



## DECISION

Complaint No.	:	POS/479/HYD/2024
Name and address of the complainant	:	Mr. Sultan Ahmed Shaikh, R/o House No. 715, Street No.01, Gujrati Muhalla, Tando Yousuf Road, Hyderabad.
Name of the Agency Complained against	:	District Zakat Officer, Hyderabad
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	<b>Muhammad Naseer Jamali, Advisor-N</b>
Subject	:	<b>COMPLAINT REGARDING INORDINATE DELAY IN ISSUANCE OF ATM CARD FOR PAYMENT OF GUZARA ALLOWANCE TO THE COMPLAINANT FROM ZAKAT FUND</b>

### Complaint

Mr. Sultan Ahmed filed a complaint dated 06.08.2024 wherein he stated that his ATM card for payment of Guzara Allowance from Zakat fund has been misplaced. He approached the District Zakat Officer Hyderabad for issuing a fresh ATM card for payment of Guzara Allowance but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

2. The case 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) after receiving mandatory Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued a notice vide letter dated 16.09.2024 to the District Zakat Officer Hyderabad for report, who in response informed vide letter dated 30.10.2024 that biometric verification of the complainant has been completed and he will be issued Sindh Bank ATM Card for payment of Guzara Allowance from zakat fund.
4. The complainant informed vide letter dated 19.05.2025 that the Sindh Bank ATM card for payment of Guzara Allowance has been issued to him and his grievance has been redressed.

### Findings

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

### 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 is 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 20<sup>th</sup> October, 2025