



DECISION

Complaint No. : POS/2808/2024/NWS-61.

Name and address of the complainant : Mr. Haji Muhammad Rafique Khanzada,
C/o. Raja Autos, Main Road Sakrand,
District Shaheed Benazirabad.

Name of the Agency Complained against : Revenue Department.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **COMPLAINT AGAINST SUPERVISING TAPEDAR WHO ALLEGEDLY REFUSED TO ISSUE SALE CERTIFICATE OF TWO SHOPS OF THE COMPLAINANT.**

THE COMPLAINT:

Mr. Haji Muhammad Rafique filed a complaint dated 15.04.2024 wherein he stated that he had applied for the Sale Certificates of his two shops, bearing Nos. 07 and 08, and paid the requisite challan on 27.09.2023. However, Mr. Mushtaque Kubar, Supervising Tapedar, refused to issue Sale Certificates. Subsequently, he lodged a complaint with the Assistant Commissioner, Sakrand, against the said Tapedar, who misbehaved with him. Aggrieved by this conduct, he approached the Commissioner, Shaheed Benazirabad, who directed the concerned officials to issue the Sale Certificates but to no avail. Therefore, he solicited intervention of this Institution.

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 submission of copy of CNIC, Affidavit on Form "A" and by condoning the delay.
3. This office issued notice to the Assistant Commissioner, Sakrand, with an endorsement to the Mukhtiarkar (Revenue), Sakrand dated 03.07.2024 for report. In response, Mukhtiarkar (Revenue), Sakrand informed vide letter dated 06.08.2024 that complainant has been issued Sale Certificate in respect of his shops bearing No. 07 & 08, total area 156 Sq. Feet vide No. MUKH/SC/774 dated 31.07.2024 and complainant received the same in original on 05.08.2024. He attached copy of such Sale Certificate.

4. The Agency's report was shared with the complainant for filing rejoinder through telephone on 06.08.2024, who in response appeared before the Investigation Officer, Shaheed Benazirabad on 15.08.2024 and filed a written statement wherein he confirmed the Agency's Report regarding issuance of Sale Certificate. He expressed thanks to this Institution for redressal of his grievance.

FINDINGS:

5. On the intervention of this Institution, the Agency has issued desired Sale Certificate to the complainant and complaint stands redressed.

DECISION:

6. In view of the above and 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), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



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

Karachi, dated 27th January, 2025

