



DECISION

Complaint No. : POS/46/ROJ-46(JBD)/2024

Name and address of the complainant : Mr. Manzoor Ahmed s/o Abdul Khalique Samat
r/o Burira Mohallah, Thul District, Jacobabad.

Name of the Agency Complained against : Finance Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Advisor-M Mir Hussain Ali

Subject : COMPLAINT REGARDING DELAY IN
PAYMENT OF SERVICE DUES TO THE
COMPLAINANT, A RETIRED CHOWKIDAR OF
EDUCATION DEPARTMENT

Complaint:

Mr. Manzoor Ahmed Samat retired Chowkidar of the Education Department filed his complaint dated 18-4-2024, against the District Accounts Officer, Jacobabad regarding delay in payment of his service dues after his retirement. He therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the agency for comments. In response, the District Accounts Officer, Jacobabad vide his office letter dated 24.7.2024 reported that payment of encashment of LPR amounting to Rs.371,640/- has been made to the complainant Manzoor Ahmed on 10-6-2024 through SAP system bearing I.D. # 10615662. He further stated that the payment of Commutation and Gratuity will be made on his turn as per FIFO list. He enclosed a copy of the SAP payment as evidence.

3. The report of the agency dated 24.7.2024 alongwith its enclosure was sent to the complainant for his rejoinder / confirmation. On 18.9.2024, the complainant Mr. Manzoor Ahmed appeared before the Investigating Officer and submitted his request that since he has received payments on account of encashment of LPR and commutation amounting to Rs.1,300,000/-, his grievance has now been redressed and therefore he does not want any further proceedings on his complainant.

Findings:

4. On the intervention of this Institution, the grievance of the complainant has been redressed, which is also confirmed by him, and hence no further action is required.

Decision:

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”

- Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH

Karachi, dated 21st November, 2024

