



DECISION

Complaint No. : POS/2018/TTA/18/2023

Name and address of the complainant : Mr. Muzaffar Khan Kolachi, R/o Naei Abadi, Gharo, Taluka Mirpur Sakro, District Thatta

Name of the Agency Complained against : Social Welfare Department

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui, Regional Director, Thatta

Vetted by : Fasihuddin Khan, Advisor 'Z'

Subject : ALLEGED DELAY IN THE REGISTRATION OF "KOLACHI FOUNDATION" (NGO) DESPITE PAYMENT OF PRESCRIBED FEE

THE COMPLAINT

Mr. Muzaffar Khan Kolachi filed an online complaint on 10.03.2023 against the Social Welfare Department, Thatta regarding inordinate delay in the registration of Kolachi Foundation, Welfare Association despite payment of prescribed fee of Rs.10,500/-. According to him, he has been approaching the Deputy Director, Social Welfare, Thatta since more than one year in this connection but to no avail. Therefore, he sought our intervention to resolve the matter.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) by condoning the delay and subject to submission of original signed complaint, copy of CNIC and Affidavit on Form 'A' After fulfillment of these codal formalities, the matter was taken up with the Dy. Director, Social Welfare Department, Thatta vide letter dated 11.07.2023 for his report. In response, he appeared before the Investigating Officer on 24.08.2023 and after discussion committed to resolve the issue in 10 days. After further follow up both the parties were called for hearing on 20.09.2023. The Agency informed in writing that the grievance of the complainant has been resolved. The complainant confirmed the same and also expressed his gratitude to this Institution with the request to close the case.

DECISION

3. In view of the above, the complaint is disposed of as redressed and file consigned to record.

Given under my hand and seal of Office.



Sd/-

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

Karachi, dated 23rd December, 2024