



## DECISION

Complaint No. : POS/9085/2023/NWS-167.

Name and address of the complainant : Mr. Hakim Ali Zardari s/o Ghulam Rasool Zardari R/o House No. 35, Mohalla Jamshed Colony, Jam Sahab Road, Nawabshah, 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 SERVICE DUES TO THE COMPLAINANT.**

### **THE COMPLAINT:**

Mr. Hakim Ali Zardari filed a complaint dated 31.10.2023 wherein he stated that he was serving as a Police Constable and retired from service on 20.09.2022. He had submitted all requisite documents at the District Account Office, Shaheed Benazirabad but his outstanding service dues are not yet paid by the agency. In this regard, he approached the District Account Officer, Shaheed Benazirabad but to no avail. 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 mandatory Affidavit on Form "A" and by condoning the delay.
3. This office issued notice to the District Accounts Officer, Shaheed Benazirabad for report dated 10.01.2024, who informed vide letter dated 13.03.2024 that payment of commutation amounting to Rs.1,417,458/- and G.P fund amounting to Rs.463,896/- has been credited in complainant's Bank Account.
4. 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 and the redressal of his grievance on intervention of this Institution. He also expressed thanks to this Institution.



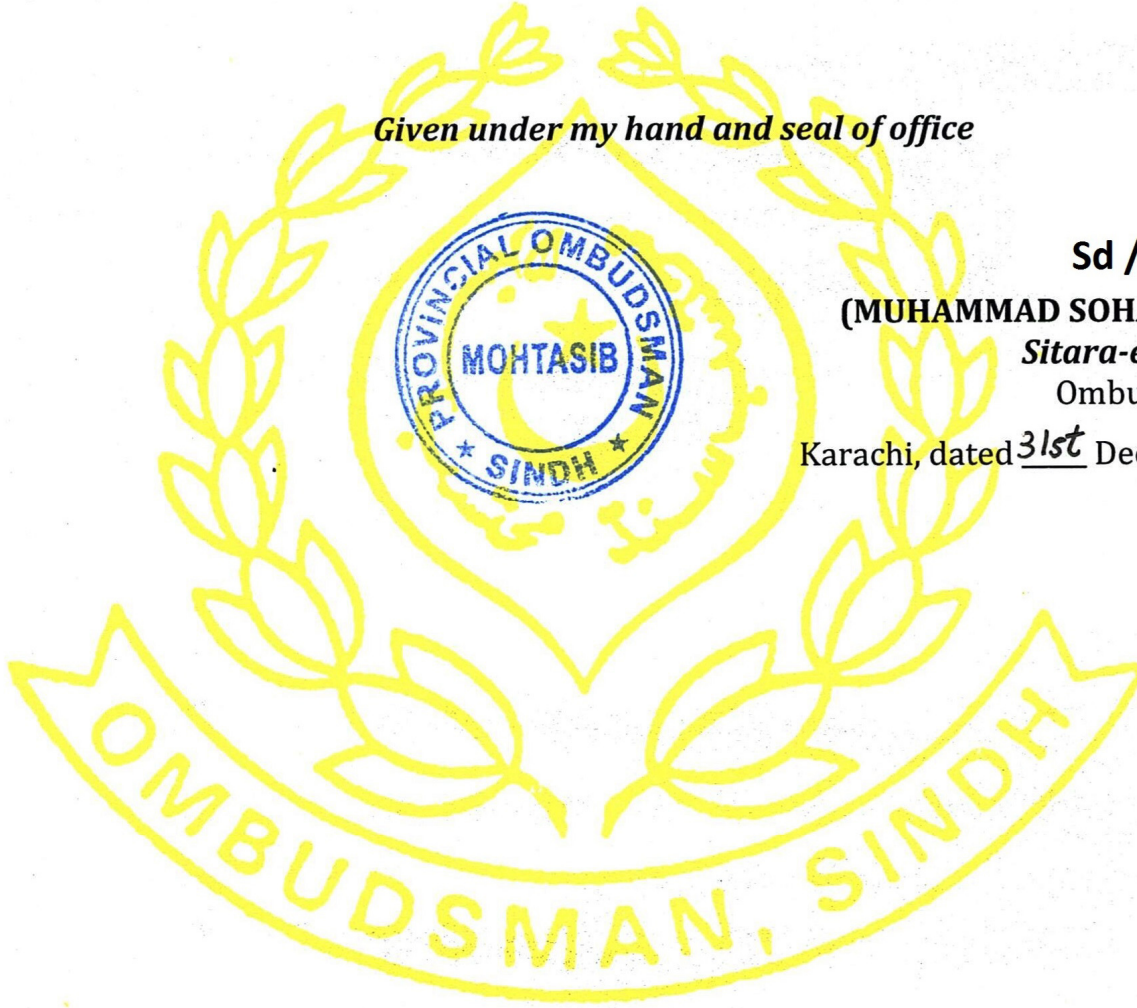
**FINDINGS:**

5. On the intervention of this Institution, the Agency paid complainant's outstanding service dues and his grievance stands redressed.

**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 31st December, 2024