



## DECISION

Complaint No. : POS/174/ROJ-174(JBD)/2024

Name and address of the complainant : Mst. Sabiha Khanum w/o Ghulam Sarwar Pathan, r/o village Qadir Bux Pathan, Taluka Kandhkot District Kashmore.

Name of the Agency Complained against : Finance Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING DELAY IN PAYMENT OF SERVICE DUES TO THE COMPLAINANT.

### Complaint:

Mst. Sabiha Khanum a retired Lady Health Worker filed her complaint dated 23.7.2024 against the District Accounts Officer, Kashmore regarding delay in payment of her service dues. She therefore requested this Institution to intervene in the matter.

### Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was referred to the District Accounts Officer, Kashmore who vide his office letter dated 18.9.2024 reported that the complainant should provide correct I.D. number and a copy of her CNIC in order to resolve the matter.

3. This report was sent to the complainant on her address for rejoinder. In response the complainant Mst. Sabiha Khanum submitted her application dated 7.5.2025 through post wherein she states that the District Accounts Officer, Kashmore has redressed her grievance and therefore further action on her complaint be stopped.

### Findings:

4. On the intervention of this Institution, the grievance of the complainant has been redressed, which is confirmed by her.

### Decision:

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”

Sd/-

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 4<sup>th</sup> August, 2025

