



DECISION

Complaint No. : POS/4041/ROK-113/(Khp)/2023

Name and address of the complainant : Mr. Niaz Ali, S/o Baharo Khan, R/o Near Radio Pakistan, Mohalla Saleemabad, Taluka & District Khairpur.

Name of the Agency Complained against : District Accounts Office Khairpur / Revenue

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT WHO RETIRED VOLUNTARILY TWO YEARS BACK. MISPLACEMENT OF HIS SERVICE BOOK AND OTHER DOCUMENTS ALSO ALLEGED.**

COMPLAINT

Mr. Niaz Ali, a retired Kotwar in the Revenue Department, presented his complaint during the Khuli Katchery held on 22-05-2023 at the District Accounts Office, Khairpur. He alleged a delay in the payment of his LPR and G.P. Fund as well as the misplacement of his service book and other documents by the District Accounts Office, Khairpur. He, therefore, sought the intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in its filing, subject to submission of copies of relevant documents and an Affidavit on Form "A".

03. The matter was then taken up with the District Accounts Officer, Khairpur, on 03-07-2023 for comments. The complainant was simultaneously advised to complete the necessary formalities. In response, the District Accounts Officer, Khairpur, reported on 10-08-2023 that the pension case of the complainant, Mr. Niaz Ali, Ex-Kotwar, Revenue Department, had been finalized under PPO No. KHP/21280. The Pension Roll Slip for the month of July 2023 was submitted. It was also reported that the payments for Commutation and LPR would be made as per the "FIFO" policy, as conveyed by the Government of Sindh in its letter No. FD(TR)1(290)/2022, dated 20-12-2022. The agency's report was shared with the complainant on 17-08-2023 for his rejoinder.

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04. Meanwhile, ADAO Khairpur submitted another report on 11-07-2024 stating that all pensionary benefits, including G.P. Fund, L.P.R encashment, and Commutation, had been paid to the complainant .

05. This report of the Agency was also shared with complainant on 18-07-2024 for rejoinder. However, he failed to respond till to date, despite reminders.

FINDINGS

06. After intervention of this Institution, complainant's grievance stands redressed by DAO Khairpur.

DECISION

07. In light of the above, the complaint is hereby disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 7th February, 2025

