



DECISION

Complaint No. : POS/RL-313(LKA)2024

Name and address of the complainant : Mst: Islam Khatoon W/o Ghulam Qasim Rtd: Teacher, Taluka Warah District Kamber Shahdadkot.

Name of the Agency Complained against : District Accounts Officer Kamber Shahdadkot.

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

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

Subject : **COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER, KAMBER ALLEGING INORDINATE DELAY IN PAYMENT OF COMMUTATION TO THE COMPLAINANT.**

COMPLAINT

Mst: Islam Khatoon filed a complaint dated: 02.10.2024 wherein she stated that she retired from service as Primary School Teacher two years ago but the commutation has not been paid to her despite requests to District Accounts Officer, Kamber Shahdadkot. Aggrieved by that, she 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), subject to submission of mandatory affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 07.10.2024 to the District Accounts Officer Kamber-Shahdadkot for report, who in response informed vide letter dated: 14.11.2024 that the amount of pension commutation has been paid to the complainant on 07.10.2024 and her grievance has been redressed.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated: 18.11.2024. The complainant appeared before the Investigation Officer Larkana on 22.11.2024 and filed a written statement wherein she confirmed the receipt of commutation. She offered thanks to Ombudsman Institution on redressal of her grievance and requested to close further proceedings on her complaint.

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 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 23rd December 2024