



## **DECISION**

Complaint No. : POS/RN/111/2024/NWS-119.

Name and address of the complainant : Mst. Sakina w/o Munir Masih,  
Mohalla Mehran Colony, Sakrand,  
District Shaheed Benazir Abad.

Name of the Agency Complained against : T.C Sakrand

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

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

Subject : **NON-PROVISION OF SEWING MACHINE/HAND PUMP AND SOLAR PLATE FROM THE TOWN COMMITTEE SAKRAND FUNDS.**

### **THE COMPLAINT:**

Mst. Sakina filed a complaint dated 23.12.2024 wherein she alleged that she had repeatedly approached the Town Officer, Town Committee, Sakrand with the request for providing either a sewing machine or a hand pump or a solar plate out of the Town Committee Funds but to no avail. Aggrieved by that, she sought the 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), after receiving copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This Office issued notice to the Town Officer, Town Committee, Sakrand vide letter dated 24.12.2024 for report, followed by multiple reminders. In response he informed vide letter dated 26.03.2025 that complainant has been provided a hand pump machine therefore, her grievance has been resolved.
4. The Agency's report was forwarded to the complainant for filing rejoinder vide letter dated 27.03.2025 who in response appeared before the Investigating Officer, Shaheed Benazirabad on 09.04.2025 and filed a written statement of the date wherein she confirmed the version of Agency's report and expressed her thanks to this Institution for the redressal of her grievance.

**FINDINGS:**

5. On the intervention of this Institution, the complainant's request was addressed by the Agency, which has provided her with a hand pump.

**DECISION:**

6. 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 20<sup>th</sup> October, 2025

