



DECISION

Complaint No. : POS/76/2025/KM (W) filed by Mr. Aftab Hussain.
Name and address of the complainant : POS/77/2025/KM (W) filed by Mst. Mehreen Naz.
: POS/78/2025/KM (W) filed by Mr. Muhammad Farooq..
: POS/79/2025/KM (W) filed by Mr. Touha Islam.
Name of the Agency Complained against : Deputy Commissioner, District Keamari, Karachi.
Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,
: Director, Regional Office, Keamari (west).
Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N
Subject : **INORDINATE DELAY IN PAYMENT OF HONORARIA FOR PERFORMING DUTY AS ENUMERATOR DURING CENSUS-2023.**

COMPLAINT

Mr. Touha Islam & three others filed separate complaints on 22.04.2025 wherein they stated that they had performed duty as Enumerator during Census-2023 but the honoraria has not been paid to them. Aggrieved by that, they solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) on receipt of copies of relevant documents, mandatory affidavit on Form-A and by condoning the delay.
3. This office issued a notice dated 28.04.2025 to the Deputy Commissioner, District Keamari, Karachi for report. In response, Deputy Director (P&D/DDO), office of Commissioner Karachi Division informed vide letter dated 25.06.2025 that the request for payment of honoraria is under process with the concerned agency.
4. Subsequently, the complainants vide letter dated 26.08.2025 informed that they have been paid honoraria by the agency and their grievance has been redressed on the intervention of this Institution.

FINDINGS

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

DECISION

6. In view of the above and in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991, the complaints are 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 13th October, 2025