



DECISION

Complaint No. : POS/244/HYD/2025

Name and address of the complainant : Mr. Asan Das Sootahar, Head Master, Govt. Boys High School, Tando Hyder Taluka Hyderabad.

Name of the Agency Complained against : Manager, Sindh Bank Auto Bhan Road, Hyderabad.

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST SINDH BANK ALLEGING BLOCKING OF SMC ACCOUNT OF THE COMPLAINANT WHO IS HEAD MASTER OF A SCHOOL**

Complaint

Mr. Asan Das Sootahar, Head Master, Government Boys Primary School, Tando Hyder, Hyderabad (Semis Code 403010539) filed a complaint dated 17.03.2025 wherein he stated that SMC Account of the school is frequently blocked by the Manager, Sindh Bank which has interrupted the working of the school as miscellaneous expenditures cannot be made due to closure of account. He approached this Institution for issuing necessary directions to the Sindh Bank to unblock the SMC Account of the school.

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 17.04.2025 to the Manager, Sindh Bank, Autobhan road branch, Hyderabad for report, who in response informed vide letter dated 21.04.2025 that the SMC account of the school was blocked due to expiry of CNIC of the complainant/Head Master of the school on the directions of IT Division, Operation Division Head Office, Karachi due to non-submission of valid CNIC and updating the signatures of the account holders. The complainant has fulfilled the requirements and the SMC account of the school has been made operational.
4. A copy of Agency's report was sent to the complainant for rejoinder vide letter dated 08.05.2025, who informed vide letter dated 16.05.2025 that his grievance has been redressed.

Findings

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

Decision

- 6 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 stands 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 **30th** June, 2025