



DECISION

Complaint No. : POS/326/ROJ-326(JBD)/2024

Name and address of the complainant : Mst. Gulzaib widow of Sabir Ali, r/o village Miranpur Buriro, Taluka Garhi Khairo 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 : Mir Hussain Ali Advisor-M

Subject : COMPLAINT ABOUT PAYMENT OF ENCASHMENT OF LPR IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT CREDITED TO ANOTHER ACCOUNT BY MISTAKE

Complaint:

Mst. Gulzaib filed her complaint dated 8.11.2024 against the District Accounts Office, Jacobabad as payment of L.P.R. in respect of her deceased husband was credited to some other account by the Accounts Office, Jacobabad, which was then returned to the Treasury Office. She 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 District Accounts Officer, Jacobabad, who vide his office letter dated 30.1.2025 reported that his office has already issued the correction memo to the Bank Manager for payment of funds to the complainant vide letter dated 30.10.2024, but a reply is awaited. Subsequently, the District Accounts Officer, Jacobabad vide his office letter dated 27.2.2025 reported that the payment of encashment of L.P.R. has been made to the complainant by his office on 1.3.2025, and he further stated that the payment of G.P. Fund is being processed. He enclosed copies of SAP reports as evidence.

3. The report from the agency was shared with the complainant, who appeared before the Investigating Officer and stated that since she has received an amount of Rs.421,960/- from the District Accounts Officer, Jacobabad, further proceedings on her complaint may be stopped.

Findings:

4. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed, which is also confirmed by the complainant vide her application dated 27.2.2025.

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 4th July, 2025