



DECISION

Complaint No. : POS/9790/2023/KR

Name and address of the complainant : Syed Nusrat Hussain Abidi,
Institutional Manager, M/s. Shamim & Co. House No.53,
Area-O, Korangi No. 3, Karachi

Name of the Agency Complained against : District Municipal Corporation, Korangi (defunct) /
Town Municipal Corporations (TMC), Korangi and Landhi, Shah
Faisal, Model Colony

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :

**DELAY IN PAYMENT OF DUES OF RS.281,771/-
TOWARDS SUPPLY OF DRUGS AND MEDICINES
TO DMC KORANGI DURING 2019-2020 BY M/S.
SHAMIM & CO.**

COMPLAINT

Syed Nusrat Hussain Abidi filed a complaint on 14.12.2023 stating that his firm, *M/s. Shamim & Co.*, was a regular supplier of Government/Semi-Government hospitals and had supplied medicines and drugs to the Chief Medical Officer, District Municipal Corporation (DMC) Korangi, during the financial year 2019-2020 against supply orders dated 20.04.2020 and 06.05.2020. An amount of Rs.281,771/- was payable by DMC to his firm, but no payment has been made so far.

PROCEEDINGS

2. The complaint was referred to the Chief Medical Officer, Town Municipal Corporation (TMC), Korangi, for report. In response, the Chief Medical Officer, vide letter dated: 22.02.2024 addressed to the Municipal Commissioner, Korangi, referred five claims of respective suppliers for payment, including that of *M/s. Shamim & Co.*
3. Both TMCs Shah Faisal and Korangi expressed their inability to trace out the file of the complainant's firm. The Chief Medical Officer was therefore advised to produce copies of the deadstock register showing entries of medicines/supplies provided by the complainant firm as well as proof of distribution of such deliveries to respective dispensaries/hospitals. In compliance, the Chief Medical Officer provided a copy of the audit bill duly audited by Local Fund Audit and copies of the deadstock register, which confirmed that medicines had been supplied to various health units of different Zones of DMC Korangi.
4. The Resident Audit Officer, Local Fund Audit, District Korangi, vide letter dated: 25.11.2024, verified that the bills of the complainant firm were passed on 29.06.2020 and returned to the concerned department for further action.

5. Upon query, the Director, Local Fund Audit Department, vide letters dated: 25.03.2025 and 20.05.2025, clarified that the issue may be resolved under Rule 79 of the Sindh Local Councils (Accounts) Rules, 1983, which allows payment on the basis of duplicate bills in case the original file is misplaced. He further confirmed that the liability is to be discharged by the successor councils of the defunct DMC Korangi, namely TMC Korangi, TMC Shah Faisal, TMC Landhi, and TMC Model Colony, on a proportionate basis.

FINDINGS

6. I have gone through the proceedings and have noted that:
- The complainant has substantiated his claim with audited bills, deadstock register entries, and confirmation by the Local Fund Audit Department, establishing the genuineness of the liability.
 - The liability of Rs.281,771/- stands admitted but remains unpaid due to administrative lapses, including the misplacement of the original file and lack of coordination among successor TMCs.
 - The guidance of the Director, Local Fund Audit, clearly allows payment to be made on duplicate bills under Rule 79 of the Sindh Local Councils (Accounts) Rules, 1983, thereby eliminating any legal hindrance.
 - Continued delay in settlement of verified liability reflects maladministration within the meaning of Section 2(2) of the Ombudsman Act, 1991.

DECISION

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, *I hereby direct the Secretary to Government of Sindh, Local Government, Housing & Town Planning Department to :*
- The successor councils of the defunct DMC Korangi, i.e., TMC Korangi, TMC Shah Faisal, TMC Landhi, and TMC Model Colony, must verify the pending liability of Rs.281,771/- towards M/s. Shamim & Co. on a proportionate basis in line with Rule 79 of the Sindh Local Councils (Accounts) Rules, 1983 and ensure payment of the same after due verification and after observing codal formalities.*
 - An internal mechanism for safe custody of financial records be developed to prevent recurrence of such administrative lapses.*
 - Compliance report be submitted to this office within 30 days.*

Given under my hand and seal of office.



Sd/-
(Muhammad Sohail Rajput)
 Sitara-e-Imtiaz. PAS
 Ombudsman Sindh
 Karachi, dated; 17th October, 2025