



DECISION

THE COMPLAINT(S):-

This Institution received following complaints during the years 2021 - 2025.

S.#	COMPLAINT NUMBER & NAME OF THE COMPLAINANT	AGENCY COMPLAINED AGAINST	SUBJECT / COMPLAINT	AGENCY'S REPORT
1	POS/496/KHE/16/2021 Mr. Al-Mehdi Jehad-ul-Islam	Local Government / DMC Malir	Alleged demand of Rs. 5000/- for issuance of death certificate of brother of the complainant.	Agency informed that the required certificates were issued to the applicant.
2	POS/1884/KE/135/2023 Mr. Abdul Jabbar Chutto	School Education & Literacy	Complaint regarding non-payment of salaries since transfer of the complainant from GBPS Boohar Hethyan, Taluka Kamber to GBPS Muhammad Hashim Chutto, Taluka Warah, due to bio-matric issue.	Agency informed that as per scrutiny and verification of record complainant is drawing salary online SAP System from the cost center QS-0154 w.e.f. 01.10.2023.
3	POS/9002/KE/553/2023 Mr. Ghulam Nabi Abro	School Education / A.G Sindh	Delay in processing the case for payment of pension and other service dues to the complainant who retired from service on 30.06.2022.	Agency informed that the pension of the complainant has been released.
4	POS/2881/KE/205/2023 Mr. Mehmood Ahmed Siddiqui	Labour / A.G Sindh	Alleged delay in payment of service dues to the complainant who retired from service on 08.05.2022.	Agency informed that the matter has been resolved and complainant has received dues.
5	POS/1408/KE/108/2023 M/s. Muhammad Talha Zulfiqar & Noman Hameed	DMC East	Inaction by the authorities against insanitary condition and piling up streets of uc-11, Jinnah Town with garbage / debris causing inconvenient to the residents of the area.	Agency informed that garbage/debris from the complained site has been removed and matter stand resolved.
6	POS/6589/KE/429/2023 Mr. Baboo	UC Ibrahim Hyderi / Local Govt.	Delay in payment of service dues to the complainant who retired from service on 28.04.2023.	Agency informed that the concerned Chairman of Union Committee No. 10 Rehri, has been directed to release of complainants dues.
7	POS/8514/KE/515/2023 Mr. Abid Ali Gajani	KW&SC	Alleged non-supply of water through online tanker service, booked on 02.10.2023.	Agency informed that complaint of non-supply of water tanker booked through an online tanker service on 02.10.2023 has been resolved.
8	POS/10013/KE/600/2023 Mr. Muhammad Tahir	Police	Delay in registration of fir regarding alleged theft of articles and damaging the properties in house of the complainant on 20/21 st November 2023.	Agency informed that FIR No. 63/24 has been registered at PS Jamshed Quarters.
9	POS/7641/KE/465/2023 Mr. Riaz Masih	KW&SC	Delay in restoration of commuted portion of pension of the complainant who retired in November 2011 and reached the age 72 years.	Agency informed that complainant has been paid full and final dues.
10	POS/1084/KE/92/2023 Mr. Shamrez Khan	Aror University Sukkur	Delay in payment of outstanding dues of Rs.539,331/- towards provision of security guards from May, 2022 to November, 2022.	Agency informed that outstanding dues amounting to Rs. 539,331/- payable to M/s. Indus Security Services Company, have now been cleared.
11	POS/242/KE/2024 Mr. Muhammad Ahmed	BISE Hyderabad	Delay in correction of father name of the complainant in his intermediate certificate.	Agency informed that necessary correction have been made after due verification of the candidate's particulars and correction letter has been issued to the concerned principal.
12	POS/4812/KE/406/2024 Mr. Muhammad Adil Baloch	KW&SC	Inaction on the complaints regarding alleged blockage of sewerage lines.	Agency informed that sewerage overflow complaint has been attended as per routine work.

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13	POS/2219/KE/155/2024 Mr. Zakiruddin Siddiqui	BIE Khi / College Education	Complaint regarding alleged non-refund Rs.3100/- each, took by the board office as well college authorities for scrutiny of papers of daughter of the complainant but failed to do so, therefore she attempted the said papers in supplementary examination. inaction on the application also alleged.	Agency informed that Rs. 3100/- has been paid / refunded to the complainant.
14	POS/182/KE/11/2024 Mr. Ghulam Mustafa	KW&SC	Complaint regarding alleged severe shortage of water in area of the complainant, R-2061, Block-02 Metroville, Karachi.	Agency informed that water supply to the complainant's house has been restored as per schedule set numbers of projects.
15	POS/282/KE/2024 Mr. Muhammad Moon	KW&SC	Alleged inaction on complaint made for repair of blocked sewerage line near house No. I-8, Sector- 6-J-1, Junejo Town .	Agency informed that after deploying necessary machinery the blocked sewerage line has been cleared and its optimal functionality has also been restored.
16	POS/3634/KE/278/2024 Mr. Muhammad Daniyal & other	SBCA	Alleged delay in refund of paid amount of Rs. 910,000/- by M/s G.F.C Builders.	Agency informed that a joint meeting was called by the SBCA on 26.03.2025, the matter was discussed and finally mutual agreement arrived between builder and the complainant and matter has been resolved.
17	POS/3344/KE/234/2024 Mr. Hamed ullah Khan Lodhi	TMC Malir	Complaint regarding delay in restoration of Hazrat Data Ganj Bakhsh Football Ground Phase-i, Gulshan-e-Hadeed, Karachi.	Agency informed that cleaning of the ground has already been carried out to improve the use ability of the facility for the community.
18	POS/2779/KE/187/2024 Mr. Hamed ullah Khan Lodhi	TMC Malir	Identical	As above
19	POS/2042/KE-244/2025 Mr. Noor Hassan	KW&SC	Complaint against alleged discriminatory/wrong water billing in respect of single-storeyed house of the complainant due to non-payment of bribe.	Agency informed that consumer has paid bill for March and present bill amount of Rs. 364/- is payable by the complainant. Moreover consumers property double storey has been removed and now single storey bill will be added.
20	POS/180/KE/2025 Syed Arshad Hussain	KW&SC	Complaint regarding overflowing of sewerage water near House No. 5-I, Block-02, PECHS, Karachi.	Agency informed that after taking necessary measures the blocked sewerage line that causes overflow has properly being cleared and the sewerage system in the specified street is now functioning smoothly with no overflow observed.
21	POS/225/KE/2025 Mr. Sohail Ahmed	SSWMB	Provision of dust/waste bins to decent plaza.	Agency informed that four bins of 240 litter were indeed deployed at the specified location in August 2024 and their team has been diligently lifting the bins on regular basis to ensure that area remains clean and free of litter.

PROCEEDINGS

2. The complaints were admitted under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date). The reports were called from the concerned Agencies. In response the concerned Agencies furnished their reports which were duly forwarded to the complainant's individually for furnishing Rejoinders but they failed to respond despite issuance of reminder.

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FINDING

3. The complainants have failed to rebut the Agency's report nor they turned-up to pursue their complaints. It appears that the complainants are satisfied with the Agency's reports after reported redressal of their grievances due to which they have lost interest in pursuing the complaints any further.

CONCLUSION

4. Under the circumstances, when the complainants have failed to respond, it was clear that they have lost interest to pursue their complaints. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose *of complaints* as redressed.

Given under my hand and seal of the office

Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 29-08- 2025

