



## **DECISION**

### **THE COMPLAINT(S):-**

This Institution received following complaints during the years 2021 and 2023.

S.#	COMPLAINT NUMBER & NAME OF THE COMPLAINANT	AGENCY COMPLAINED AGAINST	SUBJECT / COMPLAINT	AGENCY'S REPORT
1	POS/1480/KE-45/2021 Mr. Abu Bakar	Police	Complaint against SHO, Shah Latif Town, who allegedly not returning the complainant's 9mm Pistol, 13 Live Bullets and Permit (144).	The Agency informed that grievance of the complainant has been resolved.
2	POS/2826/KE-158/2022 Mr. Muhammad Wali	KW&SC	Complaint regarding alleged non-supply of water for the last four (4) months in Gulzar-e-Hijri.	The Agency informed that complainant is getting sufficient water supply as per approved schedule and his neighborhood is also facilitated from the said supply line.
3	POS/6058/KE/338/2022 Syed Fahad Karim	Revenue / School Education	Complaint regarding non-appointment of the complainant against "Differently Aabled Persons (DAPs)" quota, due to mismanagement of DO & DC offices.	The Agency informed that complainant has been appointed as Sanitary Worker / Naib Qasid in BPS-I according to rules/policy and on the recommendations of District Selection Committee and District Recruitment Committee, District East Karachi.
4	POS/6196/KE/351/2022 Mr. Ghulam Shabir Laghari	Revenue	Delay in reconstruction of record and issuance of certified true copy of Khata in respect of property bearing S. No. 261 to 267, Deh Allahyar Dero, Taluka Johi, purchased by the complainant through registered sale deed.	The Agency informed that in appeal under section 161 of the Sindh Land Revenue Act 1967 filed by the complainant Ghulam Shabbir Laghari for cancellation of entry No. 8 of VF VIIB (PRC) of deh Allahyar Dero Taluka Johi. The D.C Dadu has passed an order and cancelled said entry.
5	POS/2092/KE/111/2022 Mst. Rukhsana Memon	AG Sindh / School Education	Complaint against delay in payment of salary for two months i.e. August, and September, 2021 after inter-district transfer of the complainant from District Badin to District East, Karachi.	The Agency informed that DDO has signed pay bills. Now, the complainant is satisfied and relaxed.
6	POS/4655/KE/252/2022 Mr. Amir Sheikh	S.A.L.U Khairpur	Complaint against unfair demand of Rs. 16,675/- as examination fee including late fee of Rs. 3000/- for B.A Part-I, Examinations by S.A.L.U Khairpur against prescribed fee of Rs. 6000/- to Rs. 8000/-.	The Agency informed that the fee structure of the University is duly approved by competent forum i.e. syndicate. There is no any discrimination in charging fees.
7	POS/4930/KE/279/2022 Mr. Muhammad Salman	KW&SC	Complaint against shortage / non-supply of water in area of the complainant due to alleged mismanagement.	The Agency informed that water has been restored to the complainant house.
8	POS/6501/KE/421/2023 Mr. Muhammad Mukhtar Ahmed	SBCA	Alleged demand of bribe of Rs. 500,000/- for approval of building plan of complainant's Plot No. SC-87, Sector 20-C, Shah Latif Town.	The Agency informed that the DG SBCA has accorded approval of proposed building plan of the complainants plot. The complainant may be advised to collect the approved building plan.

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9	POS/3690/KE/260/2023 Mr. Khalid Najmi	College Education	Delay in payment of service dues to the complainant who retired from service on 19.04.2022 as the In-charge Principal, Govt. Degree Girls College, Shah Faisal Colony No. 05, not processing his case.	The Agency informed that complainants pension case has been forwarded by the College Education Department to the office of AG Sindh vide letter dated 16.10.2023.
10	POS/6897/KE/440/2023 M/s. Hazoor Bux Buriro & Ghulam Hyder Buriro	Revenue	Alleged delay in making correction of entries in the revenue record in respect of S.No. 513-514, village Muhammad Siddique Arain, despite receipt of Rs.400,000/- as bribe by officials concerned.	The Agency informed that grievance of the complainant has been resolved.
11	POS/3724/KE/254/2023 Mst. Nasreen	KW&SC	Alleged non-supply of water to the complainant despite regular payment of bills.	The Agency informed that field staff visited subject house and found no water connection, so complainant was advice to submit application of new water connection with relevant documents and matter will be resolved.

### PROCEEDINGS

2. The complaints were admitted under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date). The reports were called from the concerned Agencies. In response the concerned Agencies furnished their reports which were duly forwarded to the complainant's individually for furnishing Rejoinders but they failed to respond despite issuance of reminder.

### FINDING

3. The complainants have failed to rebut the Agency's report nor they turned-up to pursue their complaints. It appears that the complainants are satisfied with the Agency's reports after reported redressal due to which they have lost interest in pursuing the complaints any further.

### CONCLUSION

4. Under the circumstances, when the complainants have failed to respond, it was clear that they have lost interest to pursue their complaints. I, therefore, in exercise of powers vested in me under Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up-to-date), do hereby dispose as redressed.

*Given under my hand and seal of the office*



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated 30-07-2025