



DECISION

Complaint No. : POS/3864/2023/HYD/250

Name and address of the complainant : Mr. Qurban Ali
R/o H.No: 38, Awal City, Main Wadhuwah Road, Qasimabad, Hyderabad.

Name of the Agency Complained against : Director, Shamsul Ulema Daudpota, Sindh Government Library, Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director, Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST THE INCHARGE OF SHAMSUL ULEMA DAUDPOTA LIBRARY ALLEGING NON-ISSUANCE OF MEMBERSHIP CARD TO THE COMPLAINANT**

Complaint

Mr. Qurban Ali filed an online complaint dated 18.05.2023 wherein he stated that he applied for membership card of the library but his request has been rejected by the Director of the Library, Hyderabad. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 22.06.2023 to the Director, Shamsul Ulema Daudpota Library, Hyderabad for report, who in response informed vide letter dated 07.07.2023 that due to lack of space, the request of the complainant was not entertained. However, he will be issued membership card as an when space is available.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 26.10.2023. The complainant vide written statement dated 28.11.2024 informed that his matter has been resolved by the agency and membership card has been issued to him.

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the Agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 12th March, 2025