



DECISION

Complaint No. : POS/97/2025

Name and address of the complainant : Mr. Ghulam Yaseen Rodhnani,
R/o Village Molvi Noor Mohammad Rodhnani,
District, Dadu.

Name of the Agency Complained against : Thardeep.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah,
Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui,
Advisor-B

Subject : COMPLAINT AGAINST MANAGER THARDEEP FOR NON-PAYMENT OF INSTALMENT DUE TO WRONG ENTRY OF CNIC NUMBER OF COMPLAINANT.

THE COMPLAINT

Mr. Ghulam Yaseen Rodhnani, filed a complaint dated 22 May, 2025, stating his name was included in the flood affectees' list of 2022 who were granted Rs.300,000/- as compensation to reconstruct their houses. However, Manager Thardeep Micro Finance Bank in connivance with Sindh Bank paid complainant's first instalment of compensation worth Rs.75,000/- to some other person due to minor mistake in his CNIC number. Since then, he is running from pillar to post for the correction in his CNIC number and payment of compensation of Rs.300,000/- but to no avail. He, therefore, requested this Institution to intervene.

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) by condoning delay and after receiving mandatory Affidavit on Form 'A' and other relevant documents.
3. The matter was taken-up with the Agency with this office's letter dated 23 May, 2025. In response, District Manager, Thardeep Rural Development Programme (TRDP) vide letter dated 25, May 2025 reported that the entry of correct CNIC number is under process with concerned authorities which will enable him to process the payment.

REJOINDER

4. The report of the agency forwarded to the complainant for filing of rejoinder vide this office's letter dated 03 June, 2025. Complainant has filed his rejoinder, wherein he reiterated his previous stance.
5. In the meanwhile, both the parties appeared before the Investigating Officer, where the complainant filed his written statement showing his satisfaction on correction of his CNIC number in the record and receipt of first instalment. Furthermore, the complainant requested for closure of his case, as redressed.

DECISION

5. 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 and consigned to record, being redressed.

Given under my hand and seal of office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 26th August, 2025