



## **DECISION**

Complaint No.:

POS/1726/2024/KC/N-21

Name and address  
of the complainant :

Mr. Naeemuddin (Advocate),  
R/o. A-401, 4<sup>th</sup> Floor, Waseem Heights, Phase-II,  
Plot No.BS-06, Block-13, F.B. Area, Karachi

Name of the Agency  
Complained against :

Food Department, Government of Sindh, Karachi

Name & Designation of  
Investigating Officer :

**Muhammad Naseer Jamali, Advisor-N**

Subject :-

**COMPLAINT AGAINST INACTION OF FOOD  
DEPARTMENT ON SUPPLY OF INFERIOR  
QUALITY OF FLOUR BY M/S. ASHRAFI FOOD  
INDUSTRIES KARACHI**

### **Complaint**

Mr. Naeemuddin Advocate filed a complaint dated 15.01.2024 wherein he stated that inferior quality of flour is being supplied by M/s. Ashrafi Food Industries in the market, which may be harmful for human consumption. He sent application to the Food Department to take appropriate action against M/s. Ashrafi Food Industries in order to improve the quality of flour but no response has been received. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice to the Secretary, Food Department for report vide letter dated 07.02.2024, followed by reminders. In response, District Food Controller Malir informed vide letter dated 29.05.2024 that the samples of wheat flour from M/s. Ashrafi Food Industries were obtained and sent to the PCSIR Laboratory for examination as per PSQCA standards. The PCSIR submitted test report of Atta samples wherein it has been opined that "*The provided sample of Atta complies to Pakistan Standard PS-380:18 within the scope of tested parameters*".

4. The report of the agency was sent to the complainant for rejoinder vide letter dated 04.06.2024, who in response appreciated that the Food Department has sent samples to PCSIR vide letter dated 20.06.2024. He suggested that in order to maintain the supply of good quality of the flour in the market, the Food Department should make it a regular practice to get the flour samples tested by the PCSIR. He requested that the Ombudsman Sindh should issue such directions to the Food Department through a decision.

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5. The case was heard on 12.09.2024 and 14.10.2024, attended by the complainant and representatives of Food Department. The Deputy Director Food Karachi informed that the Atta sample of M/s. Ashrafi Food Industries has been found to be satisfactory as per PSQCA standards. He informed that Sindh Food Authority has been effectively working for improvement in quality of food served at restaurants.

### **Findings**

6. On the intervention of this Institution, the Food Department has sent the samples of wheat flour to the PCSIR and the quality of flour has been found satisfactory.

### **Decision**

7. 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 upto date), I, hereby direct the Secretary, Food Department, Government of Sindh that the samples of wheat flour being supplied by all the Flour Mills should be tested for quality check periodically so that the quality and standard of the wheat flour can be ensured for safe human consumption.

*Given under my hand and seal of office.*

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

Karachi, the 29<sup>th</sup> October, 2024

