



DECISION

Complaint No. : POS/3380/2022

Name and address of the complainant : Mr. Muhammad Sharif Bouk, R/o Deh Pipri, Tappo "A" Bakarani, Taluka and District, Dadu.

Name of the Agency Complained against : Revenue Department.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah, Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui, Advisor-B

Subject **COMPLAINT REGARDING ALLEGED DELAY IN COMPUTERIZATION OF RECORD OF LAND OF THE COMPLAINANT AND NON-ISSUANCE OF PASS BOOK TO HIM.**

COMPLAINT.

Mr. Muhammad Sharif Bouk, filed a complaint dated 21 June, 2022, against the Mukhtiarkar Revenue, Dadu, for non-issuance of computerized record / Pass Book and foti-khata in respect of land of his late father, located at Deh Pipri, Tappo -A Brikarani Taluka Dadu, despite completion of formalities. The complainant approached the authorities concerned but all his requests went in vain. Being aggrieved, he sought intervention of Ombudsman Sindh in the matter.

PROCEEDINGS

2. The complaint was admitted U/S 10 of the Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date) after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. The matter was taken up with the Agency for report vide letter dated 21 July, 2022. In response the Mukhtiarkar Revenue Dadu vide his letter dated 22 February 2023, reported that the entry No. 805 dated 2.1.2006 of VF-VIIB shows that foti-khata of Bhai Khan S/o NoorMuhammad Bouk has been changed in favour of his legal heirs. The record was reconstructed in the year 2011 by making VF-VIIA (PRC).

REJOINDER

4. The report of the agency was sent to the complainant for filing of his rejoinder vide letter dated 23 February, 2024. In response, complainant filed his rejoinder wherein, he reiterated his previous position.

5. In order to resolve the matter, the Regional Director, Dadu conducted several hearings. On 01 June, 2023 Tapedar Revenue, Deh Pipri attended the hearing on behalf of Mukhtiarkar Dadu and sought time to resolve the matter.

6. While the investigation of the case was under process, the complainant appeared before the Regional Director, Dadu and filed a statement that his grievance has been redressed by the agency. He also expressed his gratitude to the Ombudsman's Office for redressal of his grievance besides requesting this office for closure of his case.

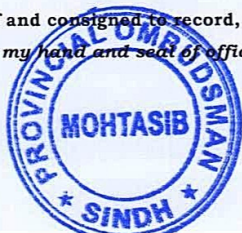
FINDINGS

7. Perusal of the record revealed that the Revenue officials were deliberately delaying the issuance of computerized record and passbook of the Agricultural Land to the complainant. But after the intervention of this Institution, matter was resolved.

DECISION.

8. 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 and consigned to record, as redressed.

Given under my hand and seal of office.



(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz : PAS

Ombudsman, Sindh

Karachi, dated: 24th December, 2024