un-registered, therefore, the owners are avoiding lodging Copy of the reply was sent to the

representative/news reported of newspaper "Daily Mashriq Quetta" in Kalat, for submission of his rejoinder if any.

- 4. The representative/news reporter of newspaper "Daily Mashriq, Quetta" in Kalat in response submitted his rejoinder/letter of thanks having shown his satisfaction therein and stated that he and all journalists/news reporters are thankful to the Honorable Ombudsman Balochistan who giving an importance to his news report had taken Suo-Moto Action had requested that in future he (i.e. the Honorable Ombudsman Balochistan) would also take the same action their reports. He further stated that a result of the Suo-Moto Action District Administration, Kalat had taken strict action against the culprits; resultantly incidents of the motorcycles snatching had been decreased.
- 5. After going through the whole process of investigation, it transpired that the Suo-Moto Action got its fruits as it is evident from the rejoinder/letter of thanks submitted by the representative/news report of newspaper "Daily Mashriq Quetta" in Kalat.
- 6. Having regard to the above narrated position, since the Suo-Moto Action is got its fruits as it is evident from the rejoinder/letter of thanks submitted bν representative/news reporter of newspaper "Daily Mashriq Quetta" in Kalat, therefore, no further proceedings are required. The case is closed and file may be consigned to the respondent be informed record. The accordingly.

Case No. 8901/2010/PMS

V/S

i. The D.C Killa Abdullah ii. The D.P.O Killa Abdullah

Director-IV Syed Munawar Ahmed

Subject: - <u>VIOLATION</u>

OF

HUMAN/CHILD RIGHTS AND

ITS DIGNITY

FINDINGS/DECISION

16-01-2013

Under Section 9(1) of the Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001, a Suo-Moto Action was taken in the light of telecasting tricks of a gross violation of human/child right by different television channels, that in Chaman Town, District Killa Abdullah during Eid fair a juggler while showing different tricks passed over a vehicle on a little girls (i.e. Juggler's own daughter) who was lying on broken glasses. In order to ascertain the factual position, notices were issued to the respondents for conducting inquiries and submission of their reports on during their personal hearing.

2. In compliance with notice issued, the following appeared in person, namely: -

i. Mr. Habibullah

Assistant Commission, Chaman Killa Abdullah.

ii. Mr. Atif Saleem

SDPO/DSP, Chaman, Killa Abdullah.

During the hearing, the SDPO stated that the incident took place in B-Area which does not fall in the jurisdiction of the District Police. Therefore, he requested that District Administration may be asked to explain the position. In response the Assistant

Commissioner stated the since the Deputy Commissioner Killa Abdullah has proceeded for official training, however, he submitted a report which was unsatisfactory and he was asked to submit a detail report duly signed by the Deputy Commissioner on next hearing. Moreover, notice was issued to the Deputy Commissioner Killa Abdullah to depute his Addition Deputy Commissioner Revenue and bound down team leader Pehlwan Shair Jan Shikari Bangulzai and his daughter namely, Miss. Rashida Bangulzai to appear in person for hearing.

- 3. So, in response the following appeared in person, namely:
 - i. Mr. Maqbool Ahmed Rakhshani
 Additional Deputy Commissioner
 Revenue, Killa Abdullah.
 - ii. Pehlwan Shair Jan Shikar Bangulzai,Team Leader/Juggler.
 - iii. Miss. Rashida Bangulzai Child Star & Daughter of the team leader/juggler.

During hearing the Additional Deputy Commissioner Revenue, stated that since Eid Festivals are celebrated enthusiastically in Balochistan, particularly in Chaman Town, where on Eid occasion fairs are managed by a community based committee, which arrange wrestling competition and fold dance for spectators, according to him that such types of salubrious & constructive activities in peaceful manners are allowed, so far as the incident of a gross violation of human/child right is concerned when a vehicle was passed over on a little girl who was lying on broken glasses, is really a matter of great concern, which occurred/happened without

permission of District Administration, because such type of inhuman tricks/games are not The Additional permitted. Deputy Commissioner Revenue further stated that the Committee members were called in the office and administered a warning to them. On the other hand the team leader & daughter stated that they got proper training in field of jugglery resultantly nothing happens harmful to them while performing such act. However, he was ordered that next time children should not be allowed in the team to perform such type of tricks or art. In response the team leader promised that he will be careful in future and will not violate of human/child right law.

- 4. From the whole process of the investigation of this case it transpired that the District Administration was not informed by the committee about inclusion of such inhuman tricks on Eid Fair. However, the negligence of the Administration cannot be denied, because in absence of proper vigilance such types of incidents take place. Whereas, on the other hand the team leader who because of earning few coins threatened the life of his little daughter, that is really a matter of great concern and gross violation of human/child right law, which comes also in ambit of child labour. And it is the prime responsibility of every government functionary to stop the performance of such type of inhuman tricks/arts in the Province of Balochistan.
- 5. So having regard to the above narrated position all the Deputy

Commissioners in Balochistan are hereby directed to ban/stop the performance of inhuman tricks/arts of children in their respective districts.

REPRESENTATIONS TO THE HONORABLE GOVERNOR

Representations Annual Report 2013

Case No. 7284/101

Secretary Secondary Education VFRSUS

Secretary Provincial Ombudsman

Subject:

REPRESENTATION UNDER
SECTION 32 OF THE
PROVINCIAL OMBUDSMAN
ORDINANCE 2001 AGAINST
THE ORDER DATED 18-052010 PASSED BY LEARNED
OMBUDSMAN (MOHTASIB)
BALOCHISTAN, QUETTA

ORDER 21.10.2013

Consequent upon the decision of Provincial Ombudsman dated 18-05-2010, and meticulous deliberation/arguments on the instant matter from the available record concludes to set aside the decision of the Provincial Ombudsman in lieu of principle of "Aurdi Alterum Partum", justice, fair-play, equity. The respondent could not justify his stance to be relieved. No mal-administration, on the part of agency has been proved. Moreover, the Provincial Ombudsman should avoid adjudicate service nature cases/appeals.

The case is disposed of today on 21st day of October 2013 under my seal, authority and signature.

Case No. 6444/122 & 87

Relief Commissioner/D.G PDMA, Quetta *VERSUS* Secretary Provincial Ombudsman

Subject: RE

REPRESENTATION UNDER
SECTION 32 OF THE
PROVINCIAL OMBUDSMAN
ORDINANCE 2001 AGAINST
THE ORDER DATED 17-082012 PASSED BY LEARNED

OMBUDSMAN (MOHTASIB) BALOCHISTAN, QUETTA

ORDER

31.09.2013

Consequent upon the decision of Provincial Ombudsman dated 17-08-2012 and meticulous deliberation/arguments on the instant matter from the available record concludes to uphold the decision of the Provincial Ombudsman to the extent that now there left no space to entertain such cases in lieu of principle of "Aurdi Alterum Partum", Justice, fair play, equity and circular of PDMA vide No.DG/Pln/01/15510-50 dated 05th December 2009. However, the aggrieved Mr. Habib-ur-Rehman and his wife may approach appropriate court of law for grant of compensation.

2. The case is disposed of today 31st day of September 2013 under my seal, authority and signature.

Case No. 7450/102

Additional I.G Police Balochistan VERSUS Secretary Provincial Ombudsman

Subject:

REPRESENTATION UNDER
SECTION 32 OF THE
PROVINCIAL OMBUDSMAN
ORDINANCE 2001 AGAINST
THE ORDER DATED 07-052012 PASSED BY LEARNED
OMBUDSMAN (MOHTASIB)
BALOCHISTAN, QUETTA

ORDER 29.10.2013

Consequent upon the decision of Provincial Ombudsman dated 07-05-2012 and

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meticulous deliberation/arguments on the instant matter from the available record concludes to set aside the decision of the Provincial Ombudsman as the respondent failed to prove his stance from the available/provided record and evidences. The respondent viz Mr. Ghulam Nabi may proceed to appropriate forum i.e. Service Tribunal for redressal of his grievances. The Inspector General Police is however, advised to review the instant case in lieu of the previous reinstatement cases in 2009 and 2011 as referred by the respondent in his application and decided by the Department. Provincial Ombudsman is however, directed to avoid adjudicating matters of service nature.

2. The case is disposed of today 29th day of October 2013 under my seal, authority and signature.

Case No. 70/84

Ms. Farhat Seema d/o Muhammad Panah VERSUS Secretary Provincial Ombudsman

Subject:

REPRESENTATION UNDER
SECTION 32 OF THE
PROVINCIAL OMBUDSMAN
ORDINANCE 2001 AGAINST
THE ORDER DATED 15-072010 PASSED BY LEARNED
OMBUDSMAN (MOHTASIB)
BALOCHISTAN, QUETTA

ORDER 03.10.2013

Consequent upon the decision of Provincial Ombudsman dated 15-07-2010 and meticulous deliberation/arguments on the instant matter from the available record I conclude to set aside the decision of the Provincial Ombudsman in lieu of principle of "Aurdi Alterum Partum", justice, fair-play and equity. The petitioner owing the status of resident of Union Council Haji Shaher, District Kachi/Bolan, had due right to be considered as her application was accepted by Education Department, even allowed to appear in the test, and she secured first position. The other candidate being resident of adjacent union council (Mathri) could had not been recommended by the selection committee. The decision in favour of Ms. Kauser Parveen seems contrary to the standing policy of the department and proves maladministration on the part of the concerned agency. Secretary Secondary Education Department is directed to also adjust Ms. Farhat Seema d/o Muhammad Panah forthwith against the suitable/available per post her qualification; if not possible to appoint as Drawing Mistress due to her S.S.C in Science Subject to fulfillment of other pre-requisites either in union council in Haji Shaher or Mathri.

