



## **DECISION**

Complaint No. : POS/296/ROK-08/(Khp)/2023

Name and address of the complainant : Mr. Sanaullah Memon,  
Proprietor, M/s. Mehran Decoration Service,  
Mohalla Ali Raza Shah, Khairpur.

Name of the Agency Complained against : Municipal Committee Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **INORDINATE DELAY IN PAYMENT OF DECORATION SERVICE DUES SINCE 2015 BY MUNICIPAL COMMITTEE KHAIRPUR.**

### **COMPLAINT**

Mr. Sanaullah Memon, Proprietor of M/s. Mehran Decoration Service, Khairpur, filed a complaint on 10-01-2023 alleging inordinate delay by the Municipal Committee Khairpur in settling outstanding dues amounting to Rs. 2 million for decoration services rendered since 2015. In addition to above dues, the complainant claimed that cheques amounting to Rs.400,000/- issued by Municipal Committee were not encashed. He, therefore, sought the intervention of this Institution.

### **PROCEEDINGS**

02. 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 the delay in filing it and subject to submission of an Affidavit on Form "A".

03. The matter was taken up with the Chief Municipal Officer (CMO), Municipal Committee Khairpur, on 30-01-2023 for seeking comments. The complainant was simultaneously advised to complete the codal formalities. On 29-11-2023, Mr. Fahad Abbasi, CMO, in the presence of the complainant assured that an arrangement would be made to clear the outstanding dues.

04. On 04-12-2023, the CMO submitted a report stating that a Scrutiny Committee had been constituted to verify the complainant's claims so that payment would be made following verification, subject to availability of funds.

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05. The Agency's report was shared with the complainant on 05-12-2023 for rejoinder. The complainant responded on 06-12-2023 expressing dissatisfaction.

06. The Chairman and CMO of Municipal Committee Khairpur were continuously pursued by this office for clearance of the complainant's dues, while they repeatedly promised for settlement. On 12-03-2025 they reported that a significant backlog of liabilities existed including complainant's dues who was reportedly aware of the situation. As such the Secretary, Local Government Department, Government of Sindh, had already been approached on 14-12-2022 for a special grant of Rs.2.2377 million to clear the complainant's dues.

### **FINDINGS**

07. It has been established that the complainant's outstanding dues amounting to Rs.2.4 million pertain to the financial years 2014-15, 2015-16 and 2022 and the relevant bills had been duly pre-audited by the Local Fund Audit Office, Khairpur. The complainant made efforts for getting his dues and the Municipal Committee Khairpur Authorities failed to fulfill financial obligations, thus causing undue hardship. **Futher, dishonoring / non-encashment of 5 Cheques totaling Rs.398,944/- issued by the Agency to the complainant after due verification of the bills was not only deplorable but also amenable to criminal proceedings against the concerned as per applicable law.**

### **DECISION**

08. In light of the foregoing, and in exercise of powers conferred under Section 11 of the *Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991* (amended up to date), I hereby direct the **Additional Chief Secretary, Local Government Department, Government of Sindh, to:-**

- **Ensure early payment** of the complainant's dues as admitted by the Municipal Committee Khairpur without further delay and
- **Conduct an inquiry** to determine responsibility for the creation and persistence of these liabilities and to initiate **disciplinary action** against the delinquent officers.

A **compliance report** shall be submitted to this office **within 60 days** from the date of this order.

"Given under my hand and seal of office"



**Sd /-**  
**(Muhammad Sohail Rajput)**  
**Sitara-e-Imtiaz. PAS**  
Ombudsman, Sindh  
Karachi, dated <sup>3rd</sup> June, 2025