



## **DECISION**

Complaint No. : POS/6094/2024/K-38

Name and address of the complainant : Mst. Sannia Khan d/o. Muhammad Hassan Khan,  
R/o House No. 17-18, Abbas Manzil, Aslam Road,  
Karachi.

Name of the Agency complained against : Accountant General Sindh, Karachi

Name & Designation of Investigating Officer : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

**ALLEGED DELAY IN CLEARANCE OF COMPLAINANT'S  
ARREARS OF SALARIES BILL AMOUNTING TO  
RS.418,557/- BY A.G, SINDH.**

### **COMPLAINT**

Mst. Sannia Khan, Junior School Teacher, Government Girls Secondary School, Taleemgah-e-Niswan, Karachi, filed a complaint on 24.12.2024 and alleged delay in payment of arrears of salaries amounting to Rs.418,557/- for the period from 09<sup>th</sup> June, 2022 to 30<sup>th</sup> June, 2023 by A.G, Sindh. She stated therein that she submitted her arrears bill alongwith her original service book after completing all required codal formalities but the A.G's office has yet not cleared her bill. Being aggrieved, she solicited our intervention to resolve her issue.

### **PROCEEDINGS**

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), and by condoning the delay, report was called from A.G, Sindh vide this office letter dated: 30.12.2024 followed by reminders dated: 03.02.2025 and 17.02.2025. In response, the Accounts Officer (Education-V), office of A.G, Sindh vide his letter dated: 19.02.2025 informed that the complainant's arrears bill was received in this office in the month of December, 2023. Upon scrutiny it was found that the bill was of more than a year, therefore, permission of Finance Department was required to pass the bill as per rule. The bill was returned un-passed in January 2024. After that the complainant never submitted the bill again. The bill will be processed after fulfillment of codal formalities by the complainant.

### **FINDINGS**

3. According to A.G's office above letter the arrears bill of the complainant has been returned to her un-passed as her claim is more than 01 year old which requires F.D's concurrence.

### **DECISION**

4. In view of the above, the complainant is advised to seek F.D's approval through School Education Department and resubmit the bill at A.G's office.

*Given under my hand and seal of office.*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated; 11<sup>th</sup> March, 2025