



DECISION

Complaint No. : POS/8984/2023/HYD/551

Name and address of the complainant : Mst: Zahida wd/o Ghulam Sarwar Khaskheli
R/o Village Haji Manthar Khaskheli, Sindh University Kotri
District, Jamshoro.

Name of the Agency Complained against : Chairman, District Zakat Committee Jamshoro.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

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

Subject : **COMPLAINT AGAINST DISTRICT ZAKAT OFFICER
ALLEGING NON-GRANT OF GUZARA ALLOWANCE TO
THE COMPLAINANT**

Complaint

Mst: Zahida filed a complaint dated 09.10.2023 wherein she stated that she is a widow and mother of 04 daughters. She has no source of income and requested for grant of Guzara Allowance from zakat fund. She approached the Chairman of Local Zakat Committee but her grievance has not been redressed. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) 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 dated 08.12.2023 to the District Zakat Officer, Jamshoro @ Kotri for report. In response, the Chairman, District Zakat Committee Jamshoro informed vide letter dated 22.12.2023 that as per Zakat Disbursement Procedure, an amount of Rs: 5000/- has been released under head of permanent rehabilitation to the complainant through zakat committee of Deh Kunn.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 19.03.2024, followed by reminders but she did not respond. The complainant was contacted on given cell No: 0300-0351933 wherein she confirmed that her grievance has been redressed. She extended thanks to this Institution and requested to close her case.

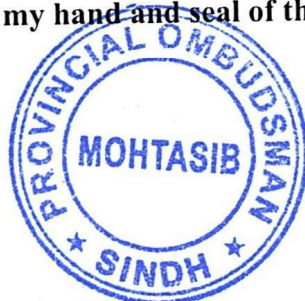
Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the Agency.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto 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 18th March, 2025