



DECISION

Complaint No.	:	POS/157/HYD/2025
Name and address of the complainant	:	Mr. Shahid Ali Qureshi, R/o. House No. 285, Block 36, Liaquat Colony, Hyderabad.
Name of the Agency Complained against	:	District Accounts Officer (DAO), 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 PENSION TO THE COMPLAINANT

Complaint

Mr. Shahid Ali Qureshi filed a complaint dated 26.02.2025 wherein he stated that he retired from service as Superintendent of Police (BPS-18) on 17.12.2024 vide Notification dated 17.12.2024 issued by the Services General Administration & Coordination Department. He approached the District Accounts Officer Hyderabad for sanction of 65% anticipatory pension but no action has been taken by the agency. Being aggrieved, he solicited intervention of this Institution.

Proceedings

2. The complaint 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) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice vide letter dated 17.04.2025 to the District Accounts Officer, Hyderabad for report, who in response informed vide letter dated 11.07.2025 that the grievance of the complainant has been resolved. The pension of the complainant has been transferred in his bank account through Payroll in March, 2025 and enclosed the copy of pension pay roll slip as an evidence.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 28.07.2025, followed by a reminder but he did not respond. This presumes that the complainant has lost interest to pursue his case after redressal of his grievance.

Findings

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

- 5 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 up to date), the complaint stands 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 20th October, 2025