



## **DECISION**

Complaint No. : POS/2010/2024/NWS-49

Name and address of the complainant : Mr. Muhammad Usman Chandio s/o Meher Khan, R/o Ward No.02, Bandhi, Taluka Daur, Shaheed Benazirabad.

Name of the Agency Complained against : Food Department

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

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

Subject : **COMPLAINT REGARDING ALLEGED NON-PROVISION OF BARDANA (WHEAT BAGS) BY OFFICIALS.**

### **THE COMPLAINT:**

Mr. Muhammad Usman Chandio filed a complaint dated 27.03.2024 wherein he stated that he frequently approached the concerned Food Centre to get the Bardana but it was not issued to him. Aggrieved by that, 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 of mandatory Affidavit on Form "A", copy of CNIC, other relevant documents and by condoning the delay.
3. This office issued notice to the District Food Controller, Shaheed Benazirabad vide letter dated 15.05.2024 for report, who in response vide letter dated 13.06.2024 informed that the complainant has been provided empty wheat bags (Bardana).
4. The Agency's report was shared with the complainant for rejoinder/confirmation of receipt of empty wheat bags (Bardana) on 13.06.2024. He appeared on 02.07.2024 before the Investigation Officer, Shaheed Benazirabad and filed written statement confirming the receipt of empty wheat bags (Bardana) on intervention of this Institution. He expressed thanks to this Institution for redressal of his grievance.

### **FINDINGS:**

5. On the intervention of this Institution, the Agency has issued the empty wheat bags (Bardana) to the complainant and complaint stands redressed.

**Contd....P/2**



**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*



**- Sd \-**

**(MUHAMMAD SOHAIL RAJPUT)**

**Sitara-e-Imtiaz. PAS**

Ombudsman Sindh

Karachi, dated 24<sup>th</sup> October, 2024