2. The case is disposed of today 03rd day of October 2013 under my seal, authority and signature.

PUBLICATIONS

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صوبا فی محنسب کی مدایت پر بیوه کوگر وپ انشورنس کی رقم مل گئی کویند (خن) صوبانی مختسب بلوچتان اکبر علی علی بلوچتان اکبر علی بلوچتان اکبر علی علی محتسب کوتر بری طور پر آگاه کیا که ادا می کاردی گئی سب سے محتار ان کی استان نے صوبائی محتسب کوتر بری طور پر آگاه کیا که محتی کاردی گئی سب سے محتار ان کاردی گئی ہے۔ میں موبائی محتسب سے محتار ان کی کو محتار کاردی گئی ہے۔ میں موبائی محتسب کی محتار ان کی کردی گئی ہے۔ میں موبائی محتسب کی محتار ان کی کردی گئی ہے۔

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صوبائی محسب کی ہدایت پراورالا ئی میں نشے
کے کار وبار میں ملوث افراد کیخلاف کارروائی
کوئی (اے این این) صوبائی محسب بلوچ تان اکبرعلی
بلوچ کی ہدایت پرڈسٹرکٹ آفیسر لورالائی اورا کیسائز
فیکسیشن آفیسر اس بیٹ وسوبائی محسب بلوچ تفریر 10 پر
افیسیشن آفیسر صوبائی محسب کے اورائی میں نشے کے
اورالائی نے فوری کاروائی کرتے ہوئے شلع لورالائی میں نشے کے
دری کردیا جی پرصوبائی محسب نے المینان کااظہار کیا اورفرش
شای وبایندی ہے ڈایڈ سرائی انہوں نے املینان کااظہار کیا اورفرش
شای وبایندی ہے ڈایڈ سرائی انہوں نے امید ظاہری کرنے پرائی افران کے خلام بھی ای طرح فرض شای و دو مدداری
کامظاہرہ کریں کے یادر ہے کہ اس محسن میں صوبائی محتب نے
کیا تھا در اخرات میں شائع شدہ خروں پر ازخودوش

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صوبائی محتسب نے شکایات کاازالہ کرویا

ہوچ کی ہدایت پرضلع جعفر آباد کے محد حیات ودیگر کو

ہوچ کی ہدایت پرضلع جعفر آباد کے محد حیات ودیگر کو

ہوائی کا گئی تھی کہ شکایت کنندگان نے سیاب

متاثرین ہونے کی بناء پرؤپئی کمشز جعفر آباد سے بارہا

متاثرین ہونے کی بناء پرؤپئی کمشز جعفر آباد سے بارہا

الماد کے لیے رجوع کیالیکن کوئی شنوائی نہیں ہوئی،

متاثرین ہونے کی بناء پرڈپئی کمشز جعفر آباد سے سلسل

الماد کے لیے رجوع کیالیکن کوئی شنوائی نہیں ہوئی،

خریری طور پر آگاہ کیا کہ شکایت کنندگان کوسیاب

تحریری طور پر آگاہ کیا کہ شکایت کنندگان کوسیاب

زدگان فنڈ سے المادی رقم کی ادائیگی کر کے شکایت کا

زدگان فنڈ سے المدادی رقم کی ادائیگی کر کے شکایت کا

ہدایت پرضلع جعفر آباد کے اعتبار خان ولد علی محمد

کوزکواۃ کی مدیس رقم اداکردی گئی۔

کوزکواۃ کی مدیس رقم اداکردی گئی۔

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منگل 12 رفر وري 2013ء

صوبائی محتب کی ہدایت پردادری
کوش (خن) صوبائی محتب بلوچتان اکبر کی بلوچ کی ہدایت برعطاء محد و دائر محتب بائی محتب بائی کا بدایت ایس فی گور شنٹ بائی سکل پر چشان جس محتب کو بحال کر سے تخواہوں کی اوا نگی محتب کندو و صوبائی محتب سے گذارش کی محتب نخواہوں کی اوا نگی روک وی تحق اس بارے معطل کر کے محتب دور کا ما دائے تکی روک وی تحق اس بارے مصال کر کے محتب کا دارائی کے بعد سیکر فری اعجام بلوچتان شکایت کا از الدند کو حال کر کے کاروائی کے بعد سیکر فری اعجام بلوچتان نے صوبائی محتب کی خواہیں اوا کر وی خی محتب کی شکایت کنندہ نے شکر یہ کے خواہیں اوا کر وی کی مطابق کا ترب سوبائی محتب کی شکایت کنندہ نے شکر یہ کے خواہیں اوا کر وی کی مطابق کا تو انظام محتب کی محتب کی محتب کی خواہیں اوائی والوچتان کو بلوچتان کو نے شکل ہدا کے خواہیں اوائی والوچتان کو بلوچتان کو نے شکل ہدا کے خواہیں اوائی واطابق و

Publications Annual Report 2013



کوئٹہ کے مکینوں کو یانی کی فراہمی شروع کر دی جائے گی جس کی تقدیق شکایت کنندہ نے شکریہ خط کے ذریعے کی علاوه ازیں صوبائی محتسب کی ہدایت پر ظفر اللہ کوسر کاری كوار زنم - D وحدت كالونى كى مرمت كيلي محكمة ي ايند

کی ہدایت پر گلی نمبر 8 مسلم ٹاؤن بروری روڈ کوئٹے کے مکینوں کو بینے کے صاف یانی کی فراہی ممکن بنادی گئی اس ہے درخواست کی تھی کہ مذکورہ گلی کوتقریا ایک سال ہے ملین شدید مشکلات سے دوجار ہیں جس پر تفتیش ڈائر کیشرعبدالمنان اچکزئی کی جانب ہے متواتر کاروائی ڈبلیوبلوچتان نے فنڈ زفراہم کردیے ہیں۔ Annual Report 2013 Publications









کوئیر(وقائع نگار) صوبائی مختباعالی اکبر بلوچ نے کہا ہے کہ عدالت عالیہ کے ہدایات کی روثنی میں خاران اور وافشک کے سیاب متاثرین کے امدادی سامان میں خورد برد بارے بیشہ 11 سفحہ نمبر 9 پر





Annual Report 2013 Publications



ر چوکیداری انعیناتی کوچتان انجول بوچ کیداری انعیناتی کوچشان انجول بوچ کیداری انعیناتی کی بهایت پر دولت خان ولدجلات خان کوکر تعیم طلع بیش بهار چیکیدار تعینات کردیا گیا، اس بارے پس صوبائی محتسب سے گزارش کی گئی تھی کہ شکایت کنندہ نے کار برات خلع پیشن کی اقبر کے لیے زیمن فراہم کی اور متعلقہ حکام نے میات تو تو بیشن کی اقبر کیا کہ خدگورہ سکول کے لیے دیمن فراہم کی اور کیا جائے گائیکن متعلقہ حکام نے شکایت کنندہ کو قال انکا ند و شکل کے دیمن انتخابی کردیا، اس خمن میں متعلقہ حکام کو باربا در خواست دارکو دیا واس کی بیشن کی بازب بار دو تواست کردیا، اس خمن بیش منتخلقہ حکام کو باربا در خواست کردیا، اس خمن بیش بی بیشن انتخابی کی جانب سے مسلس کاروائی کے بعد صوبائی محتسب کو آگاہ کیا گیا کہ در خواست کر ارکو خدگورہ کیا گیا کہ در خواست کر ارکو خدگورہ کے دیا جس کی ادار اندر دیا گیا کہ ذر سے کی محال دوار کی محتل میں بیشن کی بدایت پر گورشنٹ ہے جس کی احدادہ از میں صوبائی گئی ہیں۔ در میاں شروع کردی گئی ہیں۔



Annual Report 2013 Publications



سوبائی محسب کی ہواہ بی برشکایات کا ازالہ کردیا گیا اس کو کید (آئی این پی) سوبائی محسب بلوچتان انگرفل بلو جی کی ہوا ہے کی موبائی محسب نے جانب کے خالف شکایات کا ازالہ کر دیا گیاں حتم شفقت سین نے صوبائی محسب ہے گزارش کی تھی کہ آئی اسٹین معاوضہ کی ادائی اسٹین مواضہ کی ادائی اسٹین معاوضہ کی ادائی اسٹین مواضہ کی ادائی اسٹین موئی مجتب سیریئریٹ کی جانب ہے مکمل کا روائی کے بعد محکمہ داخلہ بلوچتان کی ادائی کی تعلیم محکمہ خالوں کی تعلیم ک









عوام کے مسائل کو قانون کے مطابق حل کرنے میں اہم اضافہ اور سالانہ بنیادوں پر جیل کی مرمت ے کہ معاشرے کے تمام افراد کو بلاامتیاز انصاف کی صوبائی حکومت کواحکامات جاری کردیے گئے ہیں۔ان كروار اواكررى ب، كوئه جيل مين سيكور في كے لئے خيالات كا اظهار بقيه 52 صفحه نمبر 10 ير فرانهی حاری بنیادی ذمدداری محتسب اداره غریب واک تحروکیث کی تنصیب ، سپتال میں مزید بسترول کا

بقيه الماني الماني

ہوں نے پیرکوکوئد جیل کی اچا تک دورے کے موقع پرجیل حکا ور قیدیوں سے بات چیت کرتے ہوئے کیا ہائے اور شدید نوعیت کے بیار قیدیوں کو بولان میڈیکا مرمت کے لئے سالانہ بنیادوں پرفنڈ ز کی فراہمی کویقنی بنایا جا ر پہلی مرتبہ کوئد جیل میں قید یوں کی فلاح و بہبود کے لئے شبت قدامات کے گئے میں امید ہے کہ جیل انتظامیا اس روایت ک

روز نامىنى كارىكىرى ،كوئد بدھ 3جولاكى، 2013م



کوئے (خ ن) صوبائی مختسب بلوچتان محمد واسع | کے بارے میں معلومات حاصل کیں۔صو نے سیریٹری صحت کو ہدایت جاری کر هپتال میں بستر وں، ادویات اور ایکسر جلد دور کیا جائے۔صوبائی محت میں قائم ہیتال، قدیوں کے مخلف بیرکوں اور کچن کا ہدایات جاری کرتے ہوئے کہا کہ موجودہ حالات کے تفصیل معائد کیا اور موقع پراد کابات جاری کیے۔ قیدی

