



DECISION

Complaint No. : POS/RN/27/2025/NWS-27.

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 Account 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 G.P FUND TO COMPLAINANT'S MOTHER MST. SARAN WHO RETIRED FROM HEALTH DEPARTMENT.**

THE COMPLAINT:

Mr. Safdar Hussain filed a complaint dated 23.02.2025 wherein he stated that his mother retired in BPS-05 from the Health Department but payment of G.P fund has not been made to her as yet. Being aggrieved, he 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 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 27.02.2025 that payment of G.P fund amounting to Rs.376,531/- has been disbursed to the complainant's mother.
4. The Agency's report was sent to the complainant on his given cell number for filing/rejoinder on 02.05.2025, who in response, appeared before Investigating Officer, Shaheed Benazirabad on 19.05.2025 and filed written statement of date wherein he confirmed the receipt of payment of G.P fund amounting to Rs.376,531/- to his mother by the District Account Office, Shaheed Benazirabad. His grievance has been resolved, therefore, he expressed his thanks to this Institution.

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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 02nd October, 2025