



DECISION

Complaint No.	:	POS/8914/2023/HYD/559
Name and address of the complainant	:	Mr. Muhammad Salman, Proprietor M/S Subhan Traders, Muslim Colony, Near Liaquat Colony Hyderabad
Name of the Agency Complained against	:	Director, STEVTA, Hyderabad.
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING INORDINATE DELAY IN PAYMENT OF OUTSTANDING AMOUNT TO THE COMPLAINANT

Complaint

Mr. Muhammad Salman, Proprietor M/s Subhan Traders filed a complaint dated 03.11.2023 against STEVTA wherein he stated that he had served lunch, tea and drinking water to the participants of “**Consultative Workshop**” of STEVTA Hyderabad. The agency has issued a cheque, amounting to Rs.157,344/-, however Rs.88,244/- were still outstanding against the STEVTA. He approached the agency several times for his payment but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 07.12.2023 to the Director, STEVTA Hyderabad for report. In response, the Legal Incharge of STEVTA (HQ) Karachi informed vide letter dated 12.01.2024 that the claim of the complainant was approved for amount of Rs.200,450/- and an amount of Rs.43,106/- was deducted on account of Income Tax and Sindh Sales Tax and a cheque, amounting to Rs.157,344/- was issued to the complainant.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 01.02.2024 who in response requested for payment of remaining amount of Rs.88,424/- vide his letter dated 17.05.2024.
5. The rejoinder of the complainant was sent to the Director, STEVTA , Hyderabad for comments vide letter dated 04.06.2024, who in response vide letter dated 08.11.2024 forwarded a copy of cheque, amounting to Rs.67,163/- in favour of the complainant alongwith receipt of the complainant.

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6. The report of the agency was sent to the complainant for rejoinder vide letter dated 17.02.2025 but he did not respond. He was contacted on his cell number on 15.05.2025 and 17.07.2025 but he did not attend.

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office

Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi dated 17th October, 2025

