



## **DECISION**

**Complaint No.** : POS/4054/ROK-125/(Khp)/2023

**Name and address of the complainant** : Mr. Muhammad Ibrahim, S/o Karim Bux,  
R/o Village Mithri, P.O Deh Sohu,  
Taluka Kotdiji, District Khairpur.

**Name of the Agency Complained against** : District Accounts Office Khairpur

**Name & Designation of Investigating Officer** : **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge, Regional Office Khairpur

**Vetted by** : **Mr. Muhammad Misbah Tunio, Advisor-J**

**Subject** : **DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 30-11-2022 (PPO NO. 20956).**

### **COMPLAINT**

Mr. Muhammad Ibrahim, a retired Naib Qasid in the Education Department, presented his complaint during the Khuli Katchery held on 22-05-2023 at the District Accounts Office, Khairpur. He alleged a delay in the release of his LPR and G.P. Fund payments by the District Accounts Office, Khairpur. He, therefore, requested the intervention of this Institution.

### **PROCEEDINGS**

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in filing, subject to the submission of copies of relevant documents and an Affidavit on Form "A".

03. The matter was taken up with the District Accounts Officer, Khairpur, on 03-07-2023 for comments. The complainant was simultaneously advised to complete the necessary formalities. In response, the District Accounts Officer, Khairpur, reported on 10-08-2023 that the pension case of the complainant, Mr. Muhammad Ibrahim Hajano, Ex-Naib Qasid, Education Department, had been finalized under PPO No. KHP/20965. The complainant's Pension Roll Slip for July 2023 was submitted. It was also reported that the payment for Commutation would be made as per the "FIFO" policy, as conveyed by the Government of Sindh, in its letter No. FD(TR)1(290)/2022, dated 20-12-2022. Furthermore, the LPR payment of Rs.365,760/- was reported to have been released to the complainant on 24-07-2023. The agency's report was shared with the complainant on 17-08-2023 for rejoinder.

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04. Meanwhile, ADAO Khairpur submitted another report on 11-07-2024 stating that all pensionary benefits, including G.P. Fund of Rs.48,518/-, LPR of Rs. 365,760/-, and Commutation of Rs. 1,490,609/-, had been paid to the complainant.

05. This report of the agency was also shared with the complainant on 18-07-2024 for rejoinder. However, he failed to respond to date, despite reminders.

#### **FINDINGS**

06. After intervention of this Institution, complainant's grievance stands redressed by DAO Khairpur.

#### **DECISION**

07. In light of the above, the complaint is hereby disposed of as redressed and consigned to record.

"Given under my hand and seal of office"



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 13<sup>th</sup> February, 2025

