



DECISION

Complaint No. : POS/6963/RL-286(LKA)2023

Name and address of the complainant : Mst. Razia Khatoon wd/o late Muhammad Atique Kehar
R/o Siddiqui Mohallah, Ghari Yaseen, District Shikarpur.

Name of the Agency Complained against : District Accounts Officer Shikarpur.

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani,
Director, Regional Office, Larkana.

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N.

Subject : **COMPLIANT AGAINST INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.**

COMPLAINT.

Mst. Razia Khatoon filed a complaint dated 08.08.2023 wherein she stated that her late husband, Mr. Atique Kehar was an employee of Population Welfare Department, Shikarpur who expired during service on 02.01.2023. She approached District Accounts Officer Shikarpur for payment of service dues but to no avail. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to-date) after receiving of mandatory affidavit on Form "A", copy of CNIC, and by condoning the delay.

3. This office issued notice to the District Accounts Officer Shikarpur for report vide letter dated 03.10.2023, who in response informed vide letter dated 18.10.2023 that the family pension has already been restored to the complainant and payment of other admissible service dues are in process. The District Accounts Officer Shikarpur vide his subsequent report dated 23.08.2024 informed that the arrears of pension, amounting to Rs.125,368, encashment of LPR amounting to Rs.219,360/- were paid to the complainant on 01.03.2024 and commutation, amounting to Rs.353,051/- was paid to her on 13.06.2024. He enclosed the SAP slips of payments as an evidence.

4. The agency's report was sent to the complainant for rejoinder vide letter dated 26.08.2024, followed by multiple reminders but she did not respond. However, the credit slips of transferred amount in her bank account is sufficient evidence that her grievance has been redressed.

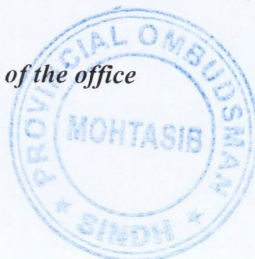
FINDINGS

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

DECISION

6. In view of above and in exercise of the 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) 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 18th November, 2024