



## **DECISION**

Complaint No. : POS/5612/TTA/35/2022

Name and address of the complainant : Mst. Khair-un-Nisa,  
Wd/o Muhammad Hashim Abdar,  
R/o Irrigation Colony, P. O. Sujawal, Distt. Sujawal

Name of the Agency Complained against : District Accounts Officer (DAO), Sujawal

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui  
Regional Director, Thatta

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : ALLEGED DELAY IN THE PAYMENT OF SERVICE DUES INCLUDING FINANCIAL ASSISTANCE TO THE COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND.

### **THE COMPLAINT**

Mst. Khair-un-Nisa Wd/o Muhammad Hashim filed a complaint on 03.10.2022 against the DAO Sujawal regarding delay in the payment of service dues including financial assistance in respect of her husband who died on 08.08.2021. Her deceased husband served as Aabdar in the Drainage Division, Sujawal. His pension papers had already been deposited in the Accounts Office but despite lapse of considerable time nothing had been done. She, therefore, requested for our intervention to resolve her grievance.

### **PROCEEDINGS**

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) by condoning the delay and subject to submission of a copy of CNIC and Affidavit on Form 'A'. After fulfillment of these mandatory requirements, the matter was taken up with the Executive Engineer, Drainage Division, Sujawal and the District Accounts Officer, Sujawal to resolve the issue.

3. In response, the Executive Engineer, Drainage Division, Sujawal reported vide his letter dated 20.01.2023 that pension papers and Gratuity bills of the deceased husband of the complainant had been submitted to the District Accounts Office, Sujawal on 08.12.2021. The DAO, Sujawal informed vide his report dated 21.02.2023 that except the payment of gratuity amounting to Rs.917,904/- all other pension dues had been paid to the complainant.



4. After further correspondence and constant follow up, the complainant appeared before the Investigating Officer on 26.10.2023 and thanked this Institution for resolving her grievance. She submitted in writing also that she has received all the outstanding dues of her deceased husband including the gratuity amounting to Rs.917,904/- from the DAO, Sujawal.

FINDINGSS

5. The complaint stands redressed after intervention of this Institution as the complainant lady has finally received Rs.917,904/- from the DAO, Sujawal being the pension arrears of her late husband. Hence no further action is called for.

DECISION

6. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.



Sd /-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz - PAS  
Ombudsman, Sindh

Karachi, dated

04.02.2025

