



DECISION

Complaint No. : POS/ROG-537/GTK/2025

Name and address of the complainant : Mr. Iqbal Ahmed,
R/o. Tando Tabahi,
Taluka & District, Ghotki.

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

Name & Designation of Investigating Officer : Mr. Fazal Muhammad Shaikh,
Director, Regional Office, Ghotki

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED DELAY IN PAYMENT OF PENSION TO THE WIFE OF THE COMPLAINANT BY DISTRICT ACCOUNTS OFFICER, GHOTKI.**

COMPLAINT

Mr. Iqbal Ahmed Shaikh filed a complaint on 21.08.2025 against District Accounts Officer, Ghotki and alleged delay in payment of pension to his wife. In this regard, he had approached the DAO, Ghotki several times for payment of pension of his wife, but it was of no avail. Therefore, he requested us for intervention.

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). After receiving the mandatory Affidavit on Form "A", other relevant documents and by condoning the delay, the Investigating Officer called report from the agency.
3. In response, the District Accounts Officer, Ghotki vide his letter dated: 06.10.2025 informed that the grievance of the complainant has been redressed and the payment of pension has been made through SAP and Rs.412,382/- have credited in bank account of pensioner Mrs. Zahida Shaikh w/o. Iqbal Ahmed Shaikh in the month of September 2025. In support thereof, he enclosed the photocopy of SAP system as an evidence.
4. The report of the agency was delivered to the complainant during hearing of the case on 06.10.2025 who vide his letter dated: 06.10.2025, confirmed the receipt of Rs.412,382/- and requested to close his case.

FINDINGS

5. With the intervention of this Institution, the grievance of the complainant has been redressed as confirmed by him vide his letter dated: 06.10.2025, hence, no further action is required by this Institution.

DECISION

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated: 22nd October, 2025

