



## **DECISION**

**Complaint No.** : POS/6072/RL-243(LKA)2023

**Name and address of the complainant** : Mst. Safia Begum R/o Wadho mohalla, Kamber Ali Khan, District Kamber / Shahdadkot.

**Name of the Agency Complained against** : District Accounts Officer Kamber Shahdadkot.

**Name & Designation of Investigating Officer** : Mr. Ali Akbar Jagirani, Director, Regional Office, Larkana

**Vetted by** : Mr. Muhammad Naseer Jamali, Advisor –N

**Subject** : **COMPLAINT AGAINST INORDINATE DELAY IN PAYMENT OF COMMUTATION OF PENSION AND ENCASHMENT OF LPR TO THE COMPLAINANT.**

### **COMPLAINT**

Mst. Safia Begum, a retired Head Mistress of School Education Department filed a complaint dated 27.07.2023 wherein she stated that she retired from service on 31.01.2023 but the amount of pension commutation and encashment of LPR have not been paid to her. She has been visiting the office of DAO Kamber Shahdadkot since last 06 months for payment but to no avail. Aggrieved by that, she solicited intervention of this institution.

### **PROCEEDINGS**

2. 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), after receiving of mandatory affidavit on Form "A" and by condoning the delay.
3. This office issued a notice dated 31.08.2023 to the District Accounts Officer Kamber Shahdadkot for report, who in response informed vide letter dated: 04.10.2023 that the amount of encashment of LPR and commutation will be paid to the complainant as per FIFO policy. The DAO Kamber Shahdadkot vide subsequent report dated 16.05.2024 informed that the amount of commutation was paid to the complainant in January-2024 and encashment of LPR was paid in March-2024 and her grievance has been redressed.
4. The agency's report was sent to the complainant for rejoinder vide letter dated: 16.05.2024. The complainant appeared before Investigation Officer Larkana on 25.09.2024 and filed a written statement wherein she confirmed that her grievance has been redressed.

### **FINDINGS:**

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

### **DECISION**

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

*Given under my hand and seal of the office*



**- Sd \-**

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman, Sindh

Karachi, dated 7th November, 2024