



DECISION

Complaint No. : POS/5744/23/ NFZ-65

Name and address of the complainant : Mr. Zahid Ali Mangrio, S/o Muhammad Aarib Mangrio, R/o Village Sattar Dino Mangrio, Taluka Bhiria, Distt, N' Feroze

Name of the Agency Complained against : District Accounts Officer, N'Feroze

Name & Designation of Investigating Officer : Ahmed Bakhsh Ghumro, Consultant/Incharge, Regional Office, Naushahro Feroze

Vetted by : Fasihuddin Khan, Advisor 'Z'

Subject : **COMPLAINT AGAINST DELAY IN THE PAYMENT OF SERVICE DUES/COMMUTATION TO THE COMPLAINANT**

THE COMPLAINT

Mr. Zahid Ali Mangrio, Police Constable filed a complaint on 26.07.2023 stating that after retirement from service on 20.07.2021, he had submitted his pension papers to the District Accounts Officer (DAO), N'Feroze. The DAO released his monthly pension but commutation dues were not yet paid to him. He claims to have repeatedly approached the DAO N'Feroze for resolution of his problem but in vain. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay, subject to submission of mandatory Affidavit on Form 'A'.
3. While the matter was under process, the complainant appeared before the Investigation Officer during Khuli Katcheri held at the D.A.O. Office, N'Feroze on 15.08.2023 and again urged for early release of his commutation. The D.A.O. informed during the Khuli Katcheri that payment of commutation will be released to the complainant through the current month's payroll.

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4. The complainant appeared before the Investigation Officer on 31.08.2023 and filed his Affidavit on Form 'A' alongwith confirmation in writing that on the intervention of this Institution, his grievance has been redressed. He, therefore, thanked the Institution and requested to close the complaint.

DECISION

5. In view of the above, the complaint is disposed of as redressed and file consigned to record alongwith another complaint # POS/6939/23/NFZ-65 in the same matter.

Given under my hand and seal of Office.

Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

20th December, 2024

