



DECISION

Complaint No. : POS/1597/2024/Hyd-158/ RM-161

Name and address of the complainant : Mst. Hanifan wd/o. Arbab Khan,
C/o. Muhammad Urs Khaskheli, R/o. Hajam Paro, Chambar,
District Tando Allahyar.

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

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST DISTRICT ZAKAT OFFICER ALLEGING NON-ENLISTMENT OF COMPLAINANT FOR PAYMENT OF GUZARA ALLOWANCE**

Complaint

Mst. Hanifan filed a complaint dated 02.03.2024 wherein she stated that she is a poor and needy lady, entitled for Guzara Allowance from Zakat fund. She approached the District Zakat Officer, Tando Allahyar and submitted application with required documents for enlistment of payment of Guzara Allowance but to no avail. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 03.05.2024 to the District Zakat Officer, Tando Allahyar for report, who in response informed vide letter dated 27.03.2025 that a cheque No.35219868 dated 02.05.2024, amounting to Rs.5,000/- was issued to the complainant under the head of permanent rehabilitation out of Zakat fund. She is not entitled for enlistment of Guzara Allowance under Para-2 of Sindh Zakat Disbursement Procedure, reproduced as under:

“One time grant, amounting to Rs.5,000/- may be provided for rehabilitation of Mustahiq whose name be struck off from the list of Mustahiq”. Her name was struck off from the list of Mustahiqeen.

4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 09.04.2025 who appeared before Investigation Officer, Mirpurkhas on 18.04.2025 and filed a written statement showing satisfaction on the report of the agency.

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Findings

5. The investigation of the complaint did not establish maladministration against the agency. The complaint is not entitled for Guzara Allowance as per law & rules of the department.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as rejected, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

7. This also disposes of another complaint No.POS/273/2024/Hyd-RM-62, filed by same complainant against same agency and also on same subject issue.

Given under my hand and seal of the office



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

Karachi, dated 06th, May, 2025

