



DECISION

Complaint No. : POS/ROK-112/(Khp)/2024

Name and address of the complainant : Mr. Shafi Muhammad, S/o Haji Muhammad Moosa Shar,
R/o Village Baloch Abad, P.O Ahmedpur, Mian Khan,
U.C Mahesar Wada, Taluka Kingri, District Khairpur.

Name of the Agency Complained against : Agriculture Department

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office, Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **DELAY IN RELEASE OF SECOND INSTALLMENT OF RS.60,000/- TO THE COMPLAINANT UNDER WHEAT SUBSIDY SCHEME.**

COMPLAINT

Mr. Shafi Muhammad Shar filed a complaint on 11-06-2024 alleging an inordinate delay in the release of the second installment of Rs. 60,000/- by the Agriculture Department under the wheat subsidy scheme. He, has sought the intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in filing it, subject to the submission of copies of relevant documents and an Affidavit on Form "A".

03. Upon completion of codal formalities, the matter was referred to the Deputy Director, Agriculture Extension, Khairpur on 20-06-2024 for comments. In response, the Additional Director, Agriculture Extension, Khairpur submitted a report on 03-07-2024 wherein he stated that the complainant's online application was registered on 27-02-2024 the case had been forwarded to higher authorities on 25-06-2024 for resolution, particularly for cases where farmers were unable to withdraw their payments due to fingerprint mismatching. The Agency's report was shared with the complainant on 08-07-2024.

04. Subsequently, the Director General, Agriculture Extension, Sindh, Hyderabad was approached on 05-09-2024 for further clarification. The Director Technical, Office of the Director General, Agriculture Extension, Sindh, Hyderabad, responded on 16-12-2024 confirming that the complainant had already received a seed subsidy payment of Rs.35,000/- through BISP during Phase-I, and a further amount of Rs.60,000/- under the fertilizer subsidy.

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FINDINGS

05. The grievance of the complainant has been effectively redressed following the intervention of this Institution.

DECISION

06. In light of the above, the complaint is disposed of as **redressed** and stands consigned to record.

“Given under my hand and seal of office”

Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 27th August, 2025

