



## DECISION

Complaint No. : POS/2042/2023/HYD/173

Name and address of the complainant : Mr. Ahmed Ali  
R/o H.No: B-79/80, Ghulam Muhammad Jamali  
Housing Society, Nawabshah.

Name of the Agency Complained against : Chief Officer, District Council, Tando Muhammad Khan.

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

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST INORDINATE DELAY IN  
REFUND OF THE CALL DEPOSIT TO THE  
COMPLAINANT

### Complaint

Mr. Ahmed Ali filed an online complaint dated 01.03.2023 wherein he stated that he deposited a call deposit of Rs.500,000/- for NIT No: DC/TMK/329/22 dated 26.12.2022 pertaining to District Council, Tando Muhammad Khan. The agency did not open the tenders, nor returned back the call deposit. He approached the authority for refund but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### Proceedings

2. The case 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 10.05.2023 to the Chief Officer, District Council, Tando Muhammad Khan for report, followed by reminders. The case was heard on 07.11.2023, attended by the Chief Officer, District Council, Tando Muhammad Khan who submitted report that the call deposit has been refunded to the complainant.
4. The complainant appeared before the Investigating Officer, Regional Office, Hyderabad on 04.01.2024 and filed a written statement that the call deposit has been returned back to him on the intervention of this Institution.

### Findings

5. On intervention of this Institution, the 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



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

Karachi, the August, 2024