



## **DECISION**

Complaint No. : POS/RBH/19/2024

Name and address of the complainant : Mir Muhammad S/o Ali Muhammad Solangi,  
R/o. Ward # 6, Gharibabad,  
Taluka & District Badin

Name of the Agency Complained against : District Accounts Office, Badin

Name & Designation of Investigating Officer : Manzoor Ali Soomro,  
Regional Director, Badin

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : COMPLAINT AGAINST DISTRICT ACCOUNTS  
OFFICE, BADIN REGARDING NON TRANSFER OF  
ACCOUNTS TO MICRO FINANCE, HABIB BANK  
FROM NATIONAL BANK OF PAKISTAN, BADIN  
BRANCH

### **THE COMPLAINT**

Mir Muhammad Solangi, retired clerk, of the Irrigation Department, filed a complaint on 02.07.2024 stating therein that after retirement, his account was opened in the N.B.P. Badin. However he also had his account in the HBL Micro Finance Badin which is near to his residence. He, therefore, requested the District Accounts Officer to change his account from the N.B.P. Badin to Micro Finance Bank, HBL but he did not take any action. Being aggrieved by that he solicited the intervention of this Institution for redressal.

### **PROCEEDINGS**

2. 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), after receiving mandatory Affidavit on Form 'A' and other relevant documents. Thereafter, report was called from the District Accounts Officer, Badin vide this office letter dated 10.07.2024.
3. In response, the Additional District Accounts Officer, Badin submitted vide his letter dated 30.07.2024 that the request for change of Bank Account by the complainant has been processed and updated accordingly.



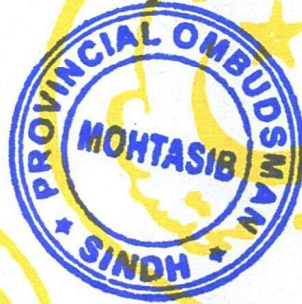
COMPLAINANT'S REJOINDER

4. A copy of above mentioned report of the Agency was handed over to the complainant on 31.07.2024 for filing his rejoinder. He filed his written statement the same day stating that due to efforts taken by this Institution, his problem has been resolved and his account stood transferred to HBL Micro Finance Bank, Badin. The complainant therefore expressed his deep gratitude to this Institution and requested for further proceedings into his complaint to be closed.

DECISION:

5. In view of the above, the complaint is disposed of as redressed and file consigned to record.

**Given under my hand and seal of Office.**



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

Karachi, dated 05<sup>th</sup> May, 2025