رین نے ڈسٹرکٹ جیل کوئٹ کا دورہ کیا۔ اس موقع پر سرنٹنڈن جیل سیدعبدالرزاق نے جیل اور قیدیوں ك بارے ميں بريفنگ دى۔صوبائى محتسب نے جيل مریضوں سے فروا فروا ملاقات کی اور ان کے مسائل اسکیسر وجلداو جلد فسب کیے جائیں۔



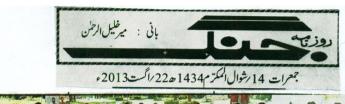
واسع ترین کو کی سینو کوئد کے دور نے کے دوران کیا۔
انہوں نے کوئی سینو کوئد کے دور نے کے دوران کیا۔
انہوں نے کوئی سینو کوئٹ شعوں کا معائد کیا اور وہاں
موجوور پیشوں سے مطابع ومعالمے کی سیوایا سے متعلق معلوم کی
کو کارکردگی پر الممینان کا اظہار کیا۔ اس موقع پر کوئی سینو کے
چیف آگر کیئو نے صوبانی محتسب کونسی پر بیشنگ مجی دی کہ نوب موجہ کے تحت فدمت سرانجام دے دیہ ہے کہ کوئی سینو کے
وائم ووالور محلے فیصوب کے دوروناز علاقوں میں کوئی سینو کے
کر جزاروں مر بیضوں کا بروقت علاق کیا ہے۔ صوبانی محتسب میر واسع ترین نے شکیسیا، اورکردوں کے فریب سریشنوں کو باقاعد کی
واسع ترین کے شعید اورکردوں کے فریب سریشنوں کو باقاعد کی
واسع ترین نے شکیسیا، اورکردوں کے فریب سریشنوں کو باقاعد کی
فائوندیشن کی تو ہے کو مراج جو بو کے فائمید Annual Report 2013 Publications







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فرائض میںغفلت برتنے والوں کیخلاف کارروائی کی جائیگی صوبائی محتہ وام کو بنیادی سہولیات فراہم کرنے کیلئے اقد امات کئے جائیں' پشین میں خطاب' ایم ایس نے بر مريضوں كوعلاج معالجه كى تمام سبوليات فراہم كى جائيں اور لوئد (خِن)عوام كوبنيادي سبوليات كى فراجمي اور واكثرز وعلدائ فرائض ايماندارى اداكرين فر قانون کی بالادی میں کی قتم کی کوتابی برداشت نہیں کی جائے غفلت برتنے والوں کےخلاف قانونی کارروائی کی جا گی۔ان خیالات کا اظہار صوبائی محتسب محد واسع ترین نے وسرُ کٹ ہیتال پشین میں اسٹاف کی کمی اور دیگر سہوا ڈسٹرکٹ میتال پھین کے معائد، جوڈیشل لاک اپ کے ے اور کھلی کچبری کے بعد ضلعی افسران سے خطاب میں کیا۔ ے میں محکمہ صحت کے حکام کو ہدایات جاری کی جا لھلی پھری کے دوران محدواسع ترین نے کہا کہ جس صوبائی محتب کوپشین بہتال کے دورے کے دوران میڈیکل میں قانون کی حکمرانی ہوتی ہے وہ معاشرہ ترتی کرتا ہے سرنٹنڈنٹ اعظم اللہ نے سپتال کے بارے میں بریفنگ حل ہوتے ہیں اورایک دوسرے کا احترام کیاجاتا ہے۔ دی صوبائی مختب نے ہدایات جاری کرتے ہوئے کہا کہ









The Balochistan Times, Quetta

Thursday September 19, 2013

Ombudsman takes notice of closure of Girls Schools in K. Abdullah

Summons Secretary Education, Deputy Commissioner, other concerned over issue

BT City Report
QUETTA: Provincial
Ombud sman Balochistan, Abdul Wasey Tareen
has taken serious notice
of closure and illegal possession of Government
Girls Model School Mai
zai addah and Government Girls Primary Sch
ool Akhtar Ali, Killi
Maizai, Killah Abdullah
by some elements.

The Ombudsman expressing his dismay has summoned the Provincial Secretary for Education,

Deputy Commissioner Killa Abdullah, Director Education Balochistan, District Education Officer, Killa Abdullah and District Education Officer (Female) on the next hearing.

He has directed all the concerned to start academic activities in the schools immediately so that the precious time of the students may not be wasted.

It may be mentioned here that a complainant

had pointed out in his application that the schools are closed for the academic activities for long, and the Government Primary School Akhtar Ali is being used as a guest room.

On that the Ombudsman conducted hearing over the issue and directed to the quarter concerned to start the academic activities in the aforementioned schools and submit a report thereon.



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LETTER OF THANKS

Letter of Thanks Annual Report 2013

ين المحس المواقي المواقي المواقية الموا وواوع: - نامار کا ورت عان بز 5. D وارت کاوی Com Ent - E (& E cop & the is i , flow how is 1.5 3/1/2 pol, Cie, & (6 & @ 50 & 2013 Por 14 = m/3/1) سری اس درواست رکاروال کرنے مونے آ_ منا_ نے سی امن ڈیلو أربار من ك براس ك ما رن ك فين لور معلى على نه در كوس لير کا کو مکل کرواما اور نقائص دور کردھتے ہیں۔ ا _ آ ۔ جا ب سے گارتی صل میری سالقہ درواست ك مد نظر ركان بوك يوك يوك يوك يوك المان فتح كونا المان على الموالح - Ug (p (p -) المعالم المعال 18/2 (86 ENd

Annual Report 2013 Letter of Thanks

JUL supprising Estado Colocust lucia Of Colle for Pes se de 12/2 = Undels for Green 12 Jag & Cape Co, jos in Un Divoloco 29.7-13 067917

Letter of Thanks Annual Report 2013

عزيمات عمواني معنساكي الموايان وسر 1 Herio سر مشاور س . که آب خاب ی دای تو سس ی ناد بر منرد پولش ار برائن نه رشام و و عامنر سروس مدزمن سید سردن المتر رئس لولاد لو مر تبول - سالغم حامات ی ادر ایای تا العامات عرى بن ع درون دار بر ون عنان محر ومرى عمام س لدد كانسر مير ولوليس كالورائي والدمن المسر مير ولولين رد لافرا بر مشاور بن - صن از دا ل ار سندر ال واجه مع دا دا ان م شر فسلم - Eww primps coing - Con since Iverio Sives in Jos. Since ميرو لوكون كا رادر التي الومير.

منان اصفر مسرلی ریائشی سیم کافی ن بوری روزی -محانیا - جناب صفی کی مسیم اعلی بوجیستان -محانیا - جناب صفی کی مسیم اعلی بوجیستان -- CASENO. 12231

Letter of Thanks Annual Report 2013

فرست في عوالى وسي على المعلى الموسيان الوسرة 10781 : 1:12 " malu = 2/10, cm i 18701 1000 ودیا زانی ع مر مزیزوی ملتن علی ولد الفی نے لا مر (PHE) س سامة الحشري در ورادها في مع لوزياد كسي سانت في داد is ilexant the con, ما سعوائی کشب کی دلسی اور لوجم سے فیوں کی حق دادرسی م م م م اور فرول کو کیم PHE می ملانت می اور دیم واویا ی کھی ادائش ہوتی ہے۔ اور فروں کو تکو او ویزی کی طی رس ہے۔ مدرس ملتے سے فروں اور الی فا زمنا ک فشس علی سے فاوں اور الی فالے اور الی فالے اور الی فالے میں اور الی فالے میں اور الی فالے میں اللہ میں سرول سے سات ارس - اور دعاؤیں۔ آ سا روا سے الفاس کھائی ہے کہ وہر فروی کی تنفات ازاله بولا سے - قد نسب س سن خوالم : 1870 تھا - و فتم اور مزید کاروائی مذکر نا کا حکم مار زخاشی ۔ - Pell برض ترار:- مستن على واد عمرانفي المرس، واردنى دروردال منع نعر آ؟ د وسل المراس و سف ملت المنزون ومرادعال

Annual Report 2013 Letter of Thanks

كذبت من موبائي وسي اللي معان سيروب موميتان كونك . Luis pets نایت اوب سے گذارش صابہ میں رانے برووٹن . Lé 11972/2012/Quetle/PMS / Coll (6) W/ 512 (2012/Quetle/PMS / Coll (6) W/ 512 (2012/Quetle/PMS / Coll (6) W/ 512 (6) W اور آب منا س کرکستوں سے محصے اب استین (14-8) کا برسٹ ion 2/1/2/02/2013 00 on is poly of Ino 1 4 the سيش ميزا عي مكن من شامين افتاع من شريب كاي شارلور كا مواشا . إلى يد مس سني منس موسكا مى يد عس معزرت . Umling to ا ت کرانی گرانی کوشش کوشکوسی . 28/02/2013 1019 Alulmal.5 . I'll wie No willer سَنْرُ عَكُولَ عَمِي الْكَالِيمُ لِي الْمُعِينَانِ لَوَيْدُ مِنَ إِلَا لِيَهِ وَلَا لِينَا

Letter of Thanks Annual Report 2013

17th December, 2012

The Director - III Office of the Provincial Ombudsman (Mohtasib) Ouetta.

Subject:

REQUEST FOR REFUND OF PAYMENTS.

CLOSURE OF CASE.

Reference:

your office letter No. 8907/2010/Quetta/PMS/8483 dated 11th December,

2012.

I have already conveyed to your good office that my stucked payments have been refunded to me by the Quetta Development Authority (QDA) therefore my case may be closed.

