



DECISION

Complaint No. : POS/1590/ROK-41/(Khp)/2024

Name and address of the complainant : Mr. Jam Khan, S/o Pathan Khan Katohar,
R/o Village Abdul Hussain Katohar,
P.O Loung Fakir, Jhar Jagir,
Taluka & District Khairpur.

Name of the Agency Complained against : Revenue Department

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

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

Subject : **COMPLAINT AGAINST CLERK HASSAN SHAIKH OF SURVEY SUPERINTENDENT OFFICE, KHAIRPUR FOR NON-ISSUANCE OF CHALLAN COPY OF RS.14,000/- TO THE COMPLAINANT RESULTING DALY IN DEMARCATION OF LAND.**

COMPLAINT

Mr. Jam Khan Katohar filed a complaint on 21-03-2024 alleging that Mr. Hassan Shaikh, Clerk at the Survey Superintendent Office, Khairpur, had received Rs. 14,000/- as a fee for the demarcation of his land, even after the lapse of two years, the clerk failed to provide a copy of the challan. The complainant has therefore 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 and subject to the submission of an Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with the Survey Superintendent, Sukkur Division, Khairpur, on 03-05-2024 for comments.

04. While the report from the Survey Superintendent Office, Khairpur, was awaited, the complainant appeared before the Investigating Officer on 23-01-2025 and submitted an application wherein he has stated that his grievance had been resolved. He confirmed that the challan copy had been provided and demarcation of the land has been completed following this Institution's intervention. He expressed gratitude and requested that the case be closed.

FINDINGS

05. In light of the above, it is evident that the complainant's grievance has been redressed following the intervention of this Institution.

DECISION

06. The complaint is hereby disposed of as redressed and consigned to record.

"Given under my hand and seal of office"



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 18th August, 2025