



## DECISION

Complaint No. : POS/4550/2022/HYD/287

Name and address of the complainant : Mst: Samina d/o Mola Bux Baloch  
R/o H.No: 1257, Block-B, Unit No: 4, Tando Mir Noor  
Muhammad Muhalla, Hussaini Masjid, Latifabad Hyderabad.

Name of the Agency Complained against : District Zakat Officer, Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director,  
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST DISTRICT ZAKAT OFFICER HYDERABAD ALLEGING UNJUST STOPPAGE OF GUZARA ALLOWANCE BEING PAID TO THE COMPLAINANT

### Complaint

Mst: Samina filed a complaint dated 22.08.2022 wherein she stated that she was being paid Guzara Allowance from zakat fund through ATM Card which has been stopped since 2018. She approached the concerned agency for grant of Guzara Allowance but to no avail. Aggrieved by that, she solicited intervention of this Institution.

### 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 Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 26.09.2022 to the Administrator, Zakat & Ushar Department and District Zakat Office, Hyderabad for report. In response, the District Zakat Officer, Hyderabad informed vide letter dated 03.10.2022 that the complainant visited the District Zakat Office, Hyderabad and filed a written request and produced relevant documents for restoration of Guzara Allowance. Her name has been enlisted for Guzara Allowance which will be paid to her through Sindh Bank ATM Card as per Sindh Zakat Disbursement Procedure.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 02.02.2024 who appeared before the Investigating Officer, Hyderabad on 30.08.2024 and filed a written statement that she has received the 1<sup>st</sup> instalment of Guzara Allowance, amounting to Rs.14000/- and a balance amount of Rs.22,000/- has been credited to her ATM Card. She extended thanks to this Institution and requested to close her case.

### Findings

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

### Decision

7. 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



(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 21<sup>st</sup> November, 2024