



DECISION

Complaint No. : POS/RN/59/2025/NWS-59.

Name and address of the complainant : Mst. Sughran w/o Meer Hassan Siyal,
R/o. Aftab Colony, Dearan Road, Taluka Kazi Ahmed,
District Shaheed Benazirabad.

Name of the Agency Complained against : Zakat & Ushr Department.

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

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

Subject : NON-GRANT OF GUZARA ALLOWANCE
(FINANCIAL ASSISTANCE) FROM THE ZAKAT &
USHR FUNDS.

THE COMPLAINT:

Mst. Sughran filed a complaint dated 09.04.2025 wherein she has stated that despite her repeated requests to the District Zakat and Ushr Department, Shaheed Benazirabad for the grant of Zakat under the 'Guzara Allowance' Scheme, her name was not been included in the list of beneficiaries. Aggrieved by that, she solicited 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 a notice to the District Zakat Officer, Shaheed Benazirabad vide letter dated 15.04.2025 seeking a report in the matter. In response, he informed vide letter dated 17.04.2025 that the complainant has been enlisted for Zakat assistance under the 'Guzara Allowance' (ATM Card) scheme.

4. The Agency's report was sent to the complainant for filing rejoinder vide letter dated 22.04.2025 followed by multiple reminders, who in response appeared before the Investigating Officer, Shaheed Benazirabad on 04.06.2025 and filed written statement of 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 Agency has redressed the grievance of the complainant.

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 02 nd October, 2025

