



## DECISION

Complaint No. : POS/965/2023/NFZ-07

Name and address of the complainant : Mr. Khalid Mallah, Proprietor,  
M/s. S.K. Corp. Electric Contractor,  
Near Hospital Dr. Syed Barkat Ali Shah,  
Kandiaro, Distt. N'Feroze

Name of the Agency Complained against : Education Works Department

Name & Designation of Investigating Officer : Khalid Shaikh,  
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : ALLEGED DELAY IN RETURNING THE AMOUNT PAID AS SECURITY DEPOSIT FOR THE WORKS DONE IN DISTRICT SHAHEED BENAZIRABAD (SBA) BY THE COMPLAINANT

### THE COMPLAINT

Mr. Khalid Mallah filed a complaint on 06.02.2023 against the Education Works Department stating therein that he is an approved Government Contractor of Electrical Works. The Education Works Department awarded Electrical work of various Government Schools of District Shaheed Benazirabad to his Firm which was completed within due time. After completion of the said electrical works, he approached the concerned authorities for releasing his security deposit but the Agency did not take any action. He, therefore, solicited intervention of this Institution for relief.

### PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay, subject to submission of Affidavit on Form 'A' and a copy of CNIC. After receiving these mandatory documents, the matter was taken up with the XEN Education Works Division, Shaheed Benazirabad for report vide letter dated 02.03.2023. In response, the XEN Education Works Division SBA wrote a letter dated 22.03.2023 to the XEN Electrical Education Works Division, SBA and endorsed its copy to this office with the request to get Form-28 alongwith completion certificate prepared from the Assistant Engineer, Electrical Education Works Sub-Division, SBA. Thereafter, a letter dated 11.05.2023 was issued to the XEN Electrical Education Works Division SBA for report. On 15.06.2023, the

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XEN Electrical Education Works Division, SBA reported that the work pertains to Education Works Division, Shaheed Benazirabad and the XEN, Education Works Division is concerned office to refund the security deposit as the office of the Assistant Engineer, Electrical Education Works is under the administrative control of the Education Works Division SBA. The deducted security deposit of works remains in the PWD Deposit account of the XEN , Education Works being concerned DDO. Thus the Security Deposit of the complainant must be lying in the PWD Division Account with Treasuries.

3. Accordingly, a letter dated 05.07.2023 was written to the XEN, Education Works Division, Shaheed Benazirabad for necessary action and report. The XEN Education Works Division, Shaheed Benazirabad informed vide his letter dated 20.09.2023 that after receiving Form-28 from the XEN, Electrical Education Works Division, SBA in favour of the complainant, his office has paid the remaining amount of Security Deposit to the said contractor vide cheque No.5014259 dated 15.09.2023 for Rs.57,759/-. The complainant appeared before the Investigating Officer on 20.09.2023 and confirmed in writing that he had received the said cheque pertaining to his dues of Security Deposit against the Education Works Department, SBA. He, therefore, extended gratitude to this Institution and requested for closing his case.

#### DECISION

4. In view of the above, the complaint stands disposed of as redressed.

**Given under my hand and seal of Office.**



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

Karachi, dated

**13<sup>th</sup>** February, 2025