



DECISION

Complaint No. : POS/2184/TTA/10/2024

Name and address of the complainant : Haji Khoso S/o Muhammad Saleh,
R/o. Village Mureed Khoso, Tehsil Jati,
District Sujawal

Name of the Agency Complained against : District Accounts Office, Sujawal

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui
Regional Director, Thatta

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : COMPLAINT AGAINST ALLEGED DELAY IN THE
PAYMENT OF SERVICE DUES OF THE
COMPLAINANT

THE COMPLAINT

Haji Khoso S/o Muhammad Saleh Khoso filed a complaint against the District Account Officer, Sujawal on 29.04.2024 regarding inordinate delay in the payment of service dues to the complainant. He retired from Health Department on 13.12.2022. He has been approaching the District Account Office, Sujawal to resolve his problem but to no avail. Therefore, he sought our intervention to resolve his problem.

PROCEEDINGS

2. 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) after condoning the delay and receipt of the mandatory Affidavit on Form A. However, service matters having been barred from the jurisdiction of this office u/s 9(2) of the Act 1991, the complaint was examined to determine that whether it was a service matter or constitutes maladministration on the part of the Agency concerned. Since the grievance of the complainant pertained to inordinate delay in the payment of his retirement dues, it was established to be a case of maladministration, falling within the purview of this office. Therefore, the matter was taken up with the District Accounts Officer, Sujawal vide letter dated 04.06.2024.

3. In response, the DAO Sujawal reported on 10.06.2024 that the payment of LPR amounting to Rs.43,104/-, commutation amounting to Rs.1185,851/- and GP Fund amounting to Rs.1081024/- has been disbursed to complainant. Moreover, arrears of his pension amounting to Rs.483,362/- have also been adjusted in the monthly pension roll of June 2024.

REJOINDER

4. The above report of the Agency was shared with the complainant for his rejoinder. The complainant appeared before investigating officer on 12.06.2024 and submitted a written statement that his problem has been resolved. He thanked this Institution for prompt action and requested to close the complaint.

DECISION

5. In view of the above, the complaint is disposed of as redressed..

Given under my hand and seal of Office.



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

Karachi, dated 18th March, 2025

