



DECISION

Complaint No. : POS/4614/2024/F-202

Name and address of the complainant : Mr. Faheem Hussain, R/o Flat No. 401, Building No. 44-C, Lane-1, Bukhari Commercial, DHA, Phase-6, Karachi.

Name of the Agency Complained against : Sindh Revenue Board (SRB)

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **ALLEGED INACTION ON ONLINE COMPLAINT MADE ON 23.09.2024 FOR ACTION AGAINST A RESTAURANT FOR NON-ISSUANCE OF PROPER SALE RECEIPT.**

THE COMPLAINT:

Mr. Faheem Hussain in his online complaint dated 26.09.2024 stating that he made an online complaint on 23.09.2024 to Sindh Revenue Board against a restaurant which did not issue him a proper sale receipt showing that the tax amount (GST) deducted at the rate of 15% from him has been deposited in Government treasury. Since no action has been taken on his online complaint, he visited the Sindh Revenue Board office but nobody had responded to him. He, therefore, approached this Institution for relief.

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) subject to the submission of complaint duly signed and addressed to this Institution, copy of his CNIC and Affidavit on form-A. These mandatory documents/requirements have not been submitted by Complainant despite letter dated 16.10.2024 and multiple reminders.

FINDINGS:

3. From the above, it is clear that the complainant is not interested to pursue his complaint.

DECISION:

4. In view of the above, the complaint is filed due to non-prosecution.

Given under my hand and seal of office



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

Karachi, dated 13th January, 2025