



DECISION

Complaint No. : POS/2193/KE/159/2023

Name and Address of the Complainant : Mr. Qasim Zabihullah R/o. C-51, Ayoub Goth, Suparco Road, District Karachi East, Karachi.

Name of the Agency Complained against : Police / Accountant General Sindh

Name & Designation of Investigation Officer : Syed Farrukh Habib Director, Regional Office, Karachi (East)

Subject :- **DELAY IN PAYMENT OF FULL DUES TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 18.08.2018.**

THE COMPLAINT

Mr. Qasim Zabihullah, in his complaint dated 16.03.2023, stated that he retired from service on 18.08.2018 as a Constable in the Sindh Police. After his retirement, he repeatedly visited the Accounts Branch of the SSP Office to follow up on payment of his service dues. He stated that his matter was not resolved. He lodged a complaint with the Additional Inspector General (Addl. I.G.), after which his case was forwarded to the Accountant General (AG) Sindh. However, instead of getting justice, he became a target of retaliation, and his case was deliberately mishandled before being sent to the AG Sindh. As a result, the amount calculated for his service dues was significantly reduced. He has now been running from office to office for the past four years to get his retirement grant. A person named Sabir, from the Accounts Branch, has been deliberately creating obstacles in his case, even though others who retired after him have already received their grants. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response Drawing & Disbursing Officer of Police, District East, Karachi vide letter dated 12.06.2023 reported that a complaint in respect of (Rtd.) PC. 9685 Qasim Zabihullah against PC Sabir of Account Branch of SSP Office, has been enquired into but above named PC has retired and taken all dues directly from the office of AG Sindh. His application against PC Sabir was unfounded and has been filed to harass Accounts Branch. Even earlier the complainant has many a time submitted such applications to higher authorities on false and baseless accusations without any documentary evidence.

3. The complainant, in his rejoinder dated 20.02.2024, rejected the report as completely false and fabricated. He reiterated the claims made in his original complaint. He urged that the dues and pension be granted to him in accordance with the entitlements applicable to those who retired in 2018.

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4. The matter was again taken up with the Agency. In response the SSP District East, Karachi vide letter dated 30.07.2024 reported that pension, gratuity and G.P Fund of complainant have already been cleared. However, retirement grant is pending due to non-submission of required documents. He requested that complainant may be bound to appear in Agency's office along with all required documents for finalization of retirement grant case.

5. Accordingly, complainant was advised vide this office letter dated 08.08.2024 for compliance. In response, the complainant instead of making compliance to the Agency's instructions raised/leveled allegations against the Agency.

FINDINGS

6. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. Complainant retired as Police Constable, BPS-05 from Police Department. His retirement case has already been finalized by the office of AG Sindh vide pension roll data sheet dated 22.12.2018 and he has received pension, GP Fund and gratuity. However, retirement grant is pending for want of documents to be provided by the complainant, which he has failed to provide despite repeated notices issued to him by the SSP East and this office as well. It appears the complainant himself is not interested in finalizing his pending claim.

DECISION

7. In view of the above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I direct:

- i. The complainant to furnish required documents to the office of SSP East for finalization of his retirement grant.
- ii. The Inspector General of Police, Sindh to look into the affairs of office of SSP District East, Karachi, take necessary action and ensure finalization of complainant's pending claim within 60 day hereof.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 06/5/2025 , 2025