



DECISION

POS/137/2024/KC

Complaint No. :

Name and address
of the complainant :

Mr. Shoaib Qayyum,
R/o. Little Folks Paradise School, ST-05, Block-F, North
Nazimabad, Karachi.

Name of the Agency
complained against :

Town Municipal Corporation (TMC) "Safoora District East"

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**ALLEGED ILLEGAL DEMAND OF TRADE LICENSE FEE
FROM "LITTLE FOLKS PARADISE SCHOOL," B-4,
BLOCK-1, GULISTAN-E-JAUHAR, KARACHI**

COMPLAINT

Mr. Shoaib Qayyum, Administrator of "Little Folks Paradise School," lodged a complaint on 14.11.2024, stating that an official of the Town Municipal Corporation (TMC), Safoora Taxation Department, District East, Karachi, was unjustifiably and illegally demanding Rs. 20,000 on account of Trade License Fee for the school branch located at B-04, Block-1, Gulistan-e-Jauhar, Karachi. He contended that under the Sindh Local Government Act (SLGA), 2021, schools are exempted from such fees. He, therefore, sought the intervention of this office for resolution of the matter.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), by condoning the delay and upon submission of Affidavit on Form-"A" by the complainant, the matter was referred to the Agency.
3. In response, the Legal Advisor of TMC Safoora, District East, Karachi, vide letter dated 26.11.2024, stated that TMC Safoora had imposed a Trade License Fee for the year 2024-25 in accordance with Section 96, Schedule V, Part-II of the Sindh Local Government Act, 2013. He added that the TMC is legally empowered to levy Trade License Fees on entities engaged in activities listed in the Schedule. He further asserted that the said school is a functioning institution operating as a corporate entity, engaged in the business of education against fee and charges collected from students, which qualifies as a service under the law.
4. Subsequently, the Director Tax, TMC Safoora, District East, Karachi, vide letter dated 25.06.2025, informed that the matter had been amicably settled with the school management. A Trade License was issued to the school for

the year 2024–25 upon payment of Rs. 10,000. A copy of the Trade License and Registration Certificate was also furnished.

5. The complainant, through his letter dated 08.07.2025, confirmed the resolution of the issue with the department, expressed gratitude to the Office of the Provincial Ombudsman Sindh (POS) for prompt intervention, and requested that no further action be taken on his complaint.

DECISION:

6. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of this office.

