



## **DECISION**

**Complaint No.** : POS/404/2023/HYD/49

**Name and address of the complainant** : Mr. Abdul Ikhlas Shaikh,  
R/o H.No: 345, Am,ani Shah Colony Unit No. 11,  
Latifabad, Hyderabad.

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

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

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

**Subject** : COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER, MATIARI ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT

### **Complaint**

Mr. Abdul Ikhlas Shaikh filed a complaint dated 29.12.2022 wherein he stated that he retired from service on 19.10.2021 as Deputy Director (BS-18) Agriculture Extension Matiari. He approached the Agriculture Department and District Accounts Officer Matiari for sanction of his pension and payment of service dues but to no avail. 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" and other relevant documents and by condoning the delay.
3. This office issued notice dated 07.02.2023 to the District Accounts Officer, Matiari for report, who in response informed vide letter dated 09.02.2023 that the case of the complainant has not been finalized due to non-submission of required documents. This office issued a letter dated 22.02.2023 to the complainant for submission of relevant documents at District Accounts Office, Matiari.
4. The Additional District Accounts Officer-I, Matiari appeared before Investigating Officer on 25.05.2023 who informed that the Pension has been released to the complainant and submitted a copy of Pension Roll Slip. The encashment of LPR has also been paid to the complainant and the commutation will be paid as per FIFO policy. The District Accounts Officer Matiari vide his subsequent report dated 02.10.2023 informed that commutation, amounting to Rs.1,713,841/- has been paid to the complainant vide cheque dated 02.10.2023. He enclosed the copy of cheque as an evidence.

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5. The agency's report was sent to the complainant for rejoinder vide letter dated 26.10.2023, followed by reminders but he did not respond. The complainant was contacted on his given cell No: 0313-3045086 on 19.09.2024 who confirmed the receipt of all admissible service dues. He requested to close further proceedings on his complaint.

### **Findings**

6. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

### **Decision**

7. 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 27<sup>th</sup> January, 2025**

