



DECISION

Complaint No. : POS/3086/2023/HYD/207

Name and address of the complainant : Mst: Tahira Bano wd/o Taj Muhammad
R/o Qazi Muhalla, Katcha Qila Plot, Preetabad,
Hyderabad.

Name of the Agency Complained against : District Zakat Officer, Hyderabad.

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

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

Subject : **COMPLAINT AGAINST DISTRICT ZAKAT OFFICER
ALLEGING EXCLUDING THE NAME OF THE
COMPLAINANT FROM ZAKAT MUSTAHQEEN**

Complaint

Mst: Tahira Bano filed a complaint dated 03.04.2023 wherein she alleged exclusion of her name from zakat Mustahqeen without any reason. Aggrieved by that, she solicited intervention of this Institution.

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) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued a notice dated 14.06.2023 to the District Zakat Officer, Hyderabad for report. In response, the Administrator Zakat Sindh informed vide letter dated 26.01.2024 that the preparation of Guzara Allowance ATM cards is in the pipeline. The complainant has been verified biometrically and is eligible for Guzara Allowance. ATM Card of Sindh Bank will be issued to her for drawing the zakat amount.
4. The complainant appeared before Investigating Officer, Regional Office, Hyderabad on 19.09.2024 and informed that she has received Guzara Allowance ATM Card and her grievance stands redressed. The complainant extended thanks to this Institution and requested to close her case.

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 is 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 18th March, 2025