



DECISION

Complaint No. : POS/RN/24/2025/NWS-24.

Name and address of the complainant : Mr. Liaquat Ali s/o Muhammad Qasim Pakhrio,
R/o Village Meer Khan Pakhrio, Kazi Ahmed,
District Shaheed Benazirabad.

Name of the Agency Complained against : Food Safety Officer, Shaheed Benazirabad.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **IN-ACTION ON THE APPLICATION OF
COMPLAINANT BY THE FOOD SAFETY OFFICER
AGAINST THE MILK SELLERS AND HOTELS.**

THE COMPLAINT:

Mr. Liaquat Ali filed a complaint dated 20.02.2025 wherein he alleged that chemically adulterated milk was being sold in Sakrand City and also used in preparation of tea at local hotels, posing serious health risks to the public. Being aggrieved, he had frequently approached Food Safety Officer, Shaheed Benazirabad and had made many complaints but to no avail. Therefore, he solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), after receiving copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued a notice to the Food Safety Officer, Shaheed Benazirabad vide letter dated 24.02.2025 seeking a report on the matter. In response, he vide letter dated 27.02.2025 informed that an operation was conducted against the adulteration process, storage and sale of adulterated milk, in accordance with the provisions of the Sindh Food Authority Act, 2016. Milk samples were collected and tested which confirmed the presence of detergent and chemical substances in the milk. Two dairies and one hotel were found to be responsible. Their milk was seized and discarded and a penalty of Rs.10,000/- was imposed on them. He further assured that such operations will continue in the future in accordance with the law.
4. The Agency's report was forwarded to the complainant vide letter dated 03.03.2025 for filing rejoinder, who in response appeared before Investigation Officer on

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06.03.2025 and filed written statement of the date wherein he confirmed the version of Agency's report and stated that his grievance has been redressed. He expressed his thanks to this Institution.

FINDINGS:

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

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office

