



DECISION

Complaint No. : POS/849/HYD/2024

Name and address of the complainant : Mr. Muhammad Soomar Umrani S/o. Photo Khan,
R/o Muhammad Bux Shoro Post Office, Qasimabad,
Shah Bukhari, Hyderabad.

Name of the Agency Complained against : District Accounts Officer, Hyderabad

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT REGARDING INORDINATE DELAY IN
PAYMENT OF COMMUTATION TO THE COMPLAINANT**

Complaint

Mr. Muhammad Soomar Umrani filed a complaint dated 28.10.2024 wherein he stated that he was working as High School Teacher (HST) and retired from service on 31.08.2023. His bill for payment of commutation is pending at District Accounts Office Hyderabad since last one year and he alleged the demand of bribe for payment of commutation. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) 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", other relevant documents and by condoning the delay.
3. This office issued a notice dated 03.12.2024 to the District Accounts Officer, Hyderabad for report, followed by reminders. The District Accounts Officer, Hyderabad informed vide letter dated 13.02.2025 that the admissible service dues have been paid to the complainant including the commutation, amounting to Rs.4,677,981/- which has been paid to him on 08.01.2025. He enclosed copy of payroll slip as an evidence.
- 4.. The copy of agency's report was sent to the complainant for rejoinder vide this office letter dated 28.02.2025, followed by a reminder but he did not respond.

Findings

5. The agency has submitted documentary evidence that the amount of commutation has been paid to the complainant and his grievance has been redressed.

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto 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 20th October, 2025