



DECISION

Complaint No. : POS/ROK-64/(Khp)/2024

Name and address of the complainant : Mr. Manzoor Hussain, S/o Late Ghulam Abbas Unnar,
R/o Ghareeb Shah Road,
Mohalla Serai Bagan Unnar House,
Khairpur.

Name of the Agency Complained against : District Accounts Office Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT AGAINST SHAFIQUE AHMED ABBASI,**
AUDITOR DAO KHAIRPUR FOR INORDINATE DELAY IN
PAYMENT OF MEDICAL REIMBURSEMENT BILL.

COMPLAINT

Mr. Manzoor Hussain Unnar filed a complaint on 30-04-2024 stating that a medical reimbursement bill amounting to Rs. 298,598/- pertaining to his late father had been submitted to the District Accounts Office, Khairpur. He alleged that Mr. Shafique Ahmed Abbasi, Auditor, District Accounts Office, Khairpur, was unnecessarily delaying the payment. He, therefore, sought the intervention of this Institution.

PROCEEDINGS

02. 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), by condoning the delay in filing it and subject to submission of an Affidavit on Form "A".

03. Upon completion of codal formalities, the matter was taken up with the District Accounts Officer, Khairpur on 08-05-2024 for comments. In response, the Additional District Accounts Officer, Khairpur reported on 26-06-2024 that a sealed authority had been received from the Accountant General, Sindh, Karachi in the name of the late Ghulam Abbas Unnar, Ex-Headmaster, Government Naz Pilot Secondary School, Khairpur, who passed away on 02-06-2021. After his demise, the family pension was transferred to his widow Mst. Zaib-ul-Nisa. Accordingly, the Section Officer (MRI), Education & Literacy Department, Government of Sindh, Karachi, was requested to issue a revised sealed authority in her favor. It was assured that upon receipt of the revised sealed authority, the payment would be released on a priority basis.

04. Accordingly, on 27-08-2024, the Section Officer (MRI), Education & Literacy Department, Government of Sindh, Karachi, was asked to expedite the matter.

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05. On 20-01-2025, the Investigating Officer contacted the complainant to ascertain the latest status. The complainant confirmed having received the revised sanction from the Education Department duly submitted to the District Accounts Office, Khairpur. The Investigating Officer then contacted the District Accounts Officer, Khairpur, who assured that the payment would be released with the January 2025 payroll.

06. On 04-02-2025, the complainant appeared before the Investigating Officer and submitted a letter confirming receipt of Rs.298,598/- from the District Accounts Office, Khairpur, against the medical reimbursement bill. He expressed gratitude for the intervention of this Institution and requested that the case may be closed.

FINDINGS

07. The complainant's grievance was resolved as a result of this Institution's intervention.

DECISION

08. In view of the above, the complaint is hereby 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 30th April, 2025