2. Now in response to your above referred letter, I once again request you to kindly close my case which was registered in your office vide No. 8907.

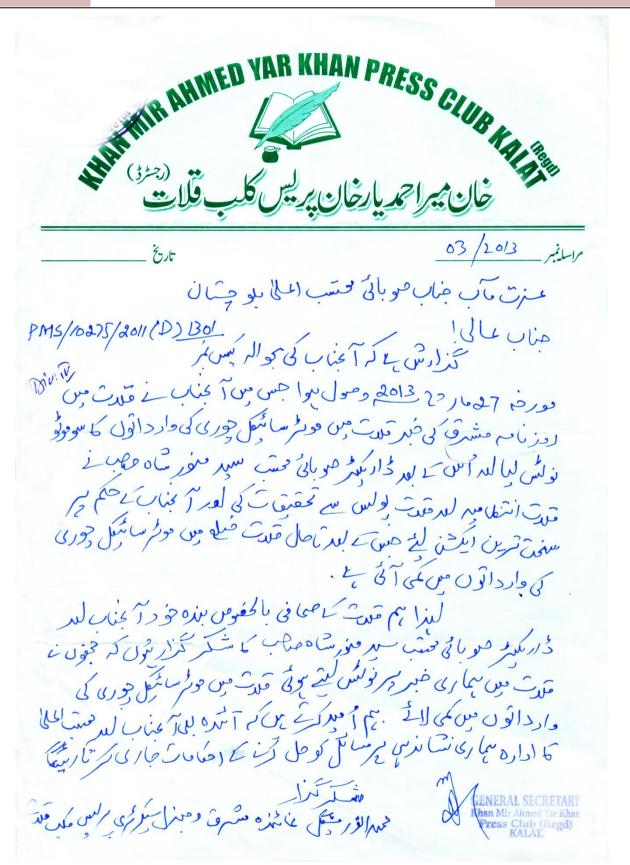
3. Thanking you

Kashif Hussain C/O NHA, Complex Airport Road, Quetta.

C.C.

D.G. QDA, Quetta.

Annual Report 2013 Letter of Thanks



Letter of Thanks

Annual Report 2013

اظہارتشکر

J. レ. T リヤッドひらいいのしからがしからい من بركسان صاب عزرت مأب هموماني منحب اعلى موميثان کا تنہماں سے ستکر ازار سوں میں مرولت اور کاوس سے بنہ ہ ناوی اساحق دلایاے۔ اور سرسادی مناب ناظم لیلمات کرام بلومت ن کورش نے دو قطوند کا ۱۰۰۰ م کو جاری کر دستے ہیں۔ اور سی ای وقت است فرالفن دنیں آمنی طرافعے سے گورانن برام کی سکول در فان بولتی دلنل الله الما من الما من الما من المن من وع مولى . المان عذر لي المولول ك ي في منا ب دف اللي عاب ع الفات كوليا في بور مارك بول في الفات داريا. بيزايس من س ش در دی طور رامنی رسال می ترا دل سے منگر اردیا أرۇر كانى نقل منساسى ـ 31-12.203 (000) عمر الله ولم عافي ميان خان جوري ني الرونن براغرى مكرل دوم فان مين يونس

Annual Report 2013 Letter of Thanks

Letter of Thanks Annual Report 2013

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It is respectfully submitted that

my case No. 12002 (Education department)

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Withdraw & the scholarship has been paid by the department.

Sin I thankfull to you, your staff for best level of co-operation. I still be thankfull to you, it my application is considered.

Dated: 08-07-2013

Your Thankfull

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Presentation delivered by Secretary Provincial Ombudsman Secretariat on "OMBUDSMANSHIP CHALLENGES" at all Pakistan Ombudsmen Forum, Islamabad

<u>PRESENTATION DELIVERED BY SECRETARY PROVINCIAL OMBUDSMAN SECRETARIAT ON</u> "OMBUDSMANSHIP CHALLENGES" AT ALL PAKISTAN OMBUDSMEN FORUM ISLAMABAD.

An Ordinance-VI of 2001 dated 19.03.2001 created the office of the Ombudsman for the Province of Balochistan, Pakistan's largest province. In his presentation, Mr. Riaz Ahmed, Secretary, Ombudsman Balochistan, explained the salient features of the office and the work done by the Ombudsman since inception of the office. Like other Ombudsmen, the Ombudsman Balochistan deal with mal-administration issues as they relate to the provincial government functionaries. Since 2001 a total of 11,000 complaints were disposed of out of the 12000 received. The Ombudsman is based in Quetta, the provincial capital, and there are seven regional offices.

The Secretary explained that most of the complaints pertained to maladministration issues relating to the Education and Prison Department in the province. He said that conditions in both these government departments are dismal and nepotism, corruption, arbitrary appointments and high handedness of the officials is rampant leading to widespread disaffection with the governmental machinery. He said that their employees had filed a very large number of complaints that presently could not be taken up because of the bar on the Ombudsman from taking up complaints for investigation pertaining to service matter. He argued that this bar be removed and the Ombudsman be given jurisdiction to investigate such cases as the affected persons were not able to meet the expenses involved in filing complaints before the regular appellate for approvided for appeals related to service matters such as the Service Tribunal. The Secretary was also critical of the alleged encroachment on the Ombudsman's Jurisdiction by the judiciary. He said that notwithstanding the fact that maladministration issues fell exclusively within the Ombudsman's Jurisdiction as per express statutory stipulation, the judiciary still took up cases for adjudication involving maladministration issues which is not fair to the aggrieved person and is an affront to the Ombudsman and this practice should be stopped.

According to the Secretary, a major challenge being faced by the Ombudsman was an acute paucity of financial resources. The financial constraints had stately rendered the office ineffective since the required funds to fill in all staff vacancies and conduct in-depth investigation on proper lines are not made available. Even necessary capital expenditure such as the involved in purchase of office equipment could not be incurred. Budgetary

allocations are deficient and are made under different Heads so that the Ombudsman has practically no room left to adjust in case he wants to change the allocation depending on the actual needs of the office. The Secretary further said that it had not been possible for the staff employed in the Secretariat and the Regional Offices to benefit from any training courses to upgrade their skill level and although the Ombudsman Balochistan is a member of AOA and the IOI, participation in their conferences and training workshops is problematic as the government is not willing to release any funds. He further pointed out that in spite of the fact that the Ombudsman Office has been operational since 2001 the public at large is generally unaware of its existence and those who were aware have a very limited understanding of the work done by the Ombudsman. The Secretary said that this lack of knowledge of the Ombudsman's office and actual work done in the main office was mainly due to the absence of any projection of the office through the media, again due to resource constraints. A "Complaint Cell" set up to deal with complaints pertaining to children has been lying dormant since long as the provincial government took no interest in provides needed financial and manpower resources. He said that children were among the most vulnerable members of society and their filing a complaint in person before any authority alleging maltreatment by government functionaries was hugely problematic. The unique opportunity accorded in this regard by the office of the Ombudsman must not be denied to them. The Secretary was extremely critical of the provincial government's stance in the matter and argues strongly that the Ombudsman Balochistan may be given financial autonomy on the same lines as the Federal Ombudsman and a one line budget should be allowed enabling the Ombudsman to allocate the budgetary allocation as he deemed fit. The Secretary also argued that the Ombudsman be allowed to investigate complaints pertaining to Service Matters of government employees as a very large number of such complaints are lying unattended. Finally, the Secretary pleaded that the court's having accepted that the Ombudsman's is a 'Quasi-Judicial' office grant of judicial allowance to the Ombudsman and his staff may be approved.

RECOMMENDATIONS

- 1. Information and Communication Technology (ICT) to be used in a planned manner as a "force multiplier" to enhance performance and productivity of all Ombudsman offices.
- 2. A survey of the ICT capabilities of every Ombudsman office be conducted by professionals, and Needs Assessments of each office be done on scientific lines.

- 3. A true, paperless office be established by every Ombudsman based on digitized, electronic, record-keeping and electronic storage, access and collation of data.
- 4. Training Needs Assessments of each Ombudsman office be done and steps be taken to impart training to the supporting staff and to ensure that all staff members are ICT proficient.
- 5. A codified / digitized database of maladministration cases to be maintained by all Ombudsmen and password protected public access be allowed, after registration.
- 6. Jurisdiction issues pertinent to individual Ombudsman be addressed viz Wafaqi Mohtasib's jurisdiction issue over military cantonments.
- 7. Jurisdictional anomalies between Ombudsmen to be resolved through bilateral negotiation viz Wafaqi Mohtasib vis a vis Insurance and Banking Ombudsmen. If negotiation fails, matter may be referred to the FPO for resolution.
- 8. The FPO may hold workshops and conferences in the provincial headquarters on a regular basis.
- 9. The FPO may hold such workshops every quarter for the first year beginning with this workshop and biannually thereafter.
- 10. One-Line budget to be adopted for all Ombudsman offices
- 11. Budgetary constraints with special reference to the needs of the Provincial Ombudsmen of Balochistan, Khyber Pakhtunkhawa and those of Federal and Provincial (Punjab) Ombudsman for Protection against Harassment of Women at the Workplace and also, AJ&K Ombudsman, to be addressed.
- 12. Special needs of vulnerable members of society such as children be addressed by the Federal and respective Provincial Ombudsman.
- 13. Human Rights issues especially as regards Harassment of Women at Workplace be tackled effectively in all provinces. Budget, Staff and office requirements to be met on priority basis.
- 14. Workplace harassment be appreciated in its true, gender neutral spirit and all workers be encouraged to come forth with their grievances.

