



DECISION

THE COMPLAINT(S):-

This Institution received following complaints during the years 2021 to 2024:-

S.#	COMPLAINT NUMBER & NAME OF THE COMPLAINANT	AGENCY COMPLAINED AGAINST	SUBJECT / COMPLAINT	AGENCY'S REPORT
1	POS/2015/KHE/70/2021 Mr. Muhammad Saleem Minhas	Labour	Alleged inaction by officials of Labour Department against M/s ISIS Pharma for their failure to pay the service dues of the complainant.	Agency informed that the matter pertains to the payment of wages therefore, complainant be directed to lodge his complaint before the competent forum.
2	POS/2326/KHE/88/2021 Mr. Muhammad Ayub	Excise Taxation & Narcotics	Alleged inaction on the complaint made for action against the officials concerned who received Rs.14300/- from the complainant for transfer of Vehicle No. BMJ-019 in his favour but deposited only Rs.11,800/- in the Govt. treasury.	Agency informed that there is no <i>mens rea</i> in there and all has been done as the matter of routine and practice under vogue.
3	POS/4610/KE/245/2022 Mr. Muhammad Tiham Hashmi,	SBCA	Alleged inaction on complaints made against illegal construction on the old building by the residents of first floor who also bifurcated their portion causing problems to the complainant.	Agency informed that the subject plot is located in unplanned area and layout plan was not approved by SMPD. Hence SBCA is unable to take action.
4	POS/2998/KE/161/2022 Syed Iqbal Hussain	Excise Taxation & Narcotics	Alleged inaction on the application made to authorities concerned for removal of name of the complainant from ownership record as he sold out his car about seven years back.	Agency informed that there is no provision in Motor Vehicle rules for insertion of safe custody remarks or sellers requests.
5	POS/3424/KE/236/2023 Mst. Yasmeen Parveen	Police	Delay in appointment of son of the complainant against Shaheed quota as her husband was martyred in December 2006 and at that her children were minor.	Agency informed that the candidate Syed Muhammad Basit Abbas was failed in physical test of the post of Police Constable.
6	POS/8467/KE/509/2023 Syed Ghazi Ali Abbas Zaidi	Police	Unjust delay in appointment of the complainant against deceased quota despite submission of all relevant documents.	Agency informed that candidate namely Syed Ghazi Ali Abbasi failed in physical test for the post of Police Constable.
7	POS/9292/KE/566/2023 Mr. Abdul Ghaffar Khan	Revenue	Complaint against the Muktiarkar for alleged demand of bribe for issuance of sale Certificate / NOC for sale of portion from plot no. b-30, admeasuring 800 sq.yds, Bakhar Village, Scheme-33, Gulzar-e-Hijri.	Agency informed that lease file contents many corrections as well as name of the complainant Abdul Ghaffar has been inserted having different writing and ink. As such case has been forwarded to the Deputy Commissioner East for further orders.
8	POS/7588/KE/462/2023 Mr. Ashiq Masih	KW&SC	Request for restoration of commuted portion of pension to the complainant who reached the age of 78 years.	Agency informed that complainant was not an employee of KW&SC. He may be advised to furnish relevant papers.
9	POS/1574/KE/114/2023 Syed Safdar Hussain	Revenue	Inordinate delay in issuance of allotment order and handing over physical possession of Plot No. 510, Village Chishti Nagar (NC No. 166, Gulistan-e-Jauhar, Karachi) allotted to the complainant being an employee of Revenue Department.	Agency informed that the matter of village Chisti Nagar is pending before the Honorable Supreme Court of Pakistan.

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10	POS/4567/KE/311/2023 Mst. Syeda Urooj Fatima	School Education & Literacy	Alleged delay in appointment of the complainant as PST though claimed to have passed the test with 49 marks about two years back. The DEO West kept her in waiting on the plea of non-availability of seat.	Agency informed that as soon as her turn comes as per policy of recruitment she will be considered by DEO being the Chairman DSE.
11	POS/7759/KE/472/2023 Mst. Syeda Urooj Fatima	School Education & Literacy	Alleged delay in appointment of the complainant as PST though claimed to have passed the test with 49 marks about two years back. The DEO West kept her in waiting on the plea of non-availability of seat.	Agency informed that as soon as her turn comes as per policy of recruitment she will be considered by DEO being the Chairman DSE.
12	POS/1443/KE/109/2023 Mst. Asiya Ahmed	Revenue / Department of Empowerment of Persons with Disabilities	Inordinate delay in appointment of the complainant against quota of differently abled persons though she claimed to have passed the test in the year 2018 and her name was also recommended in the year, 2022.	Agency informed that the incumbent did not qualify the interview / test conducted by the committee hence not considered due to limited number of vacancies.
13	POS/4491/KE/306/2023 Mr. Amir-ur-Rehman	Sindh Food Authority / Police	Complaint against Agha Munir and other officials of Sindh Food Authority who alongwith police officials allegedly trespassed milk shop of the complainant repeatedly and harassed his staff and issued challan for unjust penalty.	Agency informed that all the allegations leveled against the Sindh Food Authority are baseless and denied.
14	POS/512/KE/43/2023 Mr. Mohaid Ahmed Bughio	STVTA	Alleged delay in appointment of the complainant against deceased quota in place of his father who died during service on 05.10.2000 and at that time he was four years old.	Agency informed that the application of complainant is hopelessly time barred by over seven years.
15	POS/482/KE/2024 Mr. Ghulam Hadi	Health	Complaint regarding unjust sealing of complainant's clinic by Sindh Health Care Commission.	Agency informed that the complainant has been involved in the act of quackery as per the SHCC Act, 2013 as he is not a qualified medical practitioner.
16	POS/532/KE/29/2024 Mr. Syed Muhammad Arif	BIE Karachi	Complaint regarding declaring son of the complainant as fail repeatedly in paper of "accounting" and non-issuance of certificate after proper recounting / assessment.	Agency informed that no discrepancy of any sort in the totaling or posting of marks have been noticed nor any answer or part thereof has been found unassessed, therefore, result remains unchanged as scrutiny letter prepared and officially conveyed to the candidate.
17	POS/586/KE/36/2024 Mr. Muhammad Afzal Bhesania	Police	Complaint against Police of PS PIB who instead of taking legal action against owner for breaking open locks of the shop of the complainant on 13.12.2023 and taking away articles worth Rs.147,000/- was pressurizing complainant for compromise at alleged insistence of Incharge Intelligence Wing.	Agency informed that the applicant has filed a case u/s 22-A Cr.PC before the court of law.

PROCEEDINGS

2. The complaints were admitted under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date). The reports were called from the concerned Agencies. In response the concerned Agencies furnished their reports which were duly forwarded to the complainant's individually for furnishing Rejoinders but they failed to respond despite issuance of reminder.

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FINDING

3. The complainants have failed to rebut the Agency's report, nor they turned-up to pursue their complaints. It appears that either the complainants are satisfied with the Agency's report or have lost interest in pursuing the complaints any further.

CONCLUSION

4. Under the circumstances, when the complainants have failed to respond, it was clear that they have lost interest to pursue their complaints. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose of the complaints on account of non prosecution.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 03-07-2025