



DECISION

Complaint No. : POS/5226/ROK-156/(Khp)/2023

Name and address of the complainant : Mr. Muhammad Azam,
R/o Near Commercial College,
Pir Jo Goth, P.O Pir Jo Goth,
Taluka Kingri, District Khairpur.

Name of the Agency Complained against : Livestock & Fisheries Department

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

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

Subject : **DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT, WHO RETIRED FROM SERVICE ON 16-04-2022.**

COMPLAINT

Mr. Muhammad Azam filed an online complaint on 12-07-2023 stating that he retired as a Deputy Director, Livestock and Fisheries Department, Sukkur on 16-04-2022. He submitted his pension papers more than 14 months ago, but the retirement dues, including 12 months' salary, have not been paid to him. He has, therefore, requested for 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 (as amended), with the delay in filing condoned, subject to the submission of the original signed complaint, copies of relevant documents, an affidavit on Form "A," and a copy of the CNIC.

03. After completing the necessary formalities, the matter was taken up with the District Accounts Officer, Sukkur, on 10-08-2023 for comments. In response, the District Accounts Officer, Sukkur, reported on 12-06-2024 that the complainant's LPR bill had not been received in his office. It would be processed as per policy once received from the concerned department.

04. Subsequently, the Deputy Director, Fisheries Department, Sukkur, was moved on 14-06-2024. While awaiting the report from the agency, the Investigating Officer contacted the complainant on 26-12-2024 on the provided number. The complainant's son, Mr. Ahmed Murtaza Azam, answered the call and confirmed that his father had received all pensionary dues. He was advised to submit this confirmation in writing. Therefore, the complainant's son Mr. Ahmed Murtaza Azam, appeared on 20-01-2025 and submitted written confirmation, requesting the closure of the case.

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FINDINGS

05. The complainant's grievance has been redressed by the agency following the intervention of this institution.

DECISION

06. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 24th April, 2025