- 15. The Federal Ombudsmen Institutional Reforms Act, 2013 to be suitably adapted and adopted by the Provincial Ombudsmen set-up and the Provincial Legislatures be approached in this regard for enacting appropriate legislation.
- 16. A concerted effort to be made to project the Ombudsman through the print and electronic media to increase public awareness.
- 17. In order to facilitate outreach, Ombudsmen to have a presence in every district. If a regional office cannot be established due to the lack of adequate resources, a smaller sub-office be set up.
- 18. A Common Public Service Message for Prime Time telecasting to be designed by the FPO for all Ombudsmen, to be made compulsory for all TV and Radio channels, including the print media.
- 19. Special attention to be paid to significantly reduce the time taken to dispose of complaints and to stay well within the statutory time frame.
- 20. Departments / Organizations under the jurisdiction of the Ombudsman to be required to display flexi-banners on their websites and also in their offices explaining how the public can obtain redressal of their grievances from the Ombudsman.
- 21. The FPO to design (i) a common Organogram for Ombudsman offices; (ii) a common lean and flat administrative set up (iii) Uniform Service Rules (iv) Uniform Salary Structure and (v) explore possibility of locating all Ombudsman offices in one building at Regional Offices to undertake One Building Operation of Ombudsman for redressal of citizens grievances.
- 22. Ombudsman offices to enhance focus on diagnosing and redressing systemic issues to preempt repetition of similar grievances.
- 23. Implementation to be brought under increased focus in terms of the President's directive, the Prime Minister's orders and a judgment of the Supreme Court of Pakistan in this regard.
- 24. Judicial Allowance to be allowed to the Ombudsman and the supporting staff.
- 25. A "self-accountability mechanism" to be adopted by all Ombudsmen.
- 26. Government to desist from divesting the Ombudsman of statutory authority granted to them by their Charter.

PICTURES



Ex- Ombudsman Mr. Akbar Ali Baloch, presenting the Annual Report 2012 to the Honorable Ex-Governor.



The delegation of UNICEF meeting with the Ombudsman Balochistan.



The Ombudsman Balochistan, addressing to the General Public during Khuli Khacheri held at Pishin



The Ombudsman Balochistan, calling on patients during his visit of DHQ Hospital Pishin



The Ombudsman Balochistan, checking the attendance register of Doctors of DHQ Hospital Pishin.



The Ombudsman Balochistan holding meeting with Chief Executive and his staff during his visit of Kidney Centre Quetta



The Ombudsman Balochistan, visiting Dialysis Section Kidney Centre Quetta



Visiting Laboratory of Kidney Centre Quetta



Calling on patient in Kidney Centre Quetta.



The Ombudsman visiting juvenile ward during his visit of District Jail Quetta



The Ombudsman visiting Medical Ward during his visit of District Jail Quetta



The Ombudsman Balochistan, checking the Attendance Register of Jail Staff during his visit.



The Ombudsman Balochistan, meeting the Honorable Governor Balochistan Mr. Muhammad Khan Achakzai



The Ombudsman Balochsitan, meeting the Honorable Governor Balochistan Mr. Muhammad Khan Achakzai



The Ombudsman and his staff participating in the condolence ceremony on the demise of Regional Director Sibi (late) Qadir Bukhsh Khoso.



Secretary Ombudsman Secretariat presiding over a meeting at Sibi of Divisional/District Officers on public grievances



Secretary Provincial Ombudsman Secretariat receiving complaints of mal-administration in an open Kachehri at Dera Murad Jamali



Mr. Riaz Ahmed, Secretary Provincial Ombudsman Secretariat meeting with Iranian Justice Minister Mostafa Pourmohammadi at Iran, during 13th Conference of Asian Ombudsmen Association.



Secretary Provincial Ombudsman Secretariat presenting a trophy to the winner team of throw ball competition at Government Elementary College, Sibi



Officers of Ombudsman Secretariat, are in a farewell party in the honour of Mr. Akbar Ali Baloch, Former Ombudsman Balochistan.



Group Photo of the staff of Ombudsman Balochistan



The Ombudsman Balochistan chairing a meeting of his staff

Establishment of the Office of Ombudsman for the Province of Balochistan Ordinance No.VI of 2001

EXTRAORDINARY

REGISTERED NO.2771



THE BALOCHISTAN GAZETTE PUBLISHED BY AUTHORITY

NO. 25 QUETTA MONDAY MARCH 19. 2001

GOVERNMENT OF BALOCHISTAN LAW DEPARTMENT

NOTIFICATION.

Dated Quetta, the 19th March, 2001.

No.Legis:1-91/Law/91. The following Ordinance made by the Governor of Balochistan on 10th March, 2001 is hereby published for general information -

BALOCHISTAN ORDINANCE NO. VI OF 2001

THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF BALOCHISTAN ORDINANCE, 2007.

AN ORDINANCE

To provide for the establishment of the office of Provincial Ombudsman for the Province of Balochistan.

Preamble

WHEREAS it is expedient to provide for the appointment of the Provincial Ombudsman to

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diagnose, investigate, redress and rectify any injustice done to a person through mal-administration;

AND WHEREAS, the Provincial Assembly of Balochistan stands suspended in pursuance of the Proclamation of Emergency of the fourteenth day of October, 1999 and the Governor of Balochistan is satisfied that circumstances exist which render it necessary to take immediate action;

NOW, THEREFORE, in pursuance of Article 4 of the Provisional Constitution (Amendment) Order, 1999 (Chief Executive's Order No.9 of 1999), and in exercise of all powers enabling him in that behalf, the Governor Balochistan is pleased to make and promulgate the following Ordinance:-

1. Short title extent and Commencement:-

- (1) this Ordinance may be called the Establishment of the office of Ombudsman for the Province of Balochistan Ordinance, 2001
- (2) It extends to the whole Province of Balochistan.
- (3) It shall come into force at once.

2. Definitions:-

In this Ordinance, unless there is any thing repugnant in the subject or context:-

- (1) "Agency" means a Department, Commission or Office of the Provincial Government or Statuary Cooperation or other Institution established or controlled by the Provincial Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or High Court.
- (2) "Mal-Administration" includes;
 - (i) a decision, process, recommendation, act of Omission or Commission which-
 - is contrary to Law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons;
 - (b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or recriminatory;or
 - (c) is based on irrelevant grounds;or
 - (d) involves the exercise of powers, or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and

- (ii) Neglect, inattention, delay, incompetence inefficiency and inaptitude, in the administration or discharge of duties and responsibilities;
- (3) "Office" means the office of the Ombudsman;
- (4) "Ombudsman" means the Ombudsman appointed under section 3;
- (5) "Prescribed" means prescribed by rules made under this Ordinance;
- (6) "Public Servant" means a public servant as defined in Section 21 of the Pakistan Penal Code, 1860 (Act XLV of 1860), and includes a Minister, Advisor, Parliamentary Secretary and Chief Executive, Director or Other officer or employees or member of an Agency and;
- (7) "Staff" means any employees or commissioner of the office and includes co-opted members of the staff, consultants, advisors, bailiffs liaison officer and experts.

3. Appointment and Qualification of Ombudsman:-

- (1) There shall be an Ombudsman for the Province of Balochistan, who shall be appointed by the Governor.
- (2) The Ombudsman shall be a person who is or has been a Judge of the High Court, or has been District and Session Judge qualified to be a Judge of the High Court or any Lawyer who is qualified to be Judge of the High Court.
- (3). Before entering upon office, the Ombudsman shall take an Oath before the Governor in the form set out in the first schedule.
- (4). The Ombudsman shall, in all matters perform his functions and exercise his powers fairly, honestly, diligently and independently of the Executive; and all Executive Authorities through out the Province of Balochistan shall act in aid of the Ombudsman.

4. Tenure of the Ombudsman:-

- (1) The Ombudsman shall hold office for a period of Four years and shall not be eligible for any extention of tenure or for reappointment as Ombudsman under any circumstances.
- (2) The Ombudsman may resign his office by writing under his hand addressed to the Governor.

5. Ombudsman not to hold any other office of profit etc:-

- (1) The Ombudsman shall not
 - (a) Hold any other office of profit in the service of Pakistan; or
 - (b) Occupy any other position carrying the right to remuneration for the rendering of services.

(2) The Ombudsman shall not hold any office of profit in the service of Pakistan before the expiration of two years after he has ceased to hold that office; nor shall he be eligible during the tenure of office and for a period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any Local Body or take part in any political activity.

6. Terms and conditions of service and remuneration:-

- (1) The Ombudsman shall be entitled to such salary, allowances, and privileges and other terms & conditions of service as the Governor may determine and these terms shall not be varied during the term of office of an Ombudsman.
- (2) The Ombudsman may be removed from office by the Governor on the ground of misconduct or of being incapable of properly performing the duties of his office by reasons of physical or mental incapacity;

Provided that the Ombudsman may, if he sees fit and appropriate to refute any charges, request an open public evidentiary hearing before the Supreme Judicial Council and, if such a hearing is not held within thirty days on the receipt of such request or not concluded within ninety days of its receipt, the Ombudsman will be absolved of any and all stigma whatever. In such circumstances, the Ombudsman may choose to leave his office and shall be entitled to receive full remuneration and benefits for the rest of his term.

- (3) If the Ombudsman make a request under the proviso to sub-section (2), he shall not perform his functions under this ordinance until the hearing before the Supreme Judicial Council has concluded.
- (4) An Ombudsman removed from office on the ground of mis conduct shall not be eligible to hold any office of profit in the service of Pakistan or for election as a member of Parliament or a Provincial Assembly or any Local body.

7. Acting Ombudsman:-

At any time when the office of Ombudsman is vacant, or the Ombudsman is absent or is unable to perform his functions due to any cause, the Governor shall appoint an Acting Ombudsman.

8. Appointment and terms and condition of service of staff:-

(1) The members of the staff, other than those mentioned in section 20 or those of a class specified by the Governor by order in writing,

- shall be appointed by the Governor in Consultation with the Ombudsman.
- (2) It shall not be necessary to consult the Balochistan Public Service Commission for making appointment of the members of the staff or on matters relating to qualifications for such appointment and methods of their recruitment.
- (3) The members of the staff shall be entitled to such salary, allowances and other terms and conditions of service as may be prescribed heaving regard to the salary, allowances and other terms and conditions of service that may for the time being be admissible to other employees of the Provincial Government in the corresponding Grades in the National Pay Scales.
- (4) Before entering upon office a member of a staff mentioned sub section (1) shall take an Oath before Ombudsman in the form set out in the second schedule of this Ordinance.

