



DECISION

Complaint No. :

POS/6975/KE/390/2022

Name and Address
of the Complainant :

Mst. Maqsoodah Tunio d/o Mahabat Khan Tunio,
PST, R/o. House No. A-59, Street No.03, Baloch Khan
Goth, Dow University Road, near Mosamiat, Karachi.

Name of the Agency
Complained against :

Accountant General Sindh

Name & Designation of
Investigation Officer :

Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :-

**ALLEGED DELAY IN CORRECTION OF
BIODATA OF THE COMPLAINANT IN
MASTER DATA OF A.G. SINDH FOR
PAYROLL.**

THE COMPLAINT

Mst. Maqsoodah Tunio in her complaint dated 10.11.2022 stated that she is an employee of School Education & Literacy Department and currently working as Primary School Teacher (PST) BPS-14 and posted at GBPS, D.B. Advani, Gulshan-e-Iqbali Town, Karachi. She stated that she applied for correction in her Bio-Data for payroll system to the Director, School Education through proper channel. She stated that as per Director, School Education circular dated 25.06.2021, issued to all DEOs for submitting all such cases of Bio-data correction i.e. Date of birth / Name / CNIC number / Personal number / Date of appointment of teaching & non-teaching staff. Her case too was routed after proper vetting by the Scrutiny Committee constituted vide letter No. DSE/PRY/Admin-I1/8339-45/2021.

2. She stated that the Scrutiny Committee checked her case too on the basis of Secondary School Certificate (SSC), verified with concerned Board and recommended for correction of Bio-Data in Pay Slip as well as in Master Data of Accountant General Sindh, Karachi. The Director, School Education & Literacy Department submitted such request for corrections in her Bio-Data i.e. Name, Date of Birth & Date of Appointment on the prescribed format i.e. FO-2 Form vide letter No. DSE/PRY/B&A/(514-16)12022, dated 11.01.2022 and vide his letter No. DSE/PRY/B&A/(1994-97)12022, dated 14.02.2022. She stated that she has been visiting the concerned section in the office of AG, Sindh Karachi since then and made representations to the senior officers at AG, Sindh in this connection but have failed to elicit a reply, as they seem reluctant to consider the request for correction in her bio-data. She, therefore, solicited intervention of this office in the matter.

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PROCEEDINGS

3. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Accounts Officer, Education, Office of AG Sindh, Karachi vide letter dated 03.01.2023 reported that the complainant Mst. Maqsooda Tunio PST, who was initially appointed in District Kamber in the year 2001 was regularized w.e.f 15.12.2005 and later on transferred to Karachi in the year 2016. The Accounts Officer stated that F-02 form along with covering letter issued by Director Primary SE&LD vide dated 11.01.2022, was received seeking changes in her Date of Birth as 21.11.1978 instead of 15.10.1964.

4. During the scrutiny of the case it was observed that other data of the employee i.e old NIC, date of Appointment and Father Name entered in SAP system also not verifiable from available/provided documents. So the complainant was requested to submit GP allotment form copy from DAC, Kamber Shandakot to verify her credential. Furthermore, it was also revealed that complainant's CNIC number earlier shown on her SAP ID (which later on changed in the year 2010) is also attached with another employee ID, who is also drawing Pension from District Kamber. The case was accordingly forwarded to Monitoring & Evaluation Cell (M&E Cell) of A.G office to investigate the matter and take further necessary action.

5. Subsequently, the Section Officer (P-I), School Education Literacy Department, furnished required verification in favour of complainant Ms. Maqsooda, which was forwarded to the Accountant General Sindh, Karachi under letter dated 27.11.2023.

6. In order to expedite the matter the Investigating Officer, heard the case on different dates and final hearing was held on 08.10.2024, which was attended by the complainant's representative and Mr. Tahir Siraj, Sr. Auditor, Office of the A.G Sindh, who furnished report dated 07.10.2024 stating that in compliance with letter dated 18.09.2024 received from School Education Department, requisite changes in date of birth has been processed provisionally. However, the verification process will be continued under the prescribed procedure. He also furnished current pay slip showing corrected date of birth of the complainant. Complainant's representative expressed satisfaction upon redressal of grievance of the complainant.

FINDING

7. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

8. In view of the above, the complaint is 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 06-01-2025