



## **DECISION**

Complaint No. : POS/1635/2022/HYD/126

Name and address of the complainant : M/s. Ansari Traders,  
R/o H.No.436, Khowaja Colony, Unit No.8,  
Latifabad, Hyderabad.

Name of the Agency Complained against : Medical Superintendent, Peoples Medical College  
Hospital Nawabshah, Shaheed Benazirabad.

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 SECURITY DEPOSITS IN RESPECT OF  
COMPLETED WORKS

### **Complaint**

M/s. Ansari Traders, a contractor filed a complaint dated 08.03.2022 wherein he stated that he was awarded the contracts for supply of various items during the years 2016-17 and 2018-19. He had completed the contracts but amount of security deposit is not being returned to him despite his approaches since last 3-4 years. Aggrieved by that, he 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 25.04.2022 to the Medical Superintendent, Peoples Medical College Hospital Shaheed Benazirabad for report. The case was heard on 13.05.2022, attended by Additional Medical Superintendent, PMCH, Shaheed Benazirabad who submitted report that the contractor had completed the contracts but the pay orders of security deposits have been misplaced. Subsequently, the Medical Superintendent issued a letter to the Manager, Habib Bank Ltd that the pay orders of the complainant have been misplaced and the same should be refunded to him. The details are as under:

S.No.	Pay order No.	Date	Amount refund
01.	17247580	26.12.2016	Rs.21,700/-
02.	17247523	20.12.2016	Rs.2,000/-
03.	17247578	26.12.2016	Rs.54,400/-
04.	17247579	26.12.2016	Rs.17,700/-
05.	17247628	29.12.2016	Rs.65,500/-
06.	22096019	14.03.2019	Rs.45,000/-
07.	22096017	14.03.2019	Rs.34,000/-
08.	22096016	14.03.2019	Rs.30,000/-
09.	22096021	14.03.2019	Rs.1,100/-
10.	22096020	14.03.2019	Rs.31,000/-
11.	22096018	14.03.2019	Rs.58,000/-
		Total	Rs.360,400/-



(2)

4. The complainant appeared before Investigating Officer Hyderabad on 01.06.2023 and filed a written statement that he has received the outstanding dues of security deposit and his grievance has been redressed. He requested to close further proceedings on his complaint.

**Findings**

5. On the intervention of this, 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**



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
*Sitara-e-Imtiaz, PAS*  
**Ombudsman Sindh**

**Karachi, dated 24<sup>th</sup> January, 2025**