9. Jurisdiction functions and powers of the Ombudsman:-

(1) The Ombudsman may on a complaint by an aggrieved person, on a reference by the Governor, or the Provincial Assembly or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or his own motion, undertake any investigation into any allegation of mal-administration on the part of any Agency or any of its officers or employees;

Provided that the Ombudsman shall not have any jurisdiction to investigate or inquire into any matter which:-

- is subjudice before a Court of competent jurisdiction or judicial tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or
- (b) relate to the external affairs of Pakistan or the relations or dealings of Pakistan with any foreign state or government;or
- (c) relate to, or are connected with, the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces.
- (2) Notwithstanding any thing contained in sub-section (1), the Ombudsman shall not accept for investigation any compliant by or on behalf of a public servant or functionary concerning any matters

- relating to the Agency in which he is, or has been, working in respect of any personal grievance relating to his service therein.
- (3) For carrying out the objectives of this Ordinance and, in particular for ascertaining the root causes of corrupt practices and injustice, the Ombudsman may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.
- (4) The principal seat of the office of Ombudsman shall be at Quetta, but he may set up regional offices as when and where required.

10. Procedure and evidence:-

- (1) A complaint shall be made on solemn affirmation or oath and in writing address to the Ombudsman by the person aggrieved or, in the case of his death, by his legal representative and may be lodged in person at the office or handed over to the Ombudsman in person or sent by any other means of communication to the office.
- (2) Anonymous or pseudonymous complaints shall not be entertained.
- (3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Ombudsman may conduct an investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper form him to do so.
- (4) Where the Ombudsman propose to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorised the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal; Provided that the Ombudsman may proceed with the investigation if

no response to the notice is received by him from such principal officer or other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Ombudsman.

- (5) Every investigation shall be conducted in private, but the Ombudsman may adopt such procedure as he considers appropriate for such investigation and he may obtained information from such persons and in such manner and make such inquiries as he thinks fit.
- (6) A person shall be entitled to appear in person or be represented before the Ombudsman.
- (7) The Ombudsman shall, in accordance with the rules made under this ordinance, pay expenses and allowances to any person who attends or furnishes information for the purposes of an investigation.

(8) The conduct of investigation shall not affect any action taken by the Agency concerned, or any power or duty of that Agency to take further action with respect to any matter subject to the investigation.

(9) For the purposes of investigation under this Ordinance the Ombudsman may require any officer or member of the Agency concerned to furnish an information or to produce any document which in the opinion of the Ombudsman is relevant and helpful in the conduct of the investigation, and there shall be no obligation to maintain secrecy in respect of disclosure of any information or document for the purposes of such investigation;

Provided that the Governor may, in his discretion, on grounds of its

being a State secret, allow claim of privilege with respect to any information or document.

- (10) In any case where the Ombudsman decides not to conduct an investigation, he shall send to the complainant a statement on his reasons for not conducting the investigation.
- (11) Save as provided in this Ordinance, the Ombudsman shall regulate the procedure for the conduct of business or the exercise of powers under this Ordinance.

11. Recommendations for implementations:-

- (1) If, after having considered a matter on his own motion, or on complaint or on a reference by the Governor, or the Provincial Assembly, or on a motion by Supreme Court or a High Court, as the case may be, the Ombudsman is of the opinion that the matter, considered amounts to Mal-Administration, he shall communicate his findings to the Agency concerned-
 - (a) to consider the matter further;
 - (b) to modify or cancel the decision, process, recommendation, act or omission;
 - (c) to explain more fully the act or decision in question;
 - (d) to take disciplinary action against any public servant of any Agency under the relevant laws applicable to him;
 - (e) to dispose of the matter of case within a specified time;
 - (f) to take action on his findings and recommendation to improve the working and efficiency of the Agency within a specified time; or
 - (g) to take any other steps specified by the Ombudsman.
- (2) The Agency shall, within such time as may be specified by the Ombudsman inform him about the action taken on his recommendations or the reasons for not complying with the same.

(3) In any case where the Ombudsman has considered a matter or conducted an investigation, on complaint or on a reference by the Governor, or the Provincial Assembly or on a motion by the Supreme Court or a High Court, the Ombudsman shall forward a copy of the Communication received by him from the Agency in pursuance of sub-section (2) to the complainant or, as the case may be, the Governor, the Provincial Assembly, the Supreme Court or the High Court.

- (4) If, after conducting an investigation, it appears to the Ombudsman that an injustice has been caused to the person aggrieved in consequence of Mal-Administration and that the injustice has not been or will not be remedied, he may, if he thinks fit, lay a special report on the case before the Governor.
- (5) If the Agency concerned does not comply with the recommendations of the Ombudsman or does not give reasons to the satisfactions of the Ombudsman for non-compliance, it shall be treated as "Defiance of Recommendations" and shall be dealt with as hereinafter provided.

12. Defiance of recommendations:-

- (1) If there is "Defiance of Recommendations" by any public servant in any Agency with regard to the implementation of a recommendation given by the Ombudsman, the Ombudsman may refer the matter to the Governor who may, in his disecration, direct the Agency to implement the recommendation and inform the Ombudsman accordingly.
- (2) In each instance of "Defiance of Recommendations" a report by the Ombudsman shall become a part of the personal file or Character Role of the public servant primarily responsible for the defiance;

Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. Reference by Ombudsman:-

Where, during or after an inspection or an investigation, the Ombudsman is satisfied that any person is guilty of any allegations as referred to in sub section (1) of section 9, the Ombudsman may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both corrective and disciplinary action, and the said authority shall inform the Ombudsman within thirty days of receipt of reference of the

action taken. If no information is received within this period, the Ombudsman may bring the matter to the notice of the Governor for such action as he may deem fit.

14. Powers of the Ombudsman:-

- (1) The Ombudsman shall, for the purposes of this Ordinance, have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 (Act V of 1908), in respect of the following matter namely;
 - (a) summoning and enforcing the attendance of any person and examining him on oath;
 - (b) compelling the production of documents;
 - (c) receiving evidence on affidavits; and
 - (d) issuing commission for the examination of witness.
- (2) The Ombudsman shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Ombudsman, may be useful or relevant to, the subject matter of any inspection or investigation.
- (3) The powers referred to in sub section (1) may be exercised by the Ombudsman or any person authorised in writing by the Ombudsman in this behalf while carrying out an inspection or investigation under the provision of this Ordinance.
- (4) Where the Ombudsman finds the complaint referred to in sub section (1) of section 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made and the amount of such compensation shall be recoverable from the complaint as arrear of Land Revenue;

Provided that the award of compensation under this sub section shall not debar the aggrieved person from seeking civil and criminal remedy.

- (5) If any Agency, public servant or other functionary fails to comply with a direction of the Ombudsman, he may, in addition to taking other actions under this Ordinance refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Ombudsman.
- (6) If the Ombudsman has reason to believe that any public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Ombudsman.

(7) The staff and the nominees of the office may be commissioned by the Ombudsman to administer oaths for the purposes of this Ordinance and to attest various affidavits, affirmations, or declarations which shall be admitted in evidence in all proceedings under this Ordinance without proof of the signature of seal of official character of such person.

15. Power to enter and search any premises:-

- (1) The Ombudsman, or any member of the staff authorised in this behalf, may, for the purpose of making any inspection or investigation, enter any premises where the Ombudsman or, as the case may be, such member has reason to believe than any Article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found, and may
 - (a) Search such premises and inspect any Article, book of accounts or other documents;
 - (b) take extract or copies of such books of accounts and documents;
 - (c) impound or seal such Articles, books of accounts or documents; and
 - (d) make an inventory of such Articles, books of accounts and other documents found in such premises.
- (2) All searches made under sub section (1) shall be carried out, mutates, mutandis, in accordance with the provision of the Court of Criminal Procedure, 1898 (Act V of 1898).

16. Power to punish for contempt:-

- (1) The Ombudsman shall have the same powers, mutatis, mutandis, as the High Court has to punish any person for its contempt who-
 - abuses, interferes with, impedes, imperils, or obstructs the process of the Ombudsman in any way or disobeys any order of the Ombudsman;
 - (b) scandalizes the Ombudsman or otherwise does anything which tends to bring the Ombudsman, his staff or nominees or any person authorised by the Ombudsman in relation to his office, into hatred, ridicule or contempt;
 - (c) does anything which tends to prejudice the determination of a matter pending before the Ombudsman; **or**

(d) does any other thing which, by any other law, constitutes contempt of Court;

Provided that fair comments made in good faith and in public interest on the working of the Ombudsman or any of his staff, or on the final report of the Ombudsman after the completion of the investigation shall not constitute contempt of the Ombudsman or his office.

(2) Any person sentenced under sub-section (1) may, notwithstanding anything herein contained, within thirty days of the passing of the order, appeal to the High Court.

17. Inspection Team:-

- (1) The Ombudsman may constitute an Inspection Team for the performance of any of the function of the Ombudsman.
- (2) An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Ombudsman may consider necessary.
- (3) An Inspection Team shall exercise such of the powers of the Ombudsman as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Ombudsman with its recommendations for appropriate action.

18. Standing Committee etc:-

The Ombudsman may, whenever he thinks fit, establish standing or advisory committees at specified places with specified jurisdiction for performing such functions of the Ombudsman has are assigned to them from time to time and every report of such committee shall first be submitted to the Ombudsman with its recommendations for appropriate action.

