



MEMORANDUM OF UNDERSTANDING

By & Between

Transparency International - Pakistan (TI- Pakistan)

And

Office of the Provincial Ombudsman Sindh (POS)

11th November, 2025



**FOR THE PROMOTION OF LEGAL RIGHTS AND IMPROVED ACCESS TO JUSTICE
THROUGH STRENGTHENED COORDINATION WITH THE OFFICE OF THE
PROVINCIAL OMBUDSMAN SINDH (THIS "MEMORANDUM OF UNDERSTANDING")
IS MADE:**

BETWEEN: Transparency International-Pakistan (hereinafter referred to as "TI-Pakistan") Transparency International is an independent, non-profit and non-government organisation working in more than a hundred countries to stop corruption and promote transparency, accountability and integrity at all levels and across all sectors of society. Transparency International recognised its Pakistan chapter in February 2001, called Transparency International-Pakistan. Subsequently, TI Pakistan was registered as an NGO under the Pakistan Trust Act 1882 in 2002.

AND: Office of the Provincial Ombudsman Sindh (hereinafter referred to as "POS"), an independent statutory institution established under the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, mandated to address complaints of maladministration against public agencies, and to ensuring good governance, fairness, and administrative justice within Sindh. POS is headquartered at the Secretariat, Provincial Ombudsman Sindh, Shahrah-e-Kamal Ataturk, Karachi.

1. INTERPRETATION: As used in this MOU, unless otherwise specified or the context otherwise requires, the following definitions shall apply:

- 1.1 **Confidential Information** means the terms and existence of this MOU, all negotiations between the Parties on the matters referred to in this MOU and any information (whether or not recorded in documentary form, or stored on any magnetic or optical disk or memory) relating to the products, affairs and finances of both Parties for the time being confidential and organizational secrets including, without limitation, technical data and know-how relating to the organizations or any of their contacts.
- 1.2 **Effective Date** means the date of this MOU.
- 1.3 **Parties** means "TI-Pakistan" and "POS".

2. ROLES AND RESPONSIBILITIES UNDER THE MOU BETWEEN "TI-Pakistan" AND "POS":

A. Transparency International-Pakistan (TI-Pakistan):

As an independent, non-profit and non-government organisation, Transparency International-Pakistan, shall undertake the following responsibilities under the MOU:

1. **Community Awareness and Outreach**
 - 1.1 Support social media-based campaigns on legal rights pertaining to administrative justice.
 - 1.2 Collaborate to organize public forums, awareness seminars, workshops to engage general public, civil society organizations and under-served and marginalized communities.
 - 1.3 Collaborate for Information, Education and Communication (IEC) material to promote public awareness.
2. **Communication and Co-branding**
 - 2.1 Ensure co-branding of all jointly developed media and outreach material, following mutual consent.
3. **Complaint Referral System**
 - 3.1 Collaborate to forward complaints and cases handled by TI Pakistan's Legal Advice Centre (ALAC) involving maladministration in provincial agencies / public institutions to the POS.



4. Training & Capacity Building

- 4.1 Facilitate knowledge sharing and technical support through legal expertise, procedural improvements, and exposure to national and international best practices to strengthen the institutional effectiveness of POS in grievance redressal.
- 4.2 Collaborate to organize capacity building workshops

B. OFFICE OF THE PROVINCIAL OMBUDSMAN SINDH (POS)

As an independent statutory institution ensuring administrative justice, POS may be responsible for the following activities:

1. Institutional Support and Complaint Handling

- 1.1 Receive, scrutinize and process complaints of maladministration forwarded by TI Pakistan in accordance with the provisions of The Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991.

2. Community Interface

- 2.1 Co-organize *Khuli Kachahris* (open public forums), at district and Taluka/Town levels alongside TI Pakistan to interact with citizens and hear grievances.

3. Capacity Building Participation

- 3.1 Participate in training and knowledge-sharing sessions arranged by TI Pakistan.
- 3.2 Provide TI Pakistan with a better understanding of the Ombudsman's procedures, administrative law, and complaint management mechanisms.

4. Data Sharing and Reporting

- 4.1 Share feedback on referred cases and outcomes to help TI Pakistan evaluate impact and suggest policy or procedural reforms.

5. Media & Joint Communication

- 5.1 Collaborate on public communication efforts to promote transparency and enhance public trust.
- 5.2 Review and approve all co-branded materials before public release.

3. CONFIDENTIALITY

- 3.1 Neither Party shall at any time, either during the continuance of or after the termination of this MOU, use, disclose or communicate any Confidential Information, or disclose the existence and/or terms of this MOU, to any person other than to the Parties' respective directors, officers, duly authorized representatives, advisors, agents or employees, except as authorized in writing by the other Party or as ordered by a court of competent jurisdiction. A Party shall not be in breach of these provisions if information becomes public (other than as a result of a breach by such Party) or is otherwise received by such Party through independent sources.

4. GOVERNING LAW AND DISPUTE RESOLUTION

- 4.1 Any dispute arising out of this MoU between both parties shall be amicably settled through negotiations.
- 4.2 This MoU shall be effective from the date of signing i.e. 11th November, 2025 and shall remain valid for one (1) year.
- 4.3 This MOU shall be extended with the mutual written consent of both the parties.
- 4.4 This MoU shall be terminated by either party at any time by serving a one-month written notice.
- 4.5 The MoU, if not extended, shall stand terminated at the end of its duration.
- 4.6 The terms and provisions in this MOU shall also apply to any subsequent Addendum to this MoU.



5. FINANCIAL LIABILITIES:

5.1 No financial liabilities are implied on both parties.

6. SIGNATURES

6.1 In witness whereof, the parties to this MOU through their duly authorized representatives have **executed this MOU in Karachi, on 11th November, 2025** and certify that they have read, understood, and agreed to the terms and conditions of this MOU as set forth herein.

6.2 The effective date of this MOU is the date of the signature last affixed to this page.



Muhammad Sohail Rajput
Provincial Ombudsman Sindh



Justice (R) Zia Pervez
Chairman
Transparency International Pakistan