



## DECISION

Complaint No. : POS/295/ROK-07/(Khp)/2023

Name and address of the complainant : Mr. Zahid Hussain, S/o Abdul Ghafoor Larik,  
Naib Qasid, R/o Village Bahar Larik,  
P.O Pir Jo Goth, Noorpur,  
Taluka Kingri, District Khairpur.

Name of the Agency Complained against : D.A.O Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge, Regional Office Khairpur

Vetted by : Mr. Ghulam Sarwar, Advisor-J

Subject : **ALLEGED UNJUST REFUSAL OF DAO KHAIRPUR TO ALLOW SPECIAL CONVEYANCE ALLOWANCE TO THE COMPLAINANT (BEING A DISABLE PERSON) DESPITE SUBMISSION OF REQUISITE DOCUMENTS IN VIEW OF FD'S ORDER DATED. 01-09-2016.**

### COMPLAINT

Mr. Zahid Hussain Larik, filed a complaint on 10-01-2023 alleging that being a disabled employee of School Education he applied to District Accounts Officer Khairpur for Special Conveyance Allowance allowed by Finance Department, Government of Sindh vide office memorandum No. FD(SR-III)5-92/2016 dated 01-09-2016. But DAO Khairpur had refused the same to him. He, therefore, solicited intervention of this Institution.

### PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in filing it, subject to submission of Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with District Accounts Officer, Khairpur on 30-01-2023 for comments / report. In response, the DAO Khairpur reported on 09-02-2023 that his office allows said allowance only to the employees who were declared disabled at the time of appointment. However, if there was any other order for employees who become disabled during service, compliance would be made accordingly. In this regard, he submitted copy of office memorandum dated 21-01-2020 issued by Finance Department.

04. Agency's report was shared with complainant on 16-02-2023 for rejoinder. In response, the complainant filed rejoinder on 29-03-2023 stating that DAO Khairpur had allowed Special Conveyance Allowance to him from March, 2023. So he urged for payment of difference / arrears of the period from June 2018 to February 2023.

(Continued at P/2)



05. Consequently, the matter was fixed for hearing on 10-05-2023 when Assistant Accounts Officer, Sikandar Ali Mahar, on behalf of District Accounts Officer Khairpur and the complainant were present. During said hearing, representative of DAO Khairpur informed that Special Conveyance Allowance had been allowed to the complainant but his arrears were not released due to system updating by A.G Sindh Karachi. He assured that, as and when System was updated, arrears would be finalized and paid to complainant. He also assured submission of compliance report.

06. On 12-05-2023, ADAO-I Khairpur confirmed in writing that Special Conveyance Allowance has been allowed to complainant since March, 2023. He undertook that as and when funds are released by Finance Department, the arrears would be adjusted / released to the complainant as per rules / policy. He also submitted copy of Payroll Slip for the month of April, 2023 in the name of complainant.

07. This report of Agency was also shared with complainant on 17-05-2023 for rejoinder. But he did not respond despite reminders. However, complainant was contacted on phone by the Investigating Officer on 01-10-2024 who confirmed that he had received difference / arrears of Special Conveyance Allowance after intervention of this Institution.

#### **FINDINGS**

08. The complaint was genuine as District Accounts Office Khairpur was unnecessarily delaying Special Conveyance Allowance to complainant which was allowed after intervention of this Institution.

#### **DECISION**

09. Accordingly, the complaint is disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 12<sup>th</sup> May, 2025