



DECISION

Complaint No. : POS/9654/2023/SGR-130

Name and address of the complainant : Mst. Bilqees Bibi Wd/o. Ghulam Mohammad Mughal,
R.o Mohalla Rajput Colony Hala, Rd Shahdadpur,
Tehsil Shahdadpur, District Sanghar.

Name of the Agency Complained against : Revenue / Municipal Committee, Shahdadpur/
Local Govt. Department.

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar
Syed Hashim Raza Zaidi
Advisor-S

Vetted by :

Subject : **COMPLAINT AGAINST THE AUTHORITIES CONCERNED WHO ARE ALLEGEDLY NOT ISSUING NO MARRIAGE AND LIVING CERTIFICATES TO THE COMPLAINANT.**

THE COMPLAINT:

Mst. Bilqees Bibi filed the complaint dated 08-12-2023 against Mukhtairkar and CMO Shahdadpur regarding non issuing of no marriage / life and heir ship certificates to her at the instance of members of her in-laws. She had frequently approached the concerned agencies for redressal of her grievances but to no avail. Aggrieved by that, she solicited the 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 upto date)*, after receiving mandatory Affidavit on Form "A", CNIC and other relevant documents.

3. This office issued notice to the Chief Municipal Officer, Municipal Committee and Mukhtairkar (R) Shahdadpur for report vide this office letter dated 26-12-2023, followed by multiple reminders. In response, Mukhtairkar Revenue Taluka Shahdadpur reported vide his letter dated 20-05-2024 that Heir-ship Certificate has already been issued showing legal heirs including Mst. Bilqees Bibi (complainant) & others vide his office letter No 90, dated 10-08-2023, after holding spot enquiry through Tapedar of the beat, and enclosed the photocopy of the same for perusal. After wards the Chief Municipal Officer, Municipal Committee Shahdadpur has also reported vide his letter dated 25-07-2024 that No Marriage and Live Certificates have been issued, to the complainant as per rules of the council and enclosed the copies of both certificates for perusal.

4. The report of the agency was sent to the complainant vide this office letter dated 29-07-2024, for filling of her rejoinder. The complainant has sent her statement dated 24-09-2024 through her Special Power of Attorney Mr. Mohammad Qurban who appeared on 19.12.2024 wherein she confirmed the reports of the agencies and shown her satisfaction, offered her thanks on intervention and redressal of her grievances and also requested to close the further proceedings on her complaint.

FINDINGS:

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

DECISION:

6. In view of the above, 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), 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 March, 2025

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