



DECISION

Complaint No. : POS/RN/25/2025/NWS-25.

Name and address of the complainant : Mr. Safdar Hussain s/o Late Ahmed Khan Jamali,
Village Mehar Ali Jamali, Taluka Sakrand,
District Shaheed Benazirabad.

Name of the Agency Complained against : District Accounts Officer, SBA

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

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

Subject : **DELAY IN PAYMENT OF LPR OF COMPLAINANT'S MOTHER MST. SARAN, WHO RETIRED FROM HEALTH DEPARTMENT.**

THE COMPLAINT:

Mr. Safdar Hussain filed a complaint dated 20.02.2025 wherein he stated that his mother retired as Dai (BPS-05) from the Health Department but payment on account of encashment of L.P.R has not been made to her as yet. Being aggrieved, he had frequently approached the office of District Accounts Office, Shaheed Benazirabad but his grievance has not been resolved by the Agency. 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 26.02.2025 for a report, who in response informed vide his letter dated 20.05.2025 that payment on account of encashment of L.P.R amounting to Rs.549,720/- has been disbursed to the complainant's mother (Mst. Saran) on 14.05.2025.
4. The complainant appeared before Investigating Officer on 23.05.2025 and filed written statement of date wherein he confirmed the receipt of payment of L.P.R amounting to Rs.549,720/- to his mother by the District Account Office, Shaheed Benazirabad. His grievance has been resolved, therefore, he expressed his thanks to this Institution.

FINDINGS:

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

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 dispose 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 15th August, 2025