



DECISION

Complaint No. : POS/4053/ROK-126/(Khp)/2023

Name and address of the complainant : Mr. Abdul Ghafoor, S/o Muhammad Ibrahim Chang,
R/o Village Ali Muhammad Chang,
Taluka Faiz Ganj, District Khairpur.

Name of the Agency Complained against : D.A.O Khairpur

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

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

Subject : **DELAY IN CORRECTION OF SALARY ID OF THE COMPLAINANT.**

COMPLAINT

Mr. Abdul Ghafoor S/o Muhammad Ibrahim Chang Primary School Teacher (PST) GPS Kauro Khan Rajper, Taluka Faiz Ganj filed a complaint on 30-05-2023 stating that District Accounts Office Khairpur allotted the ID No. 10297543 to him which contains the CNIC number and date of birth of another PST Abdul Ghafoor S/o Allah Dad Chang. The complainant's CNIC as well as date of birth were mentioned in the ID No. 10297186 allotted to PST Abdul Ghafoor. He alleged that he approached to DAO Khairpur for correction but DAO Office was not correcting it since 2016. Resultantly, his salary was stopped for last five months. He, therefore, solicited 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 filing it and subject to submission of an Affidavit on Form "A".

03. After completing codal formalities, the matter was taken up with D.A.O Khairpur, on 03-07-2023 for comments / report. In response, the D.A.O Khairpur, reported on 18-08-2023 that the complainant should be advised to submit relevant documents so that matter could be resolved accordingly.

04. Said report was shared with complainant on 24-08-2023 for rejoinder, if any. The complainant submitted rejoinder on 14-09-2023 stating that he had submitted relevant documents to D.A.O Khairpur but the same were returned to him because D.A.O office Khairpur allegedly was not willing to resolve the issue. Hence he urged for directing the D.A.O Khairpur to resolve his matter as early as possible.

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05. The ADAO Khairpur ultimately took up the matter with A.G Sindh for according necessary permission. ADAO-I Khaipur, reported on 28.02.2024 that grievance of the complainant has been redressed with the consultation of D.A.G (M&E). He further conveyed that salary and arrears were paid to complainant as per his entitlement. The ADAO-I Khairpur also submitted complainant's Pay Slip for the month of February 2024.

06. Said pay slip and report of ADAO-I Khairpur were shared with complainant on 04-03-2024 for rejoinder, if any. In response, the complainant appeared before the Investigating Officer on 03-06-2024 and submitted in writing that his ID has been corrected / re-activated and outstanding salaries of 09 months have been paid to him. He expressed his gratitude for redressing his grievance and requested for closing the matter.

FINDINGS

07. From the precedent paras, it is crystal clear that maladministration on the part of District Accounts Office, Khairpur in terms of Section 2 (ii) of the Establishment of Office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) is established as complainant's ID was not corrected since 2016. The same was corrected on the intervention of this Institution. Accordingly Accountant General Sindh is directed to take corrective / remedial measures so as to avoid recurrence of such incidents of maladministration at District Accounts Offices.

DECISION

08. The complaint is closed 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 3rd March, 2025