



DECISION

Complaint No. : POS/230/HYD/2024

Name and address of the complainant : Mr. Shamrez Khan, Senior Manager Operation,
Indus Security Service, Shelter Plaza, 2nd Floor Saddar,
Hyderabad.

Name of the Agency Complained against : University of Art, Architecture, Design & Heritage Sindh,
Sukkur.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST AROR UNIVERSITY SUKKUR,
ALLEGING INORDINATE DELAY IN PAYMENT OF
OUTSTANDING DUES**

Complaint

Mr. Shamrez Khan filed a complaint dated 06.05.2024 wherein he alleged inordinate delay by Aror University Sukkur in payment of outstanding dues relating to provision of security services, amounting to Rs.539,331/-. The complainant solicited intervention of this Institution for issuing necessary directions to the agency for payment of outstanding dues.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 29.05.2024 to the Vice Chancellor, Aror, University of Arts, Architecture Design & Heritage, Sukkur for report. In reply, the Project Manager, AROR University Sukkur vide letter dated 14.10.2024 submitted the details of payments made to M/s Indus Security Company, as below:

| S.No | Cheque No | Dated | Amount Paid |
|-------------------|-----------|------------|---------------|
| 01 | 401146 | 11.06.2024 | Rs: 235,181/- |
| 02 | 401147 | 11.06.2024 | Rs: 10,000/- |
| 03 | 401148 | 11.06.2024 | Rs: 4819/- |
| 04 | 401170 | 03.10.2024 | Rs: 235,781/- |
| 05 | 401176 | 04.10.2024 | Rs: 10,000/- |
| 06 | 401174 | 04.10.2024 | Rs: 4219/- |
| Total Paid Amount | | | Rs: 500,000/- |
| Total Dues | | | Rs: 539,331/- |
| Remaining Dues | | | Rs: 39,331/- |

4. The report of the agency was sent to the complainant for rejoinder vide letter dated 29.10.2024, who in response confirmed vide letter dated 16.12.2024 that the AROR University has made the total payment and his grievance has been redressed. He extended thanks to this Institution on redressal of his grievance.

(2)

Findings

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

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 stands disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 21st February, 2025

