



DECISION

Complaint No. : POS/1062/2025/N-13/F-38

Name and address of the complainant : Mr. Muhammad Amin Panwhar c/o Azam Medical Center, Near Passport Office, Dadu City.

Name of the Agency Complained against : Revenue Department

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject : **ALLEGED DELAY IN PROCESSING THE CASE FOR PAYMENT OF SERVICE DUES.**

THE COMPLAINT:

Mr. Muhammad Amin Panhwar in his online complaint dated 06.02.2025 stated that he was promoted as Director BPS-19 through Provincial Selection Board-II (PSB-II) in the month of August, 2023 and retired from Government Service on attaining superannuation at the age of 60 years on 03.03.2024. Thereafter, the Government of Sindh has issued notification of awarding BPS-19 in the month of September, 2024, but his pension has not been issued and services not actualized in BPS-19. District Accounts Officer Hyderabad issued his Pay slip pertaining to BPS-19 but his LPR and commutation case has not been processed. He further stated that he is suffering from mental depression as his pension has stopped since one year and he has not received other Government benefits. He had approached the concerned department but ~~of~~ no avail. He therefore, 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) subject to submission of original signed complaint along-with copies of relevant documents, copy of CNIC and Affidavit on Form-A which the complainant subsequently submitted.

3. A series of correspondence was done with concerned office of Agriculture Department as follows:

- i). Notice dated 20.02.2025 addressed to the Secretary, Agriculture Department and Director General, Agriculture Extension Sindh, Hyderabad;
- ii). Notice dated 11.03.2025 addressed to the Secretary, Agriculture Department;
- iii). Letter No. DGAES/Admin-I/2025 dated 11.03.2025 received from Deputy Director (Admin), Agriculture Extension Sindh, Hyderabad;

- iv). Notice dated 14.03.2025 addressed to the Secretary, Agriculture Department;
- v). Letter No. SO(A-I)3(137)/94(P+1) dated 21.03.2025 received from Section Officer (Admn-I), Agriculture, Supply & Prices, Department;
- vi). Notice dated 25.03.2025 addressed to the Deputy Secretary (Admn) and Section Officer (Admn-1) of Agriculture, Supply & Prices, Department;
- vii). Letter No. SO(A-I)3(137)/94(P+1) dated 08.04.2025 received from Section Officer (Admn-I), Agriculture, Supply & Prices, Department;
- viii). Notice dated 10.04.2025 addressed to the Secretary, Agriculture Department;
- ix). Letter No. SO(A-I)3(137)/94(P+1) dated 18.04.2025 received from Section Officer (Admn-I), Agriculture, Supply & Prices, Department;
- x). Notice dated 25.04.2025 addressed to the Section Officer (Admn-I), Agriculture, Supply & Prices, Department;

4. Finally the Section Officer (Admn-I), Agriculture, Supply & Prices, Department vide his letter No. SO(A-I)3(137)/94(P+1) dated 05.05.2025 reported that the grievance of the complainant has been resolved. The letter inter-alia quotes "Revised Notification of promotion to BS-19 issued by SGA&CD dated 03.03.2025".

5. The complainant was contacted through his cell phone number, who expressed his satisfaction and thanked this Institution for redressal of his grievance.

FINDINGS:

6. The complaint of Mr. Muhammad Amin Panhwar regarding the delay in issuance of his pension and actualization of his service in BPS-19 after his retirement was examined. Despite receiving his promotion notification, his pension and related benefits were not processed timely, causing him hardship. After intervention and multiple correspondences by this Institution with the Agriculture Department, the issue has been resolved.

DECISION:

7. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 5th June, 2025