



DECISION

Complaint No. : POS/38/2024/SGR-129

Name and address of the complainant : Mr. Ali Asghar & others,
R/o. U.C, Chotayaroon Taluka & District Sanghar
Local Govt. / Union Council Chotayaroon

Name of the Agency Complained against : Ghulam Shabir Memon,
Regional Director, Sanghar

Name & Designation of Investigating Officer : Syed Hashim Raza Zaidi
Advisor-S

Vetted by : **REQUEST FOR ISSUANCE OF BIRTH CERTIFICATE TO THE VILLAGERS OF UNION COUNCIL CHOTAYAROOON, DISTRICT SANGHAR.**

Subject : **SANGHAR.**

THE COMPLAINT:

Mr. Ali Asghar & others filed a joint complaint dated 09-08-2024, against the administration of Union Council Chotayaroon, Taluka & District Sanghar, requesting the issuance of **Birth Certificates** to the residents of Union Council Chotayaroon. He stated that despite multiple visits and attempts to resolve the matter directly with the Union Council, no action was taken to address their grievance. They have sought the intervention of this institution to ensure the redressal of their complaint and facilitate the issuance of the required birth certificates.

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 upto date)*, after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued a notice to the Secretary, Union Council Chotiaryoon, Taluka & District Sanghar, vide letter dated 23-10-2024, requesting a report on the matter. In response, the agency submitted the required report on 05-12-2024. The report clarified that the agency had forwarded the proposal to the Secretary, Union Council Chotiaryoon, and Taluka & District Sanghar. It further stated that the allegation of illegal collection of NADRA birth certificate fees was entirely baseless. The complainants misunderstanding was addressed, and their grievance was resolved. On 10-12-2024, the complainant appeared in person and submitted a written statement confirming that their grievance regarding the issuance of birth certificates had been resolved. The complainant also acknowledged receiving the birth certificates for their children. They expressed gratitude to this institution for addressing their concern and requested the closure of further proceedings on their complaint.

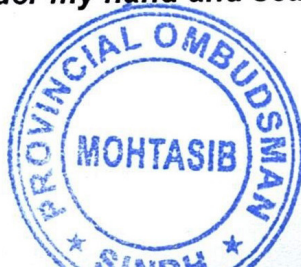
FINDINGS:

5. On the intervention of this Institution, the agency has redressed the grievance of the complainants.

DECISION:

6. In view of the above, in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to-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 February, 2025

21st