19. Delegation of powers:-

The Ombudsman may, by order in writing, delegate such of his powers as may be specified in the order to any member of his staff or to a standing or advisory committee, to be exercised subject to such conditions

as may be specified and every report of such member or committee shall first be submitted to the Ombudsman with his or its recommendations for appropriate action.

20. Appointment of Advisors etc:-

The Ombudsman may, appoint advisors, consultants, fellows, bailiffs interns, commissioners and experts, or ministerial staff with or without remuneration, to assist him in the discharge of his duties under this Ordinance.

21. Authorization of Provincial Functionaries, etc:-

The Ombudsman may, if he considers it expedient, authorize, any Agency, public servant or other functionary working under the Administrative Control of the Provincial Government to undertake the functions of the Ombudsman under sub section (1) or sub section (2) of section 14 in respect of any matter falling within the jurisdiction of the Ombudsman; and it shall be the duty of the Agency, public servant, other functionary so authorised to undertake such functions to such extent and subject to such conditions as the Ombudsman may specify.

22. Award of costs and compensation and refund of amount:-

- (1) The Ombudsman may, where he deems necessary call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of any Mal-Administration committed by such public servant, other functionary or Agency and after considering the explanation, and hearing such public servant, other functionary or Agency, award reasonable cost as arrears of Land Revenue from the public servant, functionary or Agency.
- (2) In cases involving payment of illegal gratification to any employee of any Agency, or to any other person on his behalf, or misappropriation, criminal breach of trust or cheating, the Ombudsman may order the payment thereof for credit to the Government or pass such other order as he may deem fit.
- (3) An order made under sub section (2) against any person shall not absolve such person of any liability under any other Law.

23. Assistance and advice to Ombudsman:-

(1) The Ombudsman may, seek the assistance of any person or authority for the performance of his functions under this Ordinance.

- (2) All officers of an Agency and any person whose assistance has been sought by the Ombudsman in the performance of his functions shall render such assistance to the extent it is within their power or capacity.
- (3) No statement made by a person or authority in the course of giving evidence before the Ombudsman or his staff shall subject him to, or be used against him in, any civil or criminal proceedings except for prosecution of such person for giving false evidence.

24. Conduct of business:-

- (1) The Ombudsman shall be the Chief Executive of the Office.
- (2) The Ombudsman shall be the Principal Accounts Officer of the office in respect of the expenditure incurred against Budget, Grant or Grants controlled by the Ombudsman and shall, for this purpose, exercise all the financial and administrative powers delegated to an Administrative Department.

25. Requirements of affidavits:-

- (1) The Ombudsman may, require any complainant or any party connected or concerned with a complaint, or with any inquiry or reference, to submit affidavits attest or notarized before any Competent Authority in that behalf within the time prescribed by the Ombudsman or his staff.
- (2) The Ombudsman may, take evidence with technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case especially when a person refuses, without reasonable justification, to submit to such tests.

26. Remuneration of Advisors, Consultants:-

(1) The Ombudsman may, in his discretion, fix an Honorarium or remuneration of Advisors, Consultants, Experts and interns engaged by him from time to time for the services rendered.

(2) The Ombudsman may, in his discretion, fix, a reward or remuneration to any person for exceptional services rendered or valuable assistance given to the Ombudsman in carrying out his functions;

Provided that the Ombudsman shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due protection under the Law to such person against harassment, victimization, retribution, reprisal or retaliation.

27. Ombudsman and staff to be public servants:-

The Ombudsman, the employees, officers and all other staff of the office shall be deemed to be public servants within the meaning of section 21 of the Pakistan Penal Code, 1860 (Act SLV of 1860).

28. Annual and other reports:-

- (1) Within three months of the conclusion of the Calendar year to which the report pertains, the Ombudsman shall submit an Annual Report to the Governor.
- (2) The Ombudsman may, from time to time, lay before the Governor such other reports relating to his functions as he may think proper or as may be desired by the Governor.
- (3) Simultaneously, such reports shall be released by the Ombudsman for publication and copies thereof shall be provided to the public at reasonable cost.
- (4) The Ombudsman may also, from time to time make public any of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the office.
- (5) The report and other documents mentioned in this section shall be placed before the Provincial Assembly.

29. Bar of Jurisdiction:-

No court or other authority shall have jurisdiction-

 to question the validity of any action taken or intended to be taken, or order made, or any thing done or purporting to have been taken, made or done under this Ordinance;

or

(b) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or any thing done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Ombudsman.

30. Immunity:-

No suit, prosecution or other legal proceeding shall lie against the Ombudsman, his staff, Inspection Team, nominees, member of the standing or advisory Committee or any person authorized by the Ombudsman for anything which is in good faith done or intended to be done under this Ordinance.

31. Reference by the Governor:-

- (1) The Governor may refer any matter, report or complaint for investigation and independent recommendation by the Ombudsman.
- (2) The Ombudsman shall promptly investigate any such matter, report or complaint and submit his findings or opinion within a reasonable time.
- (3) The Governor may, by Notification in the official Gazette, exclude specified matter, public functionaries or Agencies from the operation and purview of all or any of the provisions of his ordinance.

32. Representation to Governor:-

Any person aggrieved by a decision or order of the Ombudsman may, within thirty days of the decision or order, make a representation to the Governor, who may pass such order thereon as he may deem fit.

33. Informal resolution of disputes:-

(1) Notwithstanding any thing contained in this Ordinance, the Ombudsman and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written Memorandum and without the necessity of docketing any complaint or issuing any official notice.

Annual Report 2013 Ordinance No.VI of 2001

(2) The Ombudsman may appoint for purposes of Liaison Counselors, whether honorary or otherwise, at Local levels on such terms and conditions as the Ombudsman made deem proper.

34. Service of process:-

- (1) For the purposes of this Ordinance a written process of communication from the office shall be deemed to have been duly served upon a Respondent or any other person by, inter-alias, any one or more of the followings methods, namely:-
 - (i) By service in person through any employee of the office or by any special process-server appointed in the name of the Ombudsman by any authorized staff of the office, or any other person authorized in this behalf;
 - (ii) By depositing in any mail box or posting in any post office a postage prepaid copy of the process, or any other document under certificate of posting or by registered post acknowledgement due to the last known address of the Respondent or person concerned in the record of the office, in which case service shall be deemed to have been effected ten days after the aforesaid mailing;
 - (iii) By a Police officer or any employee or nominee of the office leaving the process or document at the last known address, abode, or place of business of the Respondent or a person concerned and if no one is availing at the aforementioned address, premises or place, by affixing copy of the process or other document to the main entrance of such address; &
 - (iv) By publishing the process or document through any Newspaper and sending a copy thereof to the Respondent or the persons concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the Newspaper.
- (2) In all matters involving service the burden of proof shall be upon a Respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.

Ordinance No.VI of 2001 Annual Report 2013

(3) Whenever a document or process from the office is mailed, the envelope or the package shall clearly bear the legend that it is from the office.

35. Expenditure to be charged on Provincial Consolidated Fund:-

The remuneration payable to the Ombudsman and the Administrative expenses of the office, including the remuneration payable to staff, nominees and grantees, shall be an expenditure charged upon the Provincial Consolidated Fund.

36. Rules:-

The Ombudsman may, with the approval of the Governor, make rules for carrying out the purpose of this Ordinance.

37. Ordinance to override other laws:-

The provisions of this Ordinance shall have effect notwithstanding anything contained in any other Law for time being in force.

38. Removal of difficulties:-

If any difficulty arises in giving effect to any provision of this Ordinance the Governor may make such order, not inconsistent with the provisions of this Ordinance, as may appear to him to be necessary for the purpose of removing such difficulty.

Dated Quetta

the 10th March, 2001.

JUSTICE (RETD) AMIR-UL-MULK MENGAL, GOVERNOR BALOCHISTAN.

IMTIAZ HUSSAIN. Secretary Law.

Annual Report 2013 Ordinance No.VI of 2001

THE FIRST SCHEDULE {See Section 3(2)}

l,	do swear	solemnly	that I	l will	bear	true	faith	and
allegiance to Pakistan.								

That as Ombudsman for the Province of Balochistan, I will discharge my duties and perform my function honestly, to the best of my ability, faithfully in accordance with the Laws for the time being inforce in the Province without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decision;

That I shall do my best to promote the best interest of Pakistan and Province of Balochistan.

And that I will not directly or indirectly communicate or reveal to an person any matter which shall be brought under my consideration, or shall become known to me, as Ombudsman except as may be required for the due discharge of my duties as Ombudsman.

May Allah Almighty help and guide me (Amen)

Ordinance No.VI of 2001 Annual Report 2013

THE SECOND SCHEDULE {See Section 8(4)}

Ι,	_do	solemnly	swear	that	I will	bear	true	faith	and
allegiance to Pakistan.									

That an employee of the office of the Ombudsman, I will discharge my duties and perform my function honestly, to the best of my ability, faithfully in accordance with the Laws for the time being inforce in the Province without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

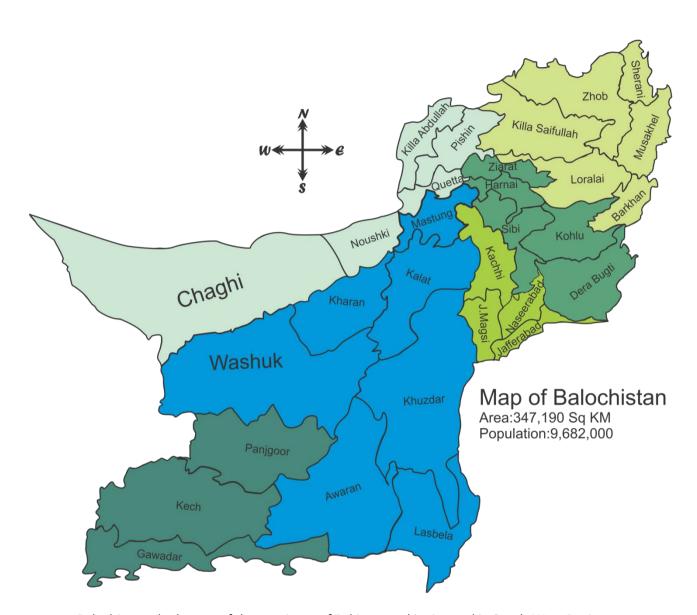
And that I will not directly or indirectly communicate or reveal to an person any matter which shall be brought under my consideration, or shall become known to me, as an employee of the office of the Ombudsman.

