



DECISION

Complaint No. : POS/169/ROJ-169(JBD)/2024

Name and address of the complainant : Mst. Robia Khatoon, r/o village Poul Khan Khoso, Kandhkot, District Kashmore.

Name of the Agency Complained against : Finance Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT ALLEGING COMMUTATION DUES NOT BEING PAID TO THE COMPLAINANT BY THE DISTRICT ACCOUNTS OFFICER KASHMORE

Complaint:

Mst. Robia Khatoon filed her complaint dated 23.7.2024 against the District Accounts Officer, Kashmore, as payment of commutation dues was not being made to the complainant though she had submitted her bill. She had therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was referred to the agency for report. In response, the District Accounts Officer Kashmore vide office letter dated 18.9.2024 reported that the due of commutation have been paid to the complainant. He has enclosed a copy of SAP payment as evidence.

3. The report dated 18.9.2024 of the agency was sent to the complainant on her address for confirmation, vide this office letter dated 26.9.2024 followed by reminder dated 23.10.2024, but there was no response. She was also contacted on her mobile phone by the Investigating Officer, but she did not respond.

Findings:

4. The report of the Agency clearly shows that after redressal of her grievance, the complainant is not interested in pursuing her complaint..

Decision:

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 11th March, 2025