



**THE ESTABLISHMENT
OF THE
OFFICE OF OMBUDSMAN
FOR THE PROVINCE OF
SINDH ACT, 1991**

WITH

**THE ESTABLISHMENT
OF THE OFFICE OF OMBUDSMAN
FOR THE PROVINCE OF SINDH
(AMENDMENT) ACT, 2020)**

SINDH ACT NO. VII OF 2020
Amended up to 06th February, 2020



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**PROVINCIAL ASSEMBLY OF SINDH
NOTIFICATION**

Karachi, the 23rd January, 1992

No.PAS/Legis-B-13/91.—The Establishment of the Office of Ombudsman for the Province of Sindh Bill, 1991 having been passed by the Provincial Assembly of Sindh on 25th September, 1991 and assented to by the Governor of Sindh on 23rd January, 1992 is hereby published as an Act of the Legislature of Sindh.

**THE ESTABLISHMENT OF THE OFFICE OF
OMBUDSMAN
FOR THE PROVINCE OF SINDH ACT, 1991
SINDH ACT NO.1 OF 1992**

(First published after having received the assent of the Governor of Sindh in the Gazette of Sindh (Extra-Ordinary) dated 23rd January, 1992.

AN

ACT

*to provide for the establishment of the office of
Provincial Ombudsman*

Preamble.—WHEREAS it is expedient to provide for the appointment of the Provincial Ombudsman to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration:

It is hereby enacted as follows:-

1. Short title, extent and commencement.—

(1) This Act may be called the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991.

(2) It extends to the whole of the Province of Sindh.

(3) It shall come into force on and from 14th August, 1991.

2. Definitions.—In this Act unless there is anything repugnant in the subject or context:-

(1) "Agency" means a Department, Commission or Office of the Provincial Government or a statutory Corporation or other institution established or controlled by the Provincial Government but does not include the High Court;

¹(1-a) "*Chief Minister*" means the "*Chief Minister, Sindh*".

(2) "mal-administration" includes: —

(i) a decision, process, recommendation, act of omission or commission which:—

(a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or

(b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; 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 ineptitude, in the administration or discharge of duties and responsibilities;

(3) "Office" means the office of the Ombudsman;

(4) "Ombudsman" means the Ombudsman for the Province of Sindh appointed under section 3;

(5) "Prescribed" means prescribed by rules made under this Act;

¹Sub-Section (1-a) inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

- (6) "Public servant" means a public servant as defined in section 21 of the Pakistan Penal Code, 1860, and includes a Minister, Adviser, Parliamentary Secretary and the Chief Executive, Director or other officer or employee or member of an Agency; and
- (7) "Staff" means any employee or commissioner of the office and includes co-opted members of the staff, consultants, advisers, bailiffs, liaison officers and experts.

3. Appointment of Ombudsman.—(1) There shall be an Ombudsman for the Province of Sindh who shall be appointed by the ¹Chief Minister.

²(1-A) *The Ombudsman appointed under sub-section (1) shall be a person who:—*

- (a) *has been or is qualified to be a Judge of the High Court;*
- (b) *has remained civil servant of BS-20 or above; or*
- (c) *is of known integrity and social eminence.*

(2) Before entering upon Office, the Ombudsman shall take an oath before the Governor in the form set out in the First Schedule of this Act.

(3) 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 throughout the Province shall act in aid of the Ombudsman.

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

²Sub-Section (1-A) inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

4. Tenure of the Ombudsman.—¹ (1) *The Ombudsman shall hold office for a non-renewable term of four years.*

(2) The Ombudsman may resign his office by writing under his hand addressed to the ²*Chief Minister*.

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 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 of Ombudsman—(1) The Ombudsman shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the ³*Chief Minister* may determine and these terms shall not be varied during the term of office of an Ombudsman.

¹Sub-Section (1) including proviso para was amended vide Sindh Act No.VII of 2020 notified on 06.02.2020, before amendment it was as under:

“[(1)The Ombudsman shall hold office for a period of four years:
Provided that the Governor may, in appropriate case, on the advice of Chief Minister, extend the term of Ombudsman or reappoint him for a further period as deemed fit.]”

²The word “Governor” substituted with the words “Chief Minister” vide Sindh Act No.VII of 2020 notified on 06.02.2020.

³The word “Governor” substituted with the words “Chief Minister” vide Sindh Act No.VII of 2020 notified on 06.02.2020.

(2) The Ombudsman may be removed from office by the ¹*Chief Minister* on the ground of misconduct or of being incapable of properly performing the duties of his office by reason 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 of 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 makes a request under the pro-viso to sub-section (2) he shall not perform his functions under this Act until the hearing before the Supreme Judicial Council has concluded.

