



DECISION

Complaint No. : POS/RO/05/2024/KHS

Name and address of the complainant : Mr. Saad Uddin R/o Muhammad Jamshed Hotel, Shop No.10, Lal Building, Feroze Shah Street, Gari Khata, Aram Bagh, Karachi.

Name of the Agency Complained against : Sindh Food Authority (SFA),

Name & Designation of Investigating Officer : Syed Maqsood Haider, Regional Director (South).

Vetted by : Ms. Rehana G. Ali Memon, Advisor-II

Subject : **ALLEGED DELAY IN RENEWAL OF FOOD LICENSE ISSUED TO THE COMPLAINANT DESPITE PAYMENT OF FEE, THROUGH CHALLAN ON 01-02-2024.**

COMPLAINT

Mr. Saad Uddin Muhammad had filed a complaint on 06-09-2024 regarding delay in the renewal of his food license, despite payment of requisite fee through challan dated 01-02-2024. He approached the authorities concerned, but all in vain. He therefore, solicited intervention of the Provincial Ombudsman Sindh, in this matter.

PROCEEDINGS

2. The complaint 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 the submission of copy of CNIC and mandatory affidavit on Form 'A'.
3. Notice was issued to the Agency, and the complainant was also requested to submit the necessary documents. While the matter was under investigation, the Complainant vide his letter dated 15-10-2024, informed that his grievance has been redressed and extended his gratitude for the redressal of his grievance.

FINDINGS

4. According to the complainant's letter dated 15.10.2024, his grievance has been redressed.

DECISION

5. 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 upto date), I 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 May, 2025