



DECISION

Complaint No. : POS/2012/2024/NWS-50.

Name and address of the complainant : Mr. Saifal Khan,
R/o. Sakrand District 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.**

THE COMPLAINT:

Mr. Saifal Khan filed a complaint dated 28.03.2024 wherein he stated that he cultivates wheat crop on his agricultural land in District Shaheed Benazirabad. He frequently approached the concerned Food Centre for provision of Bardana (empty bags) but of no avail. 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), subject to submission of copy of CNIC, Affidavit on Form "A" and by condoning the delay.
3. This office issued notice to the District Food Controller, Shaheed Benazirabad dated 16.05.2024 for report. In response he informed vide letter dated 13.06.2024 that the Bardana (empty bags) have been provided to the complainant.
4. The Agency's report was sent to the complainant for rejoinder vide letter dated 20.06.2024 who in response appeared on 19.07.2024 before the Investigation Officer, Shaheed Benazirabad and filed written statement that he has been issued Bardana (empty bags) 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 "Bardana" to the complainant and his grievance stands redressed.

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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 26th December, 2024

