



DECISION

Complaint No. : POS/2822/2024/KM/KW

Name and address of the complainant : Mr. Ahsan Ali, retired Police Constable, R/o KMC No. 39, Sector 11, Islam Nagar, Orangi Town, Karachi.

Name of the Agency Complained against : (i) Accountant General Sindh, Karachi.
(ii) Deputy Inspector General, Sindh Reserve Police, Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari (west).

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

Subject :

COMPLAINT AGAINST THE AGENCIES ALLEGING INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.

COMPLAINT

Mr. Ahsan Ali filed a complaint dated 03.06.2024 wherein he stated that he was appointed as Police Constable in SRP Karachi vide order dated 06.06.1994. He was suspended from service on 07.11.1996 and re-instated in service vide order dated 11.10.1998. The suspension period was decided as Leave on due basis. He get voluntary retirement from service on 25.07.2022 after completion of qualifying service for pension. He is visiting the office of Sindh Reserve Police and A.G Sindh Karachi for payment of pension and other service dues but to no avail. Aggrieved by that, 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 mandatory affidavit on Form 'A' and other relevant documents and by condoning the delay.
3. This office issued a notice dated 02.07.2024 to the DIG, SRP Karachi for report, followed by reminders. The matter was also referred to the Accountant General Sindh for report vide letter dated 29.08.2024, who in response informed vide letter dated 07.10.2024 that the pension papers of the complainant have not been submitted by the Pension Sanctioning Authority / DDO of the complainant.
4. The case was heard on 08.10.2024, attended by the complainant and Accounts Officer, A.G. Sindh and the matter was resolved. Subsequently, the complainant appeared before Investigation Officer, Keamari on 06.11.2024 and filed a written statement that his grievance has been redressed and offered thanks to this Institution.

FINDINGS

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

DECISION

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the province of Sindh Act 1991 (amended upto 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 **29~~th~~** January-2025