May Allah Almighty help and guide me (Amen)

Annual Report 2013 Ordinance No.VI of 2001

BALOCHISTAN AT A GLANCE

Balochistan at a glance Annual Report 2013



Balochistan, the largest of the provinces of Pakistan and is situated in South-West Region.

Annual Report 2013 Balochistan at a glance

BALOCHISTAN AT A GLANCE 2012-13

S.NO.	ADMINISTRATIVE UNITS			NUMBER					
1.	Divisions	06							
2.	Districts	32							
3.	Tehsils	91							
4.	Sub-Tehsils			52					
5.	Union Councils		600						
6.	Villages			6554					
7.	Police Stations	Police Stations							
S.NO.	.NO. POPULATION INDICATORS 1998 CENSUS								
1.	Area in Sq KM			347190					
2.	Population (in 000)			6566					
3.	Male Population (in 000)			3507					
4.	Female Population (in 000)		3059					
5.	Urban Population (in 000)			1569					
6.	Rural Population (in 000)			4997					
7.	Density per Sq KM			19					
8.	Annual Growth Rate			2.47					
9.	Sex Ratio (male per hundr	ed female)		114.6					
10.	Singulate Mean Age at Ma	rriage by sex		20.1					
S.NO.	MUL	TIPLE INDICATOR (CLUSTER SU	IRVEY 2010					
1.	Literacy rates Male 10 yea	rs and above		48.20%					
2.	Literacy rates Female 10 y	ears and above		22.00%					
3.	Infant mortality rate			72 per 1000					
4.	Under-five mortality rate			89 per 1000					
5.	Use of improved drinking			73.70%					
6.	Use of improved sanitatio	n facilities		61.40%					
7.	Birth Registration			22.90%					
8.	Child Labour			17.30%	.7.30%				
		POPULATION							
S.No.	District	Area in Sq. Km		us 1998	Projected Pop:				
			Growth	Pop: (in	2013 (in 000)				
1.	Quotta	2653	Rate 4.13	000) 760	1393				
	Quetta Pishin								
2. 3.	Killa Abdullah	7819 3293	3.57 4.46	367 370	712				
4.		44748							
5.	Chaghi Zhob	20297	2.95 104 160 1.85 193 254		254				
6.	Loralai	9830	1.85	298	366				
7.	Killa Saifullah	6831	1.40	194	246				
8.	Musakhel	5728	2.29	134	187				
0.	IVIUSAKITEI	3/20	2.29	134	10/				

Balochistan at a glance Annual Report 2013

9.	Barkhan	3514	3.09	104	164
10.	Sibi	5304	3.43	103	173
11.	Ziarat	1489	0.21	33	35
12.	Kohlu	7610	2.00	100	135
13.	Dera Bugti	10160	3.33	181	288
14.	Naseerabad	3387	3.86	246	434
15.	Jafferabad	2445	2.92	433	666
16.	Jhall Magsi	3615	2.86	246	168
17.	Kachhi	7499	1.15	288	343
18.	Kalat	6622	0.76	238	266
19.	Mastung	5896	1.31	165	200
20.	Khuzdar	35380	2.45	417	600
21.	Kharan	14958	3.11	117	184
22.	Awaran	29510	0.40	118	124
23.	Lasbela	15153	3.03	313	386
24.	Turbat	22539	0.50	413	445
25.	Panjgoor	16891	2.23	234	326
26.	Gawadar	12637	2.99	186	287
27.	Noushki	5797	3.27	98	158
28.	Sherani	N/A	0.22	82	84
29.	Washuk	33093	3.05	90	141
30.	Harnai	2492	3.90	77	136
31.	Lehri	N/A	N/A	N/A	N/A
32.	Sohbatpur	N/A	N/A	N/A	N/A

ZONAL DISTRIBUTION

DIVISION	DISTRICT	TEHSIL	SUB-TEHSILS
1. Quetta	1. Quetta	 Quetta City Quetta Saddar Kuchlak 	1. Panjpai
	2. Pishin	 Pishin Hurramzai Karezat Saranan Bostan 	1. Barshore
	3. Killa Abdullah	 Chaman Killa Abdullah Gulistan 	1. Dobandi
	4. Noushki	1. Noushki	1. Dak
	5. Chaghi	 Dalbandin Nokandi Taftan 	1. Chaghi
2. Kalat	1. Kalat	 Kalat Mangochar Surab 	1. Johan 2. Gazg
	2. Khuzdar	 Khuzdar Zehri Wadh 	 Moola Karkh Ornach

		4. Nal	4. Saroona
			5. Aranji
	3. Lasbela	 Bela Uthal Lakhra Hub Sonmiani (Winder) Gaddani Dureji Kanraj 	1. Liari
	4. Kharan	1. Kharan 2. Sar-Kharan	1. Tuhomulk
	5. Washuk	 Washuk Basima Musakhel 	1. Nag 2. Shahgori
	6. Mastung	 Mastung Dasht 	 Kirdgap Khad-Koocha
	7. Awaran	 Awaran Mashkey Jhall Jao Gishkore Korak Jao 	
3. Sibi	1.Sibi	1.Sibi	1. Sangan 2. Kotmandai
	2. Kohlu	1. Kohlu 2. Kahan 3. Mewand	1. Girsni 2. Tamboo
	3. Dera Bugti	 Dera Bugti Sui Phelawagh 	 Sangseelah Loti Malam Baikar Pir Loh
	4. Ziarat	1. Ziarat	1. Sanjavi
	5. Harnai	1. Harnai 2. Sharigh	1. Khoast
4. Mekran	1. Kech	1. Turbat 2. Tump 3. Mand	 Hoshab Buleda Zamura Dasht Balnigore
	2. Gwadar	 Gwadar Jivni Pasni Ormara 	1. Suntsar
	3. Panjgur	Gawargo Jhaheen Paroom	1. Gichki
5. Nasirabad	1. Nasirabad	 Dera Murad Jamali Tamboo Baba Kot 	1. Chattar
	2. Jafferabad	1. Usta Muhammad	1. Panwar

Balochistan at a glance Annual Report 2013

	2. Gandakha3. Jhat Pat	
3. Jhall Magsi	 Jhall Magsi Gandawa 	1. Mir Pur
4. Kachhi	1. Dhadar	 Balanari Sanni Khattan Mach
5. Lehri	 Lehri Bhag 	
6. Sohbatpur	1. Sohbatpur	

CONTACT NUMBERS

Contact Numbers Annual Report 2013

CONTACT NUMBERS

S. No.	Name & Designation	E-mail Address	Phone No.	Fax No.
1.	Mr. Muhammad Wasay Tareen Ombudsman (Mohtasib) Balochistan	ombudsman@ombudsmanbalochistan.gov.pk	081- 9201827	081- 9202366
2.	Mr. Riaz Ahmed Secretary	riazahmed@ombudsmanbalochistan.gov.pk	081- 9201812	081- 9202366
3.	Mr. Mehmood Khan Marri Director-l		081- 9203108	081- 9202366
4.	Mr. Yousaf Ali Jamali Director-Il		081- 9203109	081- 9202366
5.	Mrs. Mumtaz Baloch Director-III		081- 9203137	081- 9202366
6.	Syed Munawar Ahmed Shah Director-IV	munawarahmed@ombudsmanbalochistan.gov.pk	081- 9203389	081- 9202366
7.	Mr. Abdul Manan Achakzai Deputy Director (Investigation)	abdulmanan@ombudsmanbalochistan.gov.pk	081- 9203390	081- 9202366
8.	Malik Zahoor Ahmed Kasi Deputy Director (Accounts)	malikzahoorkasi@ombudsmanbalochistan.gov.pk	081- 9201589	081- 9202366
9.	Mr. Saeed Ahmed Shahwani Deputy Director (Admin)	saeedshahwani@ombudsmanbalochistan.gov.pk saeedshahwani2003@gmail.com	081- 9201296	081- 9202366
10.	Mr. Jameel Kakar Assistant Director	jameelkakar@ombudsmanbalochistan.gov.pk	081- 9201843	081- 9202366
11.	Syed Abdul Hafeez Public Relations Officer	syedabdulhafeez@ombudsmanbalochistan.gov.pk	081- 9202045	081- 9202366
12.	Syed Muhammad Ali Registrar	syedmuhammadali@ombudsmanbalochistan.gov.pk	081- 9203391	081- 9202366
13.	Bakhtiar Khan Khoso Admin Officer	bakhtiarkhan@ombudsmanbalochistan.gov.pk	081- 9201302	081- 9202366
14.	Aftab Ahmed Protocol Officer	aftabahmed@ombudsmanbalochistan.gov.pk	081- 9201823	081- 9202366
15.	Malik Anwar-ul-Haq Regional Director Nasirabad		0838- 710068	0838- 711305
16.	Mr. Muhammad Hayat Regional Director Kech at Turbat		0852- 413307	0852- 411526
17.	Mr. Hassan Khan Jogizai Regional Director Loralai		0824- 410952	0824- 410952
18.	Mr. Aziz-ud-Din Regional Director Hub		0853- 363305	0853- 363305
19.	Mr. Qadir Bakhsh Khoso Regional Director Sibi		0833- 9230226	0833- 9230227
20.	Mr. Wahid Bukhsh Magsi Regional Director Khuzdar		0848- 412319	0848- 413331
21.	Mr. Nadeem Tahir Regional Director Zhob		0824- 410952	0824- 410952