



DECISION

Complaint No. : POS/1125/2025/F-15

Name and address of the complainant : Mr. Muddassar Zahoor, Flat No.501, Seven Star Pride, Garden West, Karachi.

Name of the Agency Complained against : Town Municipal Corporation (TMC) Jinnah

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **COMPLAINT AGAINST STAFF OF TMC JINNAH WHO ALLEGEDLY MISBEHAVED AND FORCED THE COMPLAINANT TO PAY AMOUNT IN EXCESS OF THE CHALLAN ISSUED FOR PAYMENT OF PROPERTY TAX.**

THE COMPLAINT:

Mr. Muddassar Zahoor in his online complaint received through Wafaqi Mohtasib Secretariat vide letter dated 22.01.2025 stated that he is resident of Flat No.501, Seven Star Pride, Garden West, Karachi. He received a property tax challan amounting to Rs.32,904/- with a due date of 24.01.2025. Upon visiting the Town Municipal Corporation (TMC) Jinnah office for submission, he alleged that a staff member, Mr. Farhan, misbehaved, insulted, and blackmailed him by claiming the property (in question) had been sold and a higher payment was now required to be paid. Despite presenting the valid challan, Mr. Zahoor denied any clarification. Later, when attempting to pay at the bank, he was informed that the due date had passed, which he verified through his banking app. He suspects the due date was deliberately altered by Mr. Farhan due to a personal grudge. He therefore, solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of original signed complaint addressed to the Provincial Ombudsman Sindh, copy of his CNIC and Affidavit on form-A. These mandatory documents/requirements have not been submitted by Complainant despite letter dated 13.03.2025 and multiple reminders last dated 20.05.2025.

FINDINGS:

3. From the above, it is clear that the complainant is not interested to pursue his complaint.

DECISION:

4. In view of the above, the complaint is filed due to non-prosecution.

Given under my hand and seal of office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 30th June, 2025