



DECISION

Complaint No. : POS/1490/2024/SGR-49

Name and address of the complainant : Mr. Muhammad Qasim, S/o. Muhammad Hashim,
R/o. village Ali Muhammad Waso, Shahdadpur,
District Sanghar,

Name of the Agency Complained against : DAO Sanghar

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : ALLEGED DELAY AND DISCRIMINATION IN REFUND OF AMOUNT DEDUCTED FROM SALARY OF THE COMPLAINANT FOR FLOOD RELIEF FUND.

THE COMPLAINT:

Mr. Muhammad Qasim filed a complaint on 18-03-2024, regarding alleged delay and discrimination in refund of amount deducted from his salary for Flood Relief Fund. The complainant had frequently approached the concerned agency for redressal of his grievance, but to no avail. Aggrieved by that, he solicited the 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 upto date).
3. This office issued notice to District Accounts Officer, Sanghar for report vide letter dated 30.04.2024 and followed by multiple reminders. In response, the District Accounts Officer, Sanghar has informed vide his letter dated 05.09.2024, that grievance of complainant has been redressed and an amount of Rs.4,986/- on account of refund of deducted Flood Relief Fund has been credited in complainant's Bank account number and enclosed the copy of SAP statement.
4. The report of the agency alongwith SAP statement was sent to complainant for filing of his rejoinder vide this office letter dated 05.09.2024. He was also contacted on his given cell No.0302-3455747. The complainant has requested on telephone that he is at Digri and sent his written statement through whatsapp dated 06.09.2024, wherein, he confirmed redressal of his grievance of remaining payment of Rs.4,986/-. He also requested to close further proceedings on his complaint.

FINDINGS:

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

DECISION:

6. In view of the above, in exercise of powers vested in me under Section 11 of the 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 March, 2025