(4) An Ombudsman removed from office on the ground of misconduct 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 ²*Chief Minister* shall appoint an Acting Ombudsman.

8. Appointment and terms and conditions of service of staff.—(1) The members of the staff, other than those mentioned in section 20 or those of a class specified

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

² The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

by the ¹*Chief Minister* by order in writing, shall be appointed by the ²*Chief Minister* in consultation with the Ombudsman.

(2) It shall not be necessary to consult the Provincial 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 having 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 Basic Pay Scales.

(4) Before entering upon office a member of the staff mentioned in sub section (1) shall take an oath before the Ombudsman in the form set out in the second Schedule of this Act.

9. Jurisdiction, functions and powers of the Ombudsman.—(1) The Ombudsman may, on a complaint by any aggrieved person, on a reference by the Governor ³or *Chief Minister* or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration 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 matters which:—

¹ The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

² The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

³The words "or Chief Minister" inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

- (a) are 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 dealing 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 anything contained in subsection (1), the Ombudsman shall not accept for investigation any complaint 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 Act 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 Karachi, 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 addressed 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) No anonymous or pseudonymous complaint shall 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 any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper for him to do so.

(4) Where the Ombudsman proposes 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 obtain 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 Act, pay expenses and allowances to any person who attends or furnishes information for the purposes of an investigation.

(8) The conduct of an investigation shall not effect 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 purpose of an investigation under this Act the Ombudsman may require any officer or member of the Agency concerned to furnish any 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 ¹*Chief Minister* may, in his discretion, on grounds of its being a state secret, allow claim of privilege with respect of 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 of his reasons for not conducting the investigation.

(11) Save as provided in this Act, the Ombudsman shall regulate the procedure for the conduct of business or the exercise of powers under this Act.

11. Recommendations for implementation.—(1) If after having considered a matter on his own motion, or on a complaint or on a reference by the Governor ²or *Chief Minister* or the Provincial Assembly, or on a motion by the Supreme Court or the 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) 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 or case within a specified time;

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

²The words "or Chief Minister" inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

- (f) to take action on his findings and recommendations 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 a complaint or on a reference by the Governor ¹or *Chief Minister* or the Provincial Assembly or on a motion by the Supreme Court or the 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 ²or *Chief Minister*, 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 ³*Chief Minister*.

(5) If the Agency concerned does not comply with the recommendations of the Ombudsman or does not give reasons to the satisfaction of the Ombudsman for non-compliance, it shall be treated as "Defiance of Recommendations" and shall be dealt with as hereinafter provided.

¹The words "or Chief Minister" inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

²The words "or Chief Minister" inserted vide Sindh Act No.VII of 2020 notified on 06.02.2020.

³The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

12. Defiance of recommendation.—(1) If there is a “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 ¹*Chief Minister* who may, in his discretion, 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 Roll 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 inspection or an investigation, the Ombudsman is satisfied that any person is guilty of any allegation 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 the 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 ²*Chief Minister* for such action as he may deem fit.

14. Powers of Ombudsman.—(1) The Ombudsman shall, for the purposes of this Act, have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908, in respect of the following matters, namely:—

(a) summoning and enforcing the attendance of any person and examining him on oath;

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²The word “Governor” substituted with the words “Chief Minister” vide Sindh Act No.VII of 2020 notified on 06.02.2020.

- (b) compelling the production of documents;
- (c) receiving evidence on affidavits; and
- (d) issuing commission for the examination of witnesses.

(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 for, 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 authorized in writing by the Ombudsman in this behalf while carrying out an inspection or investigation under the provisions of this Act.

(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 complainant as an 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 Act, 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 Act and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Act without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises.—

(1) The Ombudsman or any member of the staff authorized 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 reasons to believe that 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 and documents; and
- (d) make a 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, mutatis mutandis, in accordance with the provisions of the Code of Criminal Procedure, 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:—

- (a) abuses, interferes with, impedes, imperils, or obstructs the process of the Ombudsman in any way or disobeys any order of the Ombudsman;

- (b) scandalises the Ombudsman or otherwise does any thing 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 functions 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 Committees 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 as 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 advisers.— The Ombudsman may appoint advisers, 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 Act.

21. Authorization of 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 the Ombudsman under sub-section (1) or sub-section (2) of section 14 in respect of any matter falling within his jurisdiction and it shall be the duty of the Agency, public servant or other functionary so authorized 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 to amounts.—(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 costs or compensation and the same shall be

recoverable 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 Act.

