



DECISION

Complaint No. : POS/RN/59/2024/NWS-68.

Name and address of the complainant : Mr. Ghulam Hussain s/o Meer Sahib Zardari, Village Sajan Khan Zardari, UC Cahnesar-I, Nawabshah.

Name of the Agency Complained against : District Account Officer, SBA.

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.

Subject : **COMPLAINT REGARDING NON PAYMENT OF COMMUTATION.**

THE COMPLAINT

Mr. Ghulam Hussain filed a complaint dated 15.07.2024 wherein he stated that he retired on 14.06.2023 as a Chowkidar from the Education Department. While he has received all service benefits, the payment of commutation remains outstanding. Being aggrieved, he made several visits to District Accounts Officer, Shaheed Benazirabad but to no avail. Therefore, he solicited intervention of this Institution.

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 of Affidavit on Form "A", other relevant documents and by condoning the delay.

3. This office issued notice to the District Accounts Officer, Shaheed Benazirabad vide letter dated 18.07.2024 for report. In response, Additional District Accounts Officer, Shaheed Benazirabad informed vide letter dated 16.09.2024 conveyed that payment of Commutation Rs.1,102,417/- has been credited in the personal Bank Account of the complainant on 26.08.2024.

4. The Agency's report was shared with the complainant on 16.09.2024 through telephone for filing rejoinder/confirmation, who in response appeared before the Investigation Officer, Shaheed Benazirabad on 23.09.2024 and confirmed receipt of payment of Commutation amounting to Rs.1,102,417/-. He expressed his thanks to this Institution for redressal of his grievance.

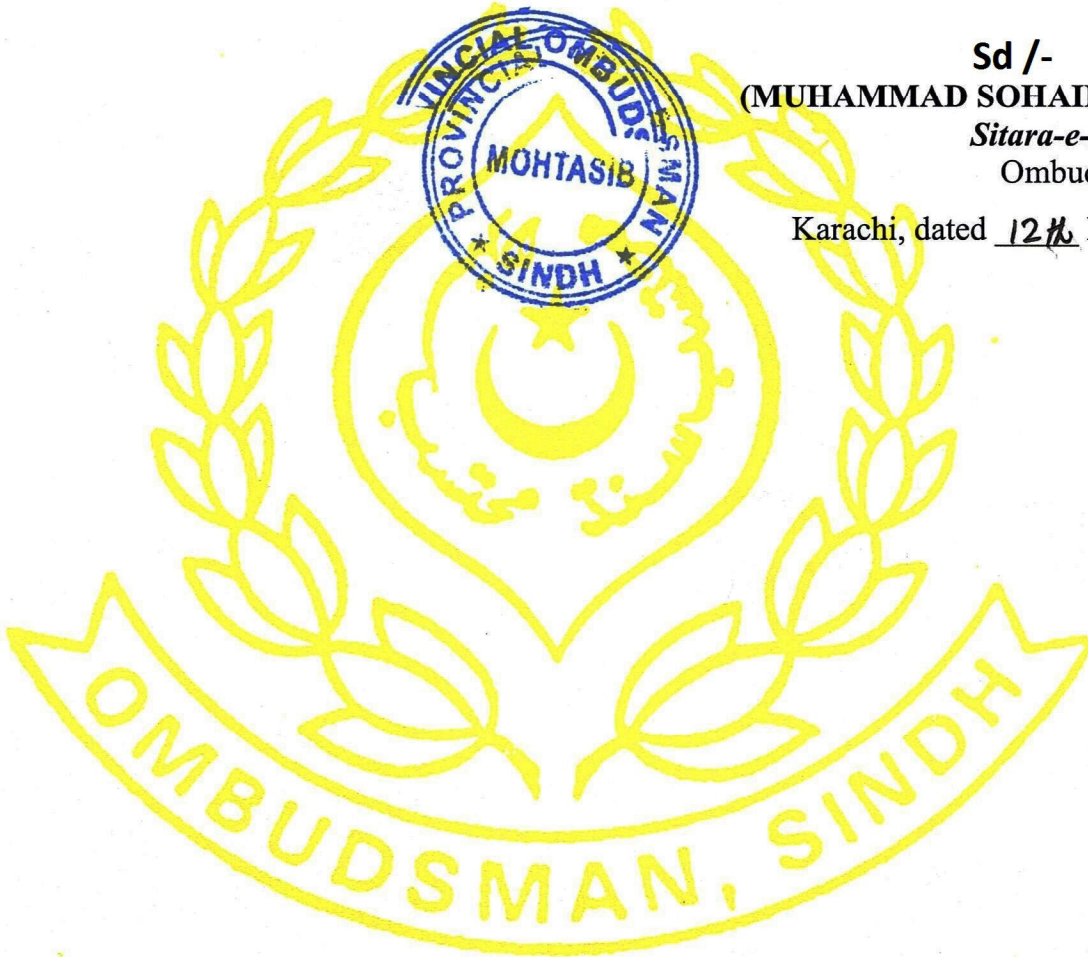
FINDINGS:

5. On the intervention of this Institution, the Agency has redressed the grievance of the complainant and complaint stands redressed.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby disposed of the complaint as redressed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 12th March, 2025