



DECISION

Complaint No. : POS/2240/2023/ NFZ-19

Name and address of the complainant : Mr. Ghulam Mujtaba Tunio S/o Zamir Hussain Tunio, R/o Village Paryo Tunio, P.O. Khanwahan, Taluka Kandiaro, Distt, N' Feroze

Name of the Agency Complained against : District Accounts Office (DAO), N'Feroze

Name & Designation of Investigating Officer : Khalid Shaikh, Regional Director, N' Feroze

Vetted by : Fasihuddin Khan, Advisor 'Z'

Subject : COMPLAINT AGAINST DELAY IN THE PAYMENT OF COMMUTATION DUES TO THE FATHER OF THE COMPLAINANT WHO RETIRED FROM SERVICE ON 02.12.2021

THE COMPLAINT

Mr. Ghulam Mujtaba Tunio filed an online complaint on 17.03.2023 against the District Accounts Office (DAO), N'Feroze stating therein that his father had retired as Dispenser from the Health Department on 02.12.2021 but his Commutation Bill has not yet been cleared by the DAO N'Feroze. He repeatedly approached and visited the DAO, N'Feroze in this connection but all in vain. He, therefore, solicited our intervention in the matter to seek relief.

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 original signed complaint, relevant documents, copy of CNIC and Affidavit on Form 'A'. The complainant was contacted on his cell phone No.0331-3150982 for submission of the requisite documents. The complainant attended the office of the Investigating Officer on 18.04.2023 and completed the mandatory formalities. Thereafter, the matter was taken up with the DAO, N'Feroze for report vide letter dated 19.04.2023 followed by reminders. The DAO replied vide his letter dated 25.08.2023 stating that the post retirement benefits have been disbursed to the complainant as per following details :-

1)	Commutation	Rs. 1,793,572/-
2)	Encashment of LPR	Rs. 591,720/-
3)	GPF	Rs. 919,952/-

3. The above report was shared with the complainant for rejoinder vide letter dated 28.08.2023. On 21.11.2023, the complainant appeared before the Investigating Officer and submitted a written statement that on the intervention of this Institution, his grievance has been resolved. As such, while thanking this Institution, he requested for closing the complaint.

DECISION

4. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated

24~~th~~ January, 2025

