



DECISION

Complaint No. :

POS/8445/KE-505/2023

Name and Address
of the Complainant :

Mr. Shahnawaz s/o Aayo Khan, P.C 12126, P.S Steel
Town, District Malir, Karachi.

Name of the Agency
Complained against :

Accountant General Sindh / Police

Name & Designation of
Investigation Officer :

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

Subject :-

**ALLEGED DELAY IN ISSUANCE OF GP
FUND SLIP AFTER RECTIFICATION OF
FATHER'S NAME, D.O.B AND D.O.A.
DEMAND OF BRIBE BY ACCOUNTS CLERK
KALAM OF P.S. MALIR IS ALSO ALLEGED.**

THE COMPLAINT

Mr. Shahnawaz, in his complaint dated 19.10.2023, stated that he is police constable posted at Police Station Steel Town. He stated that he applied to Accounts Branch at the office of SSP Malir for withdrawal of GP Fund, but he was told that particulars in his pay slip are incorrect. He stated that he filed such request with supporting documents to make necessary corrections in his pay slip but the concerned authorities did not take any action, and have delayed such approval. He, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. 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 the Deputy Accountant General (Police), AG Sindh Karachi vide letter dated 11.12.2023 stated that the complainant Mr. Shahnawaz submitted case for correction in Master Data i.e. Father Name, Date of Birth, and Date of Appointment. The auditor concerned (Abul Kalam Khan) asked for submission of necessary documents to check the justification of the claim as master data requires strict scrutiny of the changes requested. However, the complainant failed to provide the requisite documents for scrutiny and instead exerted pressure on the Auditor to entertain the case.

3. The complainant in his rejoinder dated 08.01.2024 stated that he has already submitted copies of relevant documents including his own CNIC, CNIC of his father, matriculation certificate, death certificate of his father and domicile certificate, as well as originals of these documents have also been shown to the officials of AG Sindh but regrettably they have avoided to take action in his matter.

4. The matter was again taken up with the office of AG Sindh, which in response vide letter dated 12.06.2024 reported that it has already written to the Senior Superintendent of Police, District Malir Karachi vide letter No: AGS/Police-11/2023-24/0mbudsman/564, dated: 09.05.2024 to get the documents of the complainant verified, as the forgery and overwriting had been found. However, the response from the office of SSP is still awaited to take further action.

(2)

5. In order to sort out the issue the Investigating Officer, fixed the case for hearing on 26.06.2024 which was attended by Mr. Abul Kalam Khan, Sr. Auditor, Office of AG Sindh, who reiterated his stance that SSP Malir, Karachi needs to verify the service book entries and attest other documents being submitted for master data correction. Subsequently, the SSP Malir Karachi vide letter dated 20.09.2024 reported that required documents have already been forwarded to the AG Sindh under letter dated 11.07.2024 for further action.

FINDINGS

6. I have examined the case file and perused correspondence, reports and rejoinders etc., and observed that:

- i. The complainant is Police Constable and serving in Police Department. He is drawing monthly salary under personnel No. 10466214 issued by office of AG Sindh Karachi.
- ii. The master data of AG Sindh carries incorrect entries in complainant's record i.e. Father Name, shown as Gul Nawaz, instead of Ayo Khan, Date of Birth shown as 07.07.1983, instead of 05.01.1965, Date of Appointment shown as 20.12.2000 instead of 01.06.1994.
- iii. Complainant also produced documents, which verified particulars as already communicated by office of SSP Malir, Karachi to the AG Sindh under letter dated 30.03.2023.
- iv. The Office of AG Sindh has failed to rectify errors in its master data despite verification furnished by the SSP Malir, since 2023. Such inaction on the part of AG Sindh amounts to mal-administration.
- v. During this period the complainant on attaining the age of superannuation has retired from Government Service on 04.01.2025.
- vi. Due to non-correction in master data the complainant's pension papers have also not been submitted to the office of AG Sindh, causing delay in disbursement of his post-retirement dues.

DECISION

7. In view of above and in exercise of powers conferred upon me vide section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended up to date) I direct the Accountant General Sindh, Karachi to carry out necessary corrections as per verification already furnished by the SSP Malir, without further delay and furnish compliance report to me inside 15 days hereof.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 12-06-, 2025