



## **DECISION**

**Complaint No.** : POS/1837/2024/NWS-46.

**Name and address of the complainant** : Mr. Abdul Malik Jamali s/o Abdul Razzak Jamali,  
R/o. Village Ghandtar, P.O Nawabshah, 89-Nasrat,  
Taluka Nawabshah, District Shaheed Benazirabad.

**Name of the Agency Complained against** : Agriculture Department.

**Name & Designation of Investigating Officer** : Khan Muhammad Zardari,  
Regional Director, Shaheed Benazirabad.

**Vetted by** : Syed Ali Mumtaz Zaidi, (PAS).

**Subject** : Advisor-F.

### **COMPLAINT REGARDING ALLEGED NON-PAYMENT OF AMOUNT OF AGRICULTURE SUBSIDY TO THE COMPLAINANT.**

#### **THE COMPLAINT:**

Mr. Abdul Malik Jamali filed an online complaint dated 23.03.2024 wherein he stated that he had been declared eligible for subsidy on seed and fertilizer provided by Government of Sindh through BISP for flood affected growers. He received a text message on his mobile number to collect Rs.55,000/- on account of subsidy through Biometric verification from HBL but due to failure of biometric system the amount of subsidy could not be drawn. In this regard, he approached the BISP to proceed under exception policy through which beneficiaries are disbursed such amount at HBL Branch but of no avail. Aggrieved by that, he solicited intervention of this Institution.

#### **PROCEEDINGS:**

2. The complaint was proposed for admission 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, copy of CNIC, Affidavit on Form "A" and by condoning the delay.
3. The complainant was contacted through his given cell number 0300-3264506 for submission of requisite documents. In response he appeared before the Investigation Officer, Shaheed Benazirabad on 14.05.2024 and filed a written statement that after the resolution of biometric issue he has been paid Rs.55,000/-. He requested to close his case/complaint.

#### **DECISION:**

4. 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 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

*Given under my hand and seal of office*



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

Karachi, dated 10<sup>th</sup> January, 2025