



DECISION

Complaint No. : POS/ROS/SKK-101/2024

Name and address of the complainant : Mr. Abdul Aziz Dayo,
R/o. Village Thikratho Taluka Pano Akil,
District, Sukkur

Name of the Agency Complained against : i) District Education Officer (Primary), Sukkur
ii) District Accounts Officer, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,
Director, Regional Office, Sukkur

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject : **COMPLAINT REGARDING INORDINATE DELAY IN
OPENING SALARY I.D. OF THE COMPLAINANT.**

COMPLAINT

Mr. Abdul Aziz Dayo filed a complaint on 24.06.2024 wherein he stated that he has been appointed as Chowkidar vide order dated: 18.07.2022. He is not being paid salary since last two years due to non-opening of salary I.D by the agency. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. The matter was taken up with the District Education Officer, (Primary) Sukkur vide letter dated: 10.09.2024, who in response informed vide letter dated: 16.09.2024 that the case of the complainant was forwarded to the District Accounts Office, Sukkur vide letter dated: 16.05.2024.
3. The matter was taken up with the District Accounts Officer, Sukkur vide this office letter dated: 03.10.2024. The District Accounts Officer submitted report dated: 30.12.2024 wherein he informed that original Database in respect of the complainant has not been received from the Secretary, School Education & Literacy Department, Government of Sindh, Karachi. As and when FO-I Form and other relevant documents are received from the department, his request will be sent for opening of I.D accordingly.
4. After necessary correspondence, the District Accounts Officer, Sukkur submitted report dated: 18.04.2025 that the salary amounting to Rs.35,471/- for the month of April 2024 has been paid to the complainant. He also enclosed the pay slip of the complainant as an evidence.
5. A copy of the said report was sent to the complainant for rejoinder vide this office letter dated: 05.05.2025, followed by a reminder dated: 21.05.2025 but he did not respond. This presumes that after resolution of his issue he has lost interest to pursue the matter.

FINDINGS

6. After intervention of this Institution, the grievance of the complainant regarding opening of salary I.D and payment of salary has been redressed.

DECISION

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

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated; 5th August, 2025

