



DECISION

Complaint No. : POS/45/2024

Name and address of the complainant : Mr. Lal Chand, R/o Shahi Bazar,
Taluka & District, Dadu. Municipal Committee, Dadu

Name of the Agency Complained against : Municipal Committee, Dadu.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah,
Regional Director, Dadu.

Vetted by : Mr. Rafiuzzaman Siddiqui,
Advisor-B

Subject : COMPLAINT FILED BY MR. LAL CHAND AGAINST MR. RUSTAM ALI, JUNIOR CLERK, CHIEF MUNICIPAL OFFICE, MUNICIPAL COMMITTEE, DADU, WHO USED ABUSIVE LANGUAGE AND MISBEHAVED WITH HIM.

COMPLAINT.

Mr. Lal Chand, filed a complaint dated 06.09.2024, wherein he alleged that a Junior Clerk, Chief Municipal Office, Municipal Committee, Dadu Mr. Rustam Ali Qambrani during, visit of the complainant to his office used abusive language and threatened him of dire consequences besides refusing documentation of his case. The complainant approached the authorities concerned but all his requests went in vain. Being aggrieved, he solicited intervention of this Institution.

PROCEEDINGS.

2. The complaint was admitted U/S 10 of the Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date) after receiving mandatory Affidavit on Form "A" and other relevant documents.
3. The matter was taken up with the Agency for report vide letter dated 13 September, 2024. In response, Chief Municipal Office, Municipal Committee, Dadu, vide their letter dated 24 September, 2024, forwarded the statement of Rustum Ali Qamrani, wherein he denied the allegations leveled against him by the complainant.

REJOINDER.

4. Report of the Agency was sent to the complainant for filing his rejoinder dated 24, September, 2024, who showed dissatisfaction with the agency's report and stuck to his previous stance.
5. In order to resolve the matter, the Regional Director, Dadu conducted hearing on 03 December, 2024, which was attended by the complainant and Mr. Rustum Ali Qambrani, Junior Clerk, Chief Municipal Office, Municipal Committee, Dadu. During the hearing Mr. Rustum Ali Qambrani filed a written statement wherein he apologized with Mr. Lal Chand and stated that he will be careful in future and shall not misbehave with anyone. Complainant has also filed a written statement that his grievance has been redressed by the agency. He also expressed his gratitude to the Ombudsman's Office for redressal of his grievance besides requesting this office for closure of his case.

Continued at page/2

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 and consigned to record, as redressed.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: **29~~th~~** January, 2025

