



## **DECISION**

**Complaint No.** : POS/830/HYD/2024

**Name and address of the complainant** : Mst. Naseem Begum wd/o Muhammad Manzoor  
R/o 1663, Mohalla Iqbal Colony, Unit No.12,  
Latifabad, Hyderabad.

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

**Name & Designation of Investigating Officer** : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

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

**Subject** : **COMPLAINT AGAINST DISTRICT ZAKAT OFFICER  
ALLEGING INORDINATE DELAY IN SANCTIONING AID  
FROM MARRIAGE JAHEZ FUND**

### **Complaint**

Mst. Naseem Begum filed a complaint dated 05.11.2024 wherein she stated that she had approached the office of Deputy Commissioner, Hyderabad for aid out of zakat fund to meet the marriage expenses of her daughter who forwarded her case to the Chairman, District Zakat Hyderabad for grant of Rs.30,000/- on account Jahez fund but the matter is being delayed for one pretext or other. Being aggrieved, 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", relevant documents and by condoning the delay.
3. This office issued a notice dated 26.11.2024 to the District Zakat Officer, Hyderabad for report, who in response informed vide letter dated 10.12.2024 that the request of complainant pertains to Local Zakat Committee, Iqbal Colony and her case has been sent to the concerned Chairman for verification and eligibility as per Sindh Zakat Disbursement procedure.
4. The complainant vide her rejoinder dated 24.01.2025 reiterated her version for seeking aid from Zakat Fund. Finally, the District Zakat Officer vide report dated 12.05.2025 informed that the cheque bearing No.1385314208, amounting to Rs.30,000/- under the Head of Marriage Assistance out of Zakat fund as per Sindh Zakat Disbursement Procedure has been issued to the complainant and matter stands resolved. He annexed the copy of cheque bearing complainant's thumb impression.
5. The complainant appeared before Investigating Officer Hyderabad on 12.05.2025 and filed her written statement wherein she confirmed the redressal of her grievance. She extended gratitude to this Institution and requested to close the case.

(2)

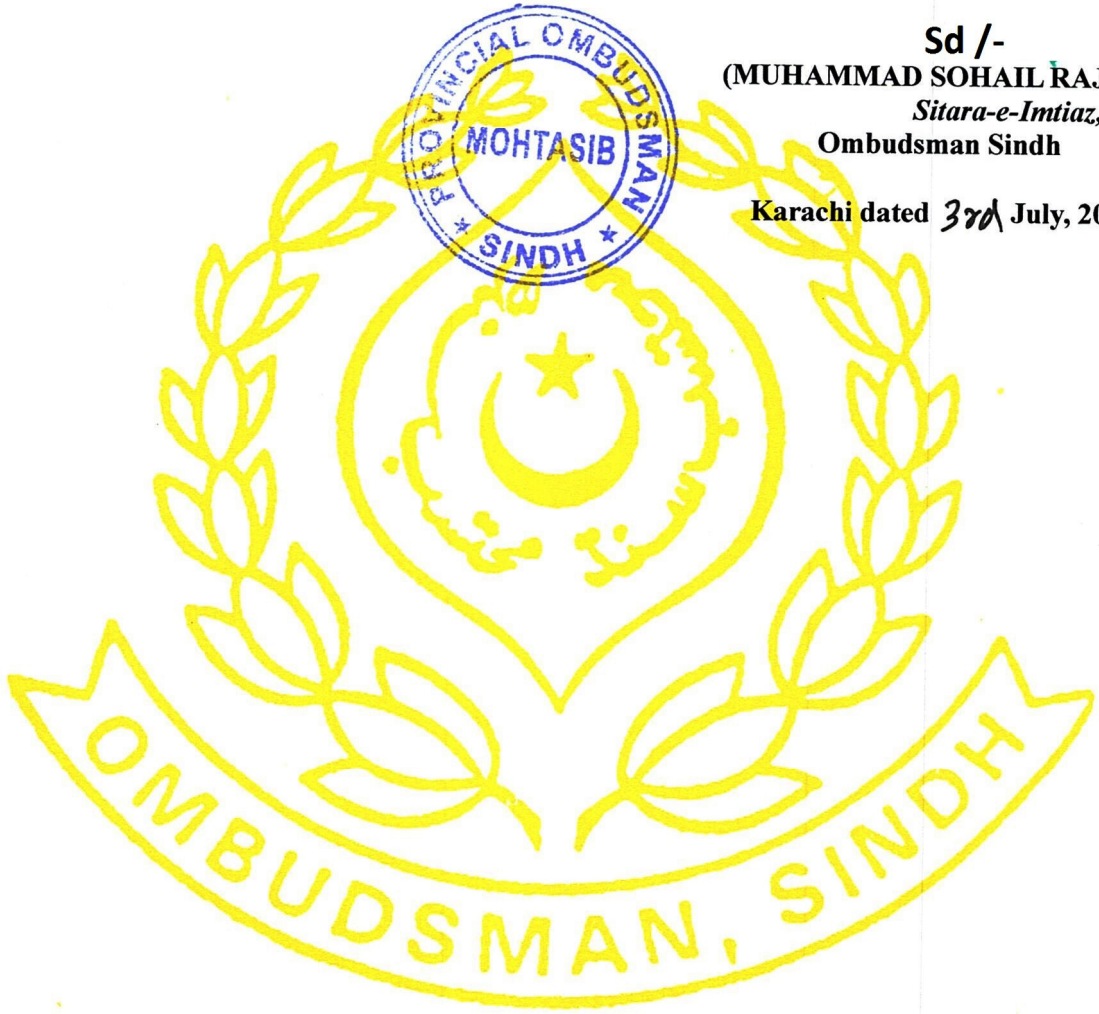
**Findings**

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

**Decision**

7. 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 30<sup>th</sup> July, 2025**