

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

CONTENTS

Preamble

Sections

1. Short title and commencement.
2. Definition.
3. Appointment of Ombudsman.
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. Recommendations for Implementation.
12. Defiance of recommendations.
13. Reference by Ombudsman.
14. Powers of the Ombudsman.
15. Power to enter and search any premises.
16. Power to punish for contempt.
17. Inspection Team.
18. Standing Committees,

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

19. etc.
20. Delegation of Powers.
21. Appointment of advisers.
22. Authorization of functionaries, etc.
23. Award of costs and compensation and refund of amounts.
24. Assistance and advice to Ombudsman.
25. Conduct of business.
26. Requirement of affidavits.
27. Remuneration of advisers, consultants, etc.
28. Ombudsman and staff to public servants.
29. Annual and other reports.
30. Bar of jurisdiction.
31. Immunity.
32. Reference by the Governor.
33. Representation to Governor.
34. Informal resolution of disputes.
35. Service of process.
36. Expenditure to be charged on Provincial Consolidated Fund.
37. Rules.
38. Ordinance to override other laws.
39. Removal of difficulties.

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

[11th August,1991]

An Ordinance to provide for the establishment of the office of provincial ombudsman.

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

AND WHEREAS the Provincial Assembly is not in session and the Governor of Sindh is satisfied that circumstances exist which render it necessary to take immediate action;

NOW, THEREFORE, in exercise of the powers conferred by clause (1) of Article 128 of the Constitution of the Islamic Republic of Pakistan, the Governor of Sindh is pleased to make and promulgate the following Ordinance:---

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

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

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

2. In this Ordinance, unless there is anything repugnant in the subject or context:--- **Definitions.**

(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:--

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

- (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, favoritism, 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 the Ordinance;
 - (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.

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

3. (1) There shall be a Ombudsman for the Province of Sindh who shall be appointed by the Governor.

**Appointment of
Ombudsman.**

(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 Ordinance.

(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 Ombudsman.

4. (1) The Ombudsman shall hold office for a period of four years and shall not be eligible for any extension of tenure or for re-appointment as Ombudsman under any circumstance.

**Tenure of the
Ombudsman.**

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

5. (1) The Ombudsman shall not---

**Ombudsman not
to hold any other
office of profit,
etc.**

(a) Hold any other office or profit in the service of Pakistan;

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

**Terms and
conditions of
service and
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

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 circumstance, 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 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 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. 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.

**Acting
Ombudsman.**

8. (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.

**Appointment
and terms and
conditions of
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 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

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 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 Ordinance.

9. (1) The Ombudsman may on a complaint by any aggrieved person, on a reference by the Governor or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceeding before it or 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 :

**Jurisdiction,
Functions and
Powers of the
Ombudsman.**

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 relation 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 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 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 in justice, the Ombudsman may arrange for studies to be

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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. (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.

**Procedure and
evidence.**

(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 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 rebutal.

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 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.

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

(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 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 Ordinance 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 purpose 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 of 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. (1) If, after having considered a matter on his own motion, or 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, 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

**Recommen-
dations for
Implementation.**

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 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 conduct 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 (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

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 satisfaction of the Ombudsman for non compliance, it shall be treated as "Defiance of Recommendation" and shall be dealt with as hereinafter provided.

12. (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 Governor 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. 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 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. (1) The Ombudsman shall, for the purpose of this Ordinance, 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

**Defiance of
recommendations.**

**Reference by
Ombudsman.**

**Powers of the
Ombudsman.**

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 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 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 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 take other actions under this Ordinance, 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 warranting criminal or disciplinary proceedings against him, he

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 or seal or official character of such person.

15. (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 reason 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---

**Power to enter
and search any
premises.**

(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 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. (1) The Ombudsman shall have the same powers, mutatis mutandis, as the High Court has to punish any person for its contempt who---

**Power to punish
for contempt.**

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

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

- (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. (1) The Ombudsman may constitute an Inspection Team for the performance of any of the functions of the Ombudsman.

Inspection Team.

(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. 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

**Standing
Committees,
etc.**

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

Ombudsman with its recommendations for appropriate action.

19. 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.

Delegation of Powers.

20. 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 Ordinance.

Appointment of advisers.

21. The Ombudsman may, if he considers it expedient, authorise 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 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.

Authorization of functionaries, etc.

22. (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.

Award of costs and compensation and refund of amounts.

(2) In cases involving payment of illegal gratification to any employee of any Agency, or to any other person on his behalf, or mis-appropriation, 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.

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

(3) An order made under sub-section (2) against any person shall not absolve such person of any liability under any other law.

**Assistance and
advice to
Ombudsman.**

23. (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 proceeding except for prosecution of such person for giving false evidence.

24. (1) The Ombudsman shall be the chief executive of the Office.

**Conduct of
business.**

(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. (1) The Ombudsman may require any complaint 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.

**Requirement of
affidavits.**

(2) The Ombudsman may take evidence without technicalities and may also require complaints 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.

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

26. (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.

Remuneration of advisers, 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 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 pro act on under the law to such person against harassment, victimization, retribution, reprisals or retaliation.

27. 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.

Ombudsman and staff to public servants.

28. (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.

Annual and other reports.

(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. No court or other authority shall have jurisdiction---

Bar of jurisdiction.

(i) to question the validity of any action taken, or

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Ordinance; 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 the Ombudsman, his staff, Inspection Team, nominees, member 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 Ordinance.

Immunity.

31. (1) The Governor may refer any matter report or complaint for investigation and independent recommendations by the Ombudsman.

**Reference by the
Governor.**

(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 matters, public functionaries or Agencies from the operation and purview of all or any of the provisions of this Ordinance.

32. 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.

**Representation
to Governor.**

33. (1) Notwithstanding anything 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 necessary of docketing any complaint or issuing any official notice.

**Informal
resolution of
disputes.**

(2) The Ombudsman may appoint for purposes of liaison

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

counselors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper.

34. (1) For the purposes of this Ordinance, a written process or communication 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---

**Service of
process.**

- (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 postageprepid copy of the process, or any other document under certificate of posting or by registered post acknowledgment due to the last known address of the respondent or person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of 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 addressed 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 and newspaper and sending a copy thereof to the respondent or the person concerned in the record of the Office, in which case service shall be deemed to have been affected ten days after the publication of the newspaper.

(2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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. 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.

**Expenditure to
be charged on
Provincial
Consolidated
Fund.**

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

Rules.

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

**Ordinance to
override other
laws.**

38. 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.

**Removal of
difficulties.**

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

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 will not allow my personal interest to influence my 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 discharge of my duties as Ombudsman.

May Allah Almighty help and guide me (Amen).

SINDH ORDINANCE NO. IX OF 1991.

**THE ESTABLISHMENT OF THE OFFICE OF OMBUDSMAN FOR THE PROVINCE OF SINDH
ORDINANCE, 1991.**

THE SECOND SCHEDULE

(See section 8 (4))

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

That as 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).