



DECISION

Complaint No. : POS/3883/2023/NWS-110.

Name and address of the complainant : Mr. Khadim Hussain s/o Punhal Khan Khoso,
R/o Dargah Pirzakri, P.O Sakrand, Taluka Sakrand,
District Shaheed Benazirabad.

Name of the Agency Complained against : District Account Officer, SBA / Police.

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 SERVICE DUES.**

THE COMPLAINT:

Mr. Khadim Hussain filed a complaint dated 25.05.2023 wherein he stated that his father namely Punhal Khan Khoso was a Head Constable in Police Department who passed away during service on 06.10.2021. He had submitted all requisite documents in respect of payment of G.P Fund, L.P.R and Gratuity at the District Account Office, Shaheed Benazirabad but same had not yet been paid by the Agency. Aggrieved by that, 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 submission of required Affidavit on Form "A" and by condoning the delay.
3. This office issued notice to the District Account Officer, Shaheed Benazirabad for report dated 22.06.2023, who informed vide letter dated 05.07.2023 that payment of LPR amounting to Rs.292,920/- had been credited in the Bank Account of Mst. Naimat Khatoon (M/o of complainant). The case of Gratuity is pending due to non-availability of funds and case of final G.P Fund has not been received in his office.
4. The Agency's report was delivered to the complainant for rejoinder, who in response filed his rejoinder dated 31.07.2023 wherein he confirmed the receipt of payment of LPR. He further informed that he had submitted case of final G.P Fund at the District Account Office through office of SSP.

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5. In order to resolve the grievance of the complainant, the complainant's rejoinder was sent to the District Account Officer, Shaheed Benazirabad for further report vide letter dated 26.09.2023, who in response informed vide letter dated 13.03.2024 that payment LPR amounting to Rs.292,920/-, payment of Final G.P Fund amounting to Rs.34,149/- and payment of Gratuity amounting to Rs.482,748/- have been credited in the Bank Account of Mst. Naimat Khatoon (M/o of complainant).

6. The complainant appeared before the Investigation Officer, Shaheed Benazirabad on 01.04.2024 and filed a written statement wherein he confirmed the version of Agency's report regarding receipt of payment of service dues by her mother on the intervention of the Institution. He expressed thanks to the Institution on redressal of his grievance.

FINDINGS:

7. On the intervention of this Institution, the Agency has paid outstanding service dues to the complainant's mother and grievance stands redressed.

DECISION:

8. 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 26th December, 2024