



## DECISION

Complaint No. : POS/4042/ROK-112/(Khp)/2023

Name and address of the complainant : Mr. Haibat Ali S/o Khadim Hussain Jatoi R/o Village Sardah Jatoi, Daraza Chak No. 01, P.O Ranipur, Taluka Gambat, District Khairpur.

Name of the Agency Complained against : District Accounts Office Khairpur

Name & Designation of Investigating Officer : **HAJI GHULAM KASIM BALOCH**, Regional Director, Regional Office Khairpur

Vetted by : Mr. Muhammad Misbah Tunio, Advisor-J

Subject : **ALLEGED DELAY IN PAYMENT OF ONLINE PENSION TO MOTHER OF THE COMPLAINANT WHO RETIRED AS "DAI", FROM CIVIL HOSPITAL KHAIRPUR.**

### COMPLAINT:

Mr. Haibat Ali Jatoi, filed a complaint dated. 30-05-2023 alleging delay in payment of online pension to his mother Kaz Bano, who retired as "Dai", from Civil Hospital, Khairpur on 22-02-2023. He requested for intervention in the matter.

### PROCEEDINGS:

02. 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 receiving mandatory affidavit on Form "A" & other relevant documents.

03. The matter was taken up with the District Accounts Officer, Khairpur, for report / comments. In response, Additional District Accounts Officer, Khairpur, vide his letter No. DAO-KHP/PEN/1568, dated. 10-08-2023 reported that the pension case has been finalized and payment of Rs. 36058/- has been deposited in the account of complainant's mother. Copy of said report was communicated to the complainant for his rejoinder. Later on, a letter of thanks dated.31-08-2023, was received from the complainant confirming receipt of payment of family pension. He added that his grievances has been resolved on the intervention of this Institution and expressed his gratitude.

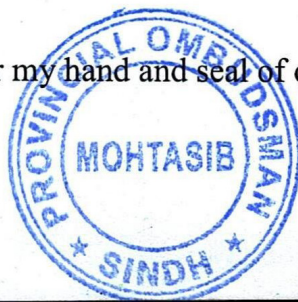
### FINDINGS:

03. The matter has been resolved as per Agency's report dated. 10-08-2023 and complainant's confirmation letter dated. 31-08-2023. Hence no further action is required.

### DECISION:

04. In view of the above, the complaint stands disposed of as redressed and consigned to record.

"Given under my hand and seal of office"



Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 17<sup>th</sup> January, 2025