(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 powers 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. Requirement 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 attested 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 without technicalities and may also require complainants or witness 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 advisers, consultants, etc.—

(1) The Ombudsman may, in his discretion, fix an honorarium or remuneration of advisers, 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, reprisals 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 the section 21 of the Pakistan Penal Code 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 ¹*Chief Minister*.

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

(2) The Ombudsman may, from time to time, lay before the ¹*Chief Minister* such other reports relating to his functions as he may think proper or as may be desired by the ²*Chief Minister*.

(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:—

- (i) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Act; or
- (ii) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything 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 a 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 Act.

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

² The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

31. Reference by the ¹Chief Minister.—(1) The ²Chief Minister may refer any matter, report or complaint for investigation and independent recommendations 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 ³Chief Minister may, by notification in the official Gazette, exclude specified matters, public functionaries or Agencies from the operation and purview of all or any of the provisions of this Act.

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

33. Informal resolution of disputes.— (1) Notwithstanding anything contained in this Act, 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.

(2) The Ombudsman may appoint for purposes of liaison counsellors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper.

34. Service of process.—(1) For the purpose of this Act a written process or communication from the office shall be deemed to have duly served upon a respondent or

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³The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

any other person by, *inter alia*, any one or more of the following 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 person concerned and if no one is available at the aforementioned address premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
- (iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person 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 the 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.

(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 ¹*Chief Minister*, make rules for carrying out the purposes of this Act.

37. Act to override other laws.— The provisions of this Act shall have effect notwithstanding anything contained in any other law for the time being in force.

38. Removal of difficulties.— If any difficulty arises in giving effect to any provision of this Act, the ²*Chief Minister* may make such order, not inconsistent with the provisions of this Act, as may appear to him to be necessary for the purpose of removing such difficulty.

39. Repeal of Sindh Ordinance IX of 1991.—The Establishment of the Office of Ombudsman for the Province of Sindh Ordinance, 1991 is hereby repealed.

¹The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

²The word "Governor" substituted with the words "Chief Minister" vide Sindh Act No.VII of 2020 notified on 06.02.2020.

THE FIRST SCHEDULE

(See Section 3(2))

I, _____ do solemnly swear that I will bear true faith and allegiance to Pakistan;

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

That I shall do my best to promote the best interest of official conduct or my official decisions;

That I shall do my best to promote the best interest of Pakistan and Province of Sindh;

And that I will not directly or indirectly communicate or reveal to any 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).

THE SECOND SCHEDULE

(See Section 8(4))

I, _____ do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as an employee of the office of the Ombudsman for the Province of Sindh, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws for the time being in force 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 any 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).

BY ORDER OF THE SPEAKER
Provincial Assembly of Sindh

ZAKIR HUSSAIN K. MIRZA
Secretary
Provincial Assembly of Sindh



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KARACHI THURSDAY APRIL 5, 2012

PART-IV

PROVINCIAL ASSEMBLY OF SINDH

NOTIFICATION

KARACHI, THE 2ND APRIL, 2012

NO. PAS/Legis-B-04/2012- The Establishment of the Office of Ombudsman of the Province of Sindh (Amendment) Bill, 2012 having been passed by the Provincial Assembly of Sindh on 5th March, 2012 and assented to by the Governor of Sindh on 21st March, 2012 is hereby published as an Act of the Legislature of Sindh.

**THE ESTABLISHMENT OF THE OFFICE OF
OMBUDSMAN FOR THE PROVINCE OF SINDH
(AMENDMENT) ACT, 2012.**

SINDH ACT NO. IX OF 2012.

**AN
ACT**

to amend the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991.

WHEREAS it is expedient to amend the Establishment of Preamble, the Office of Ombudsman for the Province of Sindh Act, 1991, in the manner hereinafter operating:

It is hereby enacted as follows:-

- | | | |
|----|---|---|
| 1. | (1) This ACT may be called the Establishment of the Office of Ombudsman for the Province of Sindh (Amendment) Act, 2012. | Short title and commencement. |
| 2. | In the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, in section 4, for sub-section (1), the following shall be substituted. | Amendment of section 4 of Sindh Act No. 1, of 1992. |

"(1) The Ombudsman shall hold office for a period of four year:

Provided that the Governor may in appropriate case, on the advice of Chief Minister, extend the term of Ombudsman or reappoint him for a further period as deemed fit."

