



## DECISION

Complaint No. : POS/3800/2023/HYD/253

Name and address of the complainant : Mst: Nazmeen Bano & others  
R/o 621, Mohallah Pathan Goth, Hussaianabad, Qasimabad  
Hyderabad.

Name of the Agency Complained against : District Zakat Officer, District Zakat Committee Hyderabad

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 ILLEGAL STOPPAGE OF GUZARA  
ALLOWANCE OF THE COMPLAINANTS

### Complaint

Mst. Nazmeen & others filed a complaint dated 17.04.2024 wherein they stated that they were being paid Guzara Allowance from zakat fund but the same has been stopped since last two years. They have been visiting the office of District Zakat Officer for restoration of Guzara Allowance but to no avail. Aggrieved by that, they 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 16.06.2023 to the District Zakat Officer, Hyderabad for report, who in response informed vide letter dated 16.08.2023 that the complainants visited his office and their statements have been recorded. They have been enlisted for Guzara Allowance through Sindh Bank ATM Cards after biometric verification.
4. The copy of agency's report was sent to the complainants for rejoinder vide letter dated 11.10.2024, followed by reminders but they did not respond. The main complainant was contacted on given cell No: 0346-3777318 wherein she confirmed that their grievance has been redressed.

### Findings

5. On the intervention of this Institution, grievance of the complainants 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 18<sup>th</sup> March, 2025