



DECISION

Complaint No. : POS/122/2025

Name and address of the complainant : Ms. Anum wife of Sarfraz Ali Channa,
C/o Primary School Teacher,
Government Girls Primary School, Markhpur, Dadu.

Name of the Agency Complained against : District Accounts Officer, Dadu.

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah,
Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui,

Subject : **COMPLAINT AGAINST INORDINATE DELAY IN
PAYMENT OF ARREARS TO THE COMPLAINANT.**

COMPLAINT

Ms. Anum wife of Sarfraz Channa, filed this complaint on 25, June 2025, stating that she was appointed in School Education Department as Primary School Teacher in BPS-9. Subsequently her post was upgraded in BPS-14 and accordingly her department prepared her arrear bill amounting to Rs. 118,856/- and submitted it in District Account Office, Dadu. Since then, she is running from pillar to post for the payment of arrears but to no avail. Being aggrieved she has requested for intervention of this Institution in the matter.

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 up to date) after receiving mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.
3. The matter was taken up with the Agency vide this office's letter dated 30, June, 2025. In the meanwhile, complainant appeared before the Investigating Officer on 18 July, 2025 and filed a written statement affirming that upon intervention of this Institution, agency has resolved her grievance. Furthermore, she requested for closure of her case.

FINDINGS

4. Perusal of the record revealed that complaint was based on facts and agency was delaying the matter however, after the intervention of this Institution, the matter was resolved.

DECISION.

5. 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 and consigned to record, as redressed.

Given under my hand and seal of office.



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 26th August, 2025