



## **DECISION**

**Complaint No.** : POS/6199/ROK-172/(Khp)/2023

**Name and address of the complainant** : Mst. Zamiran, R/o Village Pharhyaro, Taluka Nara, District Khairpur.

**Name of the Agency Complained against** : Accountant General Sindh

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

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

**Subject** : **COMPLAINT AGAINST DELAY IN OPENING OF COMPLAINANT'S SAP ID AND DEMAND OF BRIBE BY CONCERNED OFFICIALS.**

### **COMPLAINT**

Mst. Zamiran filed an online complaint on 08-08-2023 alleging that she had submitted the FO-I Form in November 2022 for the opening of a SAP ID. However, the ID had not been opened by the concerned official, who also demanded a bribe. She, therefore, sought the intervention of this Institution.

### **PROCEEDINGS**

02. 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), by condoning the delay in filing it and subject to the submission of the original signed complaint, copies of relevant documents, a copy of CNIC and an Affidavit on Form "A".

03. The matter was taken up with the District Accounts Officer, Khairpur, on 31-08-2023 for comments. The complainant was simultaneously advised to complete the required formalities. In response, the District Accounts Officer, Khairpur, reported on 10-10-2024 that the complainant's salary ID had already been created and the salary had been paid under Personnel ID No. 11042472 since August 2023. He also submitted a copy of the pay slip for the month of August 2024. The Investigating Officer contacted the complainant on 10-10-2024 at the provided number, 0321-3141959. The complainant's brother, Muzaffar, attended the call and confirmed that his sister had been receiving her salary since August 2023.

### **FINDINGS**

04. The complainant's grievance has been redressed by the Agency following the intervention of this Institution.

### **DECISION**

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

"Given under my hand and seal of office"



**Sd /-**  
**(Muhammad Sohail Rajput)**  
**Sitara-e-Imtiaz. PAS**  
Ombudsman, Sindh  
Karachi, dated 18<sup>th</sup> February, 2025