



## DECISION

### THE COMPLAINT(S):-

This Institution received following complaints during the years 2021 and 2022.

| S.# | COMPLAINT NUMBER & NAME OF THE COMPLAINANT               | AGENCY COMPLAINED AGAINST | SUBJECT / COMPLAINT   | AGENCY'S REPORT  |
|-----|--|---------------------------|---|--|
| 1   | <b>POS/458/KE-14/2021</b><br>Mr. Awal Gul                | Police                    | Alleged delay in renewal of driving license of the complainant.   | Agency informed that driving license has been issued to the complainant with validity upto 04.03.2026.   |
| 2   | <b>POS/CH/5499/KE-269/2021</b><br>Mr. Danish Junaid Khan | School Education          | Complaint against management of "Galant Foundation School" for their alleged involvement in corporal punishments.   | Agency informed that issue has been resolved through mutual consent of the complainant.  |
| 3   | <b>POS/3926/KHE-216/2022</b><br>Mr. Zafar Hussain        | Revenue                   | Alleged delay in return of registered documents of flat purchased by the complainant.   | Agency informed that complainant has already received his documents.   |
| 4   | <b>POS/576/KE-12/2022</b><br>Mr. Zarif & Others          | EPA / Revenue / DMC East  | Complaints regarding illegal Gatta factory and use of residential plots no. 2802 & 2803 as commercial, near Shanti Nagar, Dalmia, Gulshan-e-Iqbal.  | Agency informed that Gatta Factory is not under operation any more.  |
| 5   | <b>POS/4255/KE-254/2022</b><br>Mr. Muhammad Arif Sitai   | Revenue                   | Complaint against Sub-Registrar-I, Gadap Town for his alleged failure to forward the documents / general power of attorney for scanning though submitted in March, 2021.(RD No. 834).   | Agency informed that document submitted for execution of GPA in favour of complainant the same was forwarded to the stamps department BoR Sindh on 15.12.2022.   |
| 6   | <b>POS/500/KE-14/2022</b><br>Mr. Shoukat Ali Mengal      | PHED                      | Alleged inaction on the complaints made regarding non-provision of proper drinking water due to incomplete scheme.  | Agency informed that the levels of pipeline are maintain since the consumer are getting water supply.  |
| 7   | <b>POS/720/KC-2022</b><br>Mr. Shoukat Ali Mengal         | PHED                      | Identical in nature   | As above   |
| 8   | <b>POS/6124/KE-348/2022</b><br>Mst. Nayyar Sultan        | Health                    | Delay in payment of service dues in respect of deceased husband of the complainant, who was "Ward Master" (BPS-17) in NICVD and died on 04.03.2022.   | Agency informed that two cheques bearing no. 29581051 & 08016061 amounting to Rs. 138641/- & Rs. 285361/- have been issued to the complainant.   |
| 9   | <b>POS/4562/KE-248/2022</b><br>Mst. Zubaida Bibi         | Police                    | Alleged inaction on complaint dated 16.08.2022 made to SSP Malir Karachi.   | Agency informed that Enquiry Officer contacted the applicant who told that her matter has been resolved and she does not want any action on her application.   |
| 10  | <b>POS/4821/KE-271/2022</b><br>Mst. Rahima               | School Education          | Alleged delay in payment of service dues viz Financial Assistance / Group Insurance and other funds in respect of deceased husband of the complainant who died during service in May 2019. Non-appointment of her daughter against deceased quota also alleged. | Agency informed that all required documents for appointment against deceased quota have been forwarded to the Director School Education, ES&HS Karachi for further necessary process for issuance of appointment order to the complainant against deceased quota, as per policy. |

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|----|--|-------------------|---|--|
| 11 | <b>POS/2328/KE-128/2022</b><br>Mr. Abdul Ghafoor Memon   | Excise & Taxation | Inordinate delay in issuance of number plate of car no. BPR-021 of the complainant applied in February, 2019. | Agency informed that complainant may be advised to visit Agency's Office along with original registration file of the vehicle so that process for issuance of security featured Retro reflective number plates can be initiated.   |
| 12 | <b>POS/1987/KE-102/22</b><br>Mr. Munir Hasan             | DMC East          | Alleged inaction on complaint regarding increase of biting by stray dogs in the area of the complainant.      | Agency informed that the said complaint has been resolved as reported by the concerned area supervisor.  |
| 13 | <b>POS/4055/KE-220/2022</b><br>Mr. Sharafat Hussain      | DMC East          | Alleged inaction on the complaints regarding increase of stray dogs in the area.                              | Agency informed that concerned staff visited the complaint area and resolved the complaint.  |
| 14 | <b>POS/5619/KE-330/2022</b><br>Mr. Khawaja Mehmood Uddin | DMC East / SSWMB  | Complaint regarding non-lifting of garbage causing problems to the residents of the area.                     | Agency informed that complainant's grievance has been satisfactorily resolved.   |
| 15 | <b>POS/3456/KE-190/2022</b><br>Mr. Sabir Hussain Memon   | DMC East          | Delay in repair of roads in Bahadurabad causing inconvenience to the public.                                  | Agency informed that the concerned AEE visited the area and it has been reported that laying of sewerage line has been carried out by PWD and further said department ensure to carry out road work carpeting in next fiscal year. |

**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.

**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 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 redressed.

*Given under my hand and seal of the office*



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

Karachi, dated 30 - 07 - 2025