



DECISION

Complaint No. : POS/707/2024/HYD/83

Name and address of the complainant : Mr. Mohsin Riaz S/o Riaz Ahmed
R/o H.No: 1336, Jinnah Colony, Unit No: 12, Latifabad
Hyderabad.

Name of the Agency Complained against : District Education Officer (Primary), Hyderabad,

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT REGARDING INORDINATE DELAY IN
PAYMENT OF SALARY TO THE COMPLAINANT DUE TO
AN ERROR IN DDO CODE

Complaint

Mr. Mohsin Riaz filed a complaint dated 10.01.2024 wherein he stated that he was appointed as Primary School Teacher (BPS-14) vide order dated 10.11.2022. He has yet not been paid salary due to an error of D.D.O code in his joining database. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The case was admitted for investigation u/s 10 (3) 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" and other relevant documents and by condoning the delay.
3. This office issued a notice dated 05.03.2024 to the District Education Officer (Primary), Hyderabad and the Taluka Education Officer Latifabad (Male) Primary Hyderabad for report. The DEO (Primary) Hyderabad informed vide letter dated 03.07.2024 that the case of complainant has been forwarded to Director General (HR&T) School Education Department, Karachi alongwith relevant documents for correction in DDO Code from HB-0375 to HB-0362.
4. Subsequently, the District Education Officer (Primary) Hyderabad informed vide letter dated 11.12.2024 that corrigendum for correction in DDO code in joining database in respect of the complainant has been approved by the Secretary, School Education & Literacy Department for payment of salaries to him.
5. The complainant appeared before Investigating Officer Hyderabad on 13.02.2025 when he confirmed that his grievance has been resolved. He extended thanks to this Institution and requested to close the case.

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Findings

6. On the intervention of this Institution, grievance of complainant ~~resolved~~ has been redressed by the agency.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto 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 15th August, 2025

