



DECISION

Complaint No. :

POS/1441/2024/K-08

Name and address
of the complainant :

Sayed Gada Hussain Shah,
C/o Leopard Courier Service Center,
Ranipur, Khairpur.

Name of the Agency
complained against :

Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT BY A.G, SINDH.

COMPLAINT

Sayed Gada Hussain Shah, retired Additional Secretary, filed a complaint on 14.03.2024 and alleged delay by A.G, Sindh in payment of service dues after his retirement on 05.04.2011. Being aggrieved, he solicited our intervention in the matter.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991 (amended upto date), report was called from A.G, Sindh vide this office letter dated: 29.03.2024 followed by reminders dated: 01.07.2024, 05.09.2024. In response, the Accounts Officer (Sindh Pension Center), Office of A.G, Sindh vide his letter dated: 12.09.2024 informed that Sayed Gada Hussain Shah is currently active pensioner as after receiving his pension papers through S&GAD on 05.01.2022 his payment of monthly pension started w.e.f.01.06.2022 and further stated that the pensioner has also been allowed restoration of pension arrears w.e.f.05.04.2023. Later-on, he vide another letter dated: 26.11.2024 informed that the Final G.P Fund payment amounting to Rs.360,075/- has also been made to him. These reports of the A.G Sindh were forwarded to the complainant for seeking his confirmation followed by several reminders and telephone calls by the Investigating Officer, finally he vide his letter dated: 08.05.2025 acknowledged the receipt of restored pension commutation alongwith payment of arrears amounting to **Rs.2,047,340/-** and final payment of his G.P Fund amounting to **Rs.360,075/-** and requested us to get him arrears of his pension w.e.f.05.04.2011 to 30.06.2022.
3. In pursuance, the concerned Assistant Accounts Officer, office of A.G, Sindh was contacted through his mobile number by the Investigating Officer who informed that the payment of pension arrears is more than 01 year old and a huge payment is involved, therefore, they are seeking the approval of Finance Department. As soon as the approval is received, the payment of pension arrears will be made to the complainant.

FINDINGS

4. With the intervention of this Institution, the complainant has received commutation amount alongwith arrears amounting to **Rs.2,047,340/-** and final G.P Fund amounting to **Rs.360,075/-**. As regards, the payment of pension arrears w.e.f.05.04.2011 to 30.06.2022, the A.G, Sindh is seeking approval of Finance Department as required.

DECISION

5. In view of the above, the complaint is partially redressed, however, the Accountant General Sindh, Karachi is hereby directed to ensure the payment of pension arrears to the complainant after completing codal formalities on priority.
6. Compliance to the above should be reported inside **45 days**, herein of.

Given under my hand and seal of office.

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 2nd September, 2025