**BY ORDER OF THE SPEAKER
PROVINCIAL ASSEMBLY OF SINDH**

**HADI BUX BURIRO
SECRETARY
PROVINCIAL ASSEMBLY OF SINDH**

EXTRAORDINARY

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KARACHI THURSDAY FEBRUARY 6, 2020

PART-IV

PROVINCIAL ASSEMBLY OF SINDH NOTIFICATION KARACHI, THE 06TH FEBRUARY, 2020

NO. PAS/LEGIS-B-02/2020- The Provincial Assembly of Sindh in its sitting held on 08th January, 2020 passed the Establishment of the Office of the Ombudsman for the Province of Sindh (Amendment) Bill, 2020 and was sent to Honourable Governor for accord his assent as required under clause (2)(a) of Article 116 but he, instead of accord assent to the Bill, returned the same with message in exercise of powers vested upon him under clause 2(b) of Article 116.

The Provincial Assembly of Sindh in its sitting held on 23th January, 2020 reconsidered the Bill and passed it again without any amendment which was accordingly sent to the Government for accord his assent. The period of ten days has been elapsed and the subject bill shall be deemed to have been assented by the Governor in view of clause (3) of Article 116 of the Constitution and is hereby published as an Act of the Legislature of Sindh.

THE ESTABLISHMENT OF THE OFFICE OF THE OMBUDSMAN FOR THE PROVINCE OF SINDH (AMENDMENT) ACT, 2020.

SINDH ACT NO. VII OF 2020

AN
ACT

to amend the Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991.

WHEREAS it is expedient to amend, the Preamble Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991, in the manner hereinafter appearing:

Preamble.

It is hereby enacted as follows:-

1. (1) This Act may be called the Establishment of the Office of the Ombudsman for the Province of Sindh (Amendment) Act, 2020.

Short title and commencement.

(2) It shall come into force of once.

2. In the Establishment of the Office of the Ombudsman for the Province of Sindh Act. 1991, hereinafter referred to as the said Act. in section 2 after sub-section (1), the following shall be inserted.

Amendment of section 2 of Sindh Act No.1 of 1992

"(1-a) "Chief Minister" means the Chief Minister, Sindh."

3. In the said Act, in section 3 -

Amendment of section 3 of Sindh Act No.1 of 1992

(a) in sub-section (1), for the word "Governor", the words "Chief Minister" shall be substituted;

(b) after sub-section (1), the following new sub-section shall be inserted:-

"(1-A) The Ombudsman appointed under sub-section (1) shall be person who -

(a) has been or is qualified to be a Judge of the High Court;

(b) has remained civil servant of BS-20 or above: or

(c) is of known integrity and social eminence."

4. In the said Act, for section 4 -

Amendment of section 4 of Sindh Act No.1 of 1992

(i) for sub-section (1) including proviso the following shall be substituted:-

"(1) the Ombudsman shall hold office for a non renewable term of four years."

(ii) in sub-section (2), for the word "Governor" the words "Chief Minister" shall be substituted.

5. In the said Act, in section 6, in sub-section (1) and (2), for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 6 of Sindh Act No.1 of 1992
6. In the said Act, in section 7, for the word "Governor" the words "Chief Minister" shall be substituted. Amendment of section 7 of Sindh Act No.1 of 1992
7. In the said Act, in section 8, in sub-section (1), for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 8 of Sindh Act No.1 of 1992
8. In the said Act, in section 9, in sub-section (1), for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 9 of Sindh Act No.1 of 1992
9. In the said Act, in section 10, in sub-section (9), in the proviso, for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 10 of Sindh Act No.1 of 1992
10. In the said Act, in section 11 - Amendment of section 11 of Sindh Act No.1 of 1992
- (i) in sub-section (1) and sub-section (3), after the word "Governor", the words "or Chief Minister" shall be substituted.
- (ii) in sub-section (4) for the word "Governor", the words "Chief Minister" shall be substituted.
11. In the said Act, in section 12, in sub-section (1), for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 12 of Sindh Act No.1 of 1992
12. In the said Act, in section 13, for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 13 of Sindh Act No.1 of 1992
13. In the said Act, in section 28, in sub-section (1) and (2), for the word "Governor", the words "Chief Minister" shall be substituted. Amendment of section 28 of Sindh Act No.1 of 1992
14. In the said Act, in section 31, for the word "Governor", wherever appearing, the words "Chief Minister" shall be substituted. Amendment of section 31 of Sindh Act No.1 of 1992

15. In the said Act, in section 36 and section 38, for the word "Governor", the words "Chief Minister" shall be substituted.

Amendment of
section 36 and 38 of
Sindh Act No.1 of
1992

**BY ORDER OF THE SPEAKER
PROVINCIAL ASSEMBLY OF SINDH**

**G.M. UMAR FAROOQ
SECRETARY
PROVINCIAL ASSEMBLY OF
SINDH**