



## **DECISION**

**Complaint No.** : POS/4005/2023/HYD/271

**Name and address of the complainant** : Mst; Shahnaz Khaskheli w/o Ghulam Qadir, retired employee, Taluka Hospital Manjhand, Taluka Manjhand District Jamshoro

**Name of the Agency Complained against** : District Accounts Officer, Jamshoro.

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.

**Vetted by** : Muhammad Naseer Jamali, Advisor-N

**Subject** : COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER JAMSHORO ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON THE BASIS OF INVALIDATION

### **Complaint**

Mst. Shahnaz Khaskheli filed a complaint dated 17.05.2023 wherein she stated that she was working at Taluka Hospital Manjhand. She has been retired from service on 01.02.2023 as she has been declared permanently incapacitated to continue in service. She has submitted the relevant documents in the office of District Accounts Officer, Jamshoro for verification of service record and payment of service dues but to no avail. Aggrieved by that, she solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 22.06.2023 to the District Accounts Officer, Jamshoro for report, who in response informed vide letter dated 26.06.2023 that after verification of documents, her pay fixation has been done. She had been paid an excess amount of Rs.49,610/- and she has been advised to deposit the same at National Bank of Pakistan.
4. Subsequently, the District Accounts Officer, Jamshoro informed vide letter dated 2.03.2024 that the complainant has been paid service dues as under:
  - i. Arrears of pension, amounting to Rs.253,028/-
  - ii. Encashment of LPR, amounting to Rs.405,960/-
  - iii. Commutation, amounting to Rs.1,230,511/-He enclosed the copies of pay roll slips as an evidence.

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5. This office contacted the complainant on her cell No.0304-3803856 on 30.07.2024, attended by her daughter who confirmed that her mother had received all service dues. She further informed that her mother is not able to attend the office due to illness/old age and requested that her telephonic conversation may be treated as confirmation statement.

**Findings**

6. On the intervention of this Institution, the grievance of complainant has been redressed by the agency.

**Decision**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



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

Karachi, dated 10<sup>th</sup> January, 2025