### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

# CONTENTS

Preamble

Section

- 1. Short title extent and commencement.
- 2. Definitions.
- 3. Appointment of ombudsmen.
- 4. Tenure of the ombudsman.
- 5. Ombudsman not to hold any other office of profit, etc.
- 6. Terms and conditions of service and remuneration of Ombudsman.
- 7. Acting Ombudsman.
- 8. Appointment and terms and conditions of service of staff.
- 9. Jurisdiction functions and powers of the Ombudsman.
- 10. Procedure and evidence.
- 11. Recommendation for implementation.
- 12. Defiances of Recommendation.
- 13. Reneferec by Ombudsman.
- 14. Powers of the Ombudsman.
- 15. Power to enter and search and premises.
- 16. Power to punish for contempt.
- 17. Inspection Team.
- 18. Standing committees etc.
- 19. Delegation of powers.
- 20. Appointment of advisers.
- 21. Award of costs and compensation and refund of amounts.
- 22. Award of costs and compensation and refund of amounts,
- 23. Assistance and advice to Ombudsman.
- 24. Conduct of business.
- 25. Requirement of affidavits.
- 26. Remuneration of advisers, consultants, etc.
- 27. Ombudsman and staff to be public servants,
- 28. Annual and other reports
- 29. Bar of jurisdiction
- 30. Ammunity.
- 31. Reference by the governor
- 32. Representation to governor.
- 33. Informal resolution of disputes.
- 34. Service process.
- 35. Expenditure to be charged on provincial Consolidated Fund.
- 36. Rules.
- 37. Act to override other laws.
- 38. Removal of difficulties.
- 39. Repeal of Sindh ordinance, IX of 1991.

### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

[23<sup>rd</sup> JANUARY,1992]

AN Act to provide for the Establishment of the Office of Provincial Ombudsman.

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

1. (1) This Act may be called the Establishment of the Office of **Short title extent** Provincial Ombudsman for the Provincial of Sindh Act, 1991. **and** 

commencement.

- (2) It extends to the whole of the Province of Sindh.
- (3) It shall come into force on and form 14<sup>th</sup> August, 1991.
- 2. In this Act unless there is anything repugnant in the subject or **Definitions.** 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;

(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 bonfire and for valid reasons; or
  - (b) is perverse arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or
  - (c) is based on irrelevant ground; 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 ineptitudes, in the administration or discharged of duties and responsibilities;

# THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

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

3.

- (4) "Ombudsman" means the Ombudsman for the Province of Sindh appointed under section 3;
- (5) "prescribed" means prescribed by rules made under this Act,
- (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 employees or commissioner of the Office and includes co-opted members of the staff, consultants, advisers, bailiffs, liaison officers and experts.
- (1) There shall be ombudsman for the Province of Sindh who **Appointment of** shall be appointed by the Governor; **ombudsmen**.

(2) Before entering upon office, the Ombudsman shall take an oath before the Governor in the form set out in the First Schedule to 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.

4. 1 "(1) The Ombudsman shall hold office for a period of four Year **Tenure of the ombudsman.** Years :"

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

<sup>&</sup>lt;sup>1</sup> Subs by section 1 in subsection 4 shall be substituted By Sindh Act, No: IX of 2012 Dated By :- 2-4-2012

# THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

The Ombudsman shall not

5.

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to **etc.** 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 thereafter for election as a member of parliament or a provincial Assembly or any local body or take part in any political activity.

Ombudsman not to hold any other office of profit,

#### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

(1) The Ombudsman shall be entitled to such salary, allowances Terms and 6. and privileges and other terms and conditions of service as the conditions of Governor may determine and these terms not be varied during service and the term of office of an Ombudsman.

remuneration of 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 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 mares a request under the proviso to subsection (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 be 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. At any time when the office of Ombudsman is vacant, or the Acting Ombudsman is absent or is unable to perform his functions due to Ombudsman. any cause, the Governor shall appoint an acting Ombudsman.
- (1) The members of the staff, other than those mentioned in Appointment 8. section 20 or those of a class specified by the Governor by and terms and order in writing, shall be appointed by the Governor in conditions of consultation with the Ombudsman. service of staff.
  - (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 services 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

# THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

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 to this Act.
- 9. (1) The Ombudsman may on a complaint by any aggrieved Jurisdiction person, on a reference by the Governor or the Provincial functions and Assembly, or on a motion of the Supreme Court or the High powers of the Court made during the course of any proceedings before it or Ombudsman. of 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 matters which:-

- (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 dealings of Pakistan with any foreign state or government; or
- (c) relate to, or connected with, the defence of Pakistan or any part thereof, or the Minitary, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces.
- (2) Notwithstanding anything contained in sub-section (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 winch he is or has bee, 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 may set up regional offices as, when and where required.
- 10. (1) A complaint shall be made on solemn affirmation or oath and in Procedure and writing addressed to the Ombudsman by the person aggrieved evidence.
  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.

#### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- (2) No anonymous or pseudonymous complaints 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 propose to conduct an investigation be 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 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 form such person 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 furnished information for the purposes of an investigation.
- (8) The conduct of an 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 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 three shall be no obligation to maintain secrecy in respect of disclosure of any information or document of the purposes of such investigation:

# THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

Provided that the Governor may, in his discretion, on grounds of its being a State secret, allow claim of privilege with prospect 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 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.
- (1) If, after having considered a matter on his own motion or, on a Recommendatio complaint or on a reference by the Governor or the Provincial n for Assembly, or on a motion by the supreme Court or the High implementation. 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 or 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 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 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

## THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

(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 conduction an investigation, it appears to Ombudsman that an injustice has been not been caused to the person aggrieved in consequence of mal-administration and that the iniustice 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 satisfaction of the Ombudsman for nonit shall be treated "Defiance compliance, as of Recommendations" and shall be dealt with as hereinafter provided.
- 12. If there is a "Defiance of Recommendations" by any public Defiances of (1)servant in any Agency with regard to the implementation of a Recommendatio recommendation given by the Ombudsman, the Ombudsman n. may refer the matter to the Governor who may, in his discretion, direct the Agency to implement the recommendation and inform the Ombudsman accordinaly.
  - (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. Where, during or after an inspection or an investigation, the **Reneferec by** Ombudsman is satisfied that any person is guilty of nay allegations **Ombudsman**. as referred to in sub-section (1) of section 9, 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 Governor for such action as he may deem fit.
- 14. The Ombudsman shall, for the purposes of this act have the Powers of the (1)same powers as are vested in a civil court under the Code of Ombudsman. Civil Procedure, 1908, in respect of the following matters, namely:-
  - (a) summoning and enforcing the attendance of any person and examining him on oath;
  - compelling the production of documents; (b)
  - receiving evidence on affidavits; and (C)
  - issuing commission for the examination of witnesses. (d)

#### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- The Ombudsman shall have the power to require any person to (2) furnish information on such points or matters as, 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.
- Where the Ombudsman finds the complaint referred to in sub-(4) section (1) of section 9 to be false, frivolous or vexations, be may award reasonable complaint was made; and the amount of such compensation shall be recoverable from the complainant as arrear of land revenue:

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

- If any, Agency, public servant or other functionary fails to (5) 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 dis-regarded 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 wearing 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.
- The staff and the nominees of the office may be commissioned (7) by the Ombudsman to administer oaths for the purposes of this Act and to attest various affidavits, affirmations of 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. The Ombudsman, or any member of the staff authorised in this Power to enter (1)behalf, may for the purpose of making any inspection or and search and investigation, enter any premises where the Ombudsman or, as premises. the case may be, such member has reason to helive that any, article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found, and may

## THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- (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 an inventory of such articles, books of accounts and other documents found in such premises.
- (2) all search made under sub-section (1) shall be carried out, mutatis mutandis, in accord with the provisions of the Code of Criminal Procedure, 1898.
- 16. (1) The Ombudsman shall have the same powers, mutatis **Power to punish** mutandis, as the High Court has to punish any person for its **for contempt**. 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 anything which tends to bring the Ombudsman, his staff or nominees or any persons 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 mater pending before the Ombudsman; or
  - (d) dose 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 therein contained, within thirty days of the passing of the order, appeal to the High Court.
- 17. (1) The Ombudsman may constitute an Inspection Team for the Inspection Team. 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 be submitted to be Ombudsman with its recommendations for appropriate action.

#### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- 18. The Ombudsman may, whenever he thinks fit, establish Standing standing or advisory committees at specified places with specified committees etc. jurisdiction for performing such functions of the Ombudsman as are assigned to them from time to time and very report of such committee shall first be submitted to the Ombudsman with its recommendations for appropriate action.
- 19. The Ombudsman may, by order in writing, delegate such of his **Delegation of** powers as may be specified in the order to any member of his staff **powers**. 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. The Ombudsman may appoint advisers, consultants, fellows, Appointment of bailiffs, interns, commissioners and experts or ministerial staff with or **advisers**. without remuneration to assist him in that discharge of his duties under this Act.
- 21. The Ombudsman may, if he considers it expedient, authorise Award of costs any agency, public servant or other functionary working under the **and** administrative control of the Provincial Government to undertake compensation the functions of the Ombudsman under sub-section (1) or sub-section and refund of (2) of section 14 in respect of any matter falling writhing his amounts. jurisdiction and it shall be the duty of the Agency, public servant or other functionary so authorised to under take such functions to such extent and subject to such conditions as the Ombudsman may specify.
- 22. The Ombudsman may, where he deems necessary, call upon a Award of costs (1)public servant, other functionary or any Agency to show cause and why compensation be not awarded to an aggrieved party for compensation any loss or damage suffered by him account of mal- and refund of administration committed by such public servant, other amounts, 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 of 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.

#### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- 23. (1)The Ombudsman may seek the assistance of any person Assistance and 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 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 uses against him in any civil or criminal proceedings except for prosecution of such person for giving false evidence.
- (1) The Ombudsman shall be the chief execution of the Office. 24.
  - The Ombudsman shall be the Principal Accounts Officer of the (2)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. The Ombudsman may require any complainant or any party Requirement of (1)connected or concerned with a complaint, or with any inquiry affidavits. 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.
  - The Ombudsman may take evidence without technicalities and (2) may also require complainants or witnesses to take lie detection test 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. The Ombudsman may, in his discretion, fix an honorarium or **Remuneration of** (1)remuneration of advisers, consultants, experts and interns advisers, engaged by him from time to time for the services rendered. consultants, etc.
  - (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 function:

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

advice to Ombudsman.

business.

Conduct of

### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- 27. The Ombudsman, the employees, officers and all other staff of **Ombudsman** the Office shall be deemed to be public servants within the and staff to be meaning of section 21 of the Pakistan Penal Code. 1860. public servants,
- 28. (1)Within three months of the conclusion of the calendar year to Annual and other which the report pertains, the Ombudsman shall submit an reports Annual Report to the Governor.
  - The Ombudsman may, from time to time, lay before the (2) 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.
  - The Ombudsman may also, from time to time, make public any (4) of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the Office.
  - The report and other documents mentioned in this section shall (5) be placed before the Provincial Assembly.
- No court or other authority shall have jurisdiction Bar of jurisdiction
  - to question the validity of any action taken, or intended (i) to the taken, or order made, or anything done or purposing 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. No suit, prosecution or other legal proceeding shall lie against **Ammunity**. the Ombudsman, his staff, inspection Team, nominees members of a standing or advisory committee or any person authorised by the Ombudsman for anything which is in good faith done or intended to be done under this Act.
- 31. The Governor may refer any matter report or complaint for Reference by the (1)investigation and independent recommendations by the governor Ombudsman.
  - The Ombudsman shall promptly investigate any such matter (2) report or complaint and submit his findings or opinion within a reasonable time.

29.

### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

- The Governor may, by notification in the official Gazette, (3) exclude specified matters, public functionaries or Agencies form the operation and purview of all or any of the provisions of this act.
- 32. Any person aggrieved by a decision or order of the Representation Ombudsman may, within thirty days of the decision or order make a to governor. representation to the Governor, who may pass such order thereon as he may deem fit.
- 33. (1)Notwithstanding anything contained in this Act Ombudsman and a member of the staff shall have the resolution of authority to informally conciliate, amicably resolve, stipulate, disputes. ameliorate any arievance settle or without writina memorandum and without the necessity of docketing any complaint or issuing any official notice.

the Informal

- (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. For the purposes of this Act a writing process or communication Service process. (1)from the Office shall be deemed to have been duly served upon a respondent or 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 authorised in this behalf:
  - (ii) by deposition 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 affected ten days after the aforesaid mailing;
  - (iii) By a police officer or any employee or nominee of the office leveeing the process or document at the last known address, abode, or place of business of the respondent or persons concerned and of 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

### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

(i∨)	by publishing the process or document through any
	newspaper and seeding a copy thereof of the
	respondent or the person concerned through to the
	respondent or the person concerned through ordinary
	mail, in which case service shall be deemed to have
	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.
- (3) Whenever a document or process form the office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. The remuneration payable to the Ombudsman and the Expenditure to administrative expenses of the Office, including the remuneration be charged on payable to staff nominees and grantees, shall be an expenditure provincial charged upon the Provincial Consolidated fund. Consolidated Fund. The Ombudsman may, with the approval of the Governor, Rules. 36. make rules for carrying out the purposes of this act. 37. The provisions of this Act shall have effect notwithstanding Act to override anything contained in any other law for the time being in force. other laws. If any difficulty arises in giving effect to any provision of this Act, **Removal of** 38. the Governor may make such order not inconsistent with the difficulties. provisions of this Act as may appear to him to be necessary for the purpose of removing such difficulty. 39. The Establishment of the Office of Provincial Ombudsman for Repeal of Sindh the Province of Sindh Ordinance, 1991 is hereby repealed. ordinance. IX of 1991. THE FIRST SCHEDULE

#### THE FIRST SCHEDULE SEE SECTION 3(2) do solemnly sewer that I will

١,

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, faith fully in accordance with the laws for the time being in force un the Province without fear or favour, affection or ill-will;

### THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH ACT 1991.

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

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

And that I will not direly 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.

Mat Allah Almighty help and guide me (Amen).

# THE SECOND SCHEDULE SEE SECTION 8 (4)

I,\_\_\_\_\_ do solemnly swear 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, or ill-will;

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

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 officer of the Ombudsman.

Mat Allah Almighty help and guide me (Amen).