



DECISION

Complaint No. : POS/7742/2023/NWS-153.

Name and address of the complainant : Mr. Abdul Majeed Rind s/o Ibrahim Rind, R/o Goth Haji Ghulam Hyder, 101, Nusrat, Post Office 60 Mile, District Shaheed Benazirabad.

Name of the Agency Complained against : DAO, Hyderabad.

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.

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

THE COMPLAINT:

Mr. Abdul Majeed Rind filed a complaint dated 06.09.2023 wherein he stated that he retired from Service on 15.07.2022 from the Excise & Taxation Department. He has frequently ~~the~~ approached the District Account Office, Hyderabad for payment of service dues but of no avail. Being aggrieved, he solicits intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date) subject to submission of copy of CNIC, Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued a notice to District Accounts Officer Hyderabad vide letter dated 25.10.2023 for report, followed by multiple reminders. In response, he informed vide letter dated nil received on 03.06.2024 that complainant was an employee of Excise & Taxation Department and drawing monthly pension. He has been paid all service dues i.e Commutation, LPR, G.P Fund. His grievance stands resolved. District Accounts Officer also sent documentary evidence.
4. A copy of Agency's report along with its enclosures was sent to the complainant for filing rejoinder, if any vide letter dated 03.07.2024. The complainant confirmed the version of Agency's Report and receipt of the payment of all his service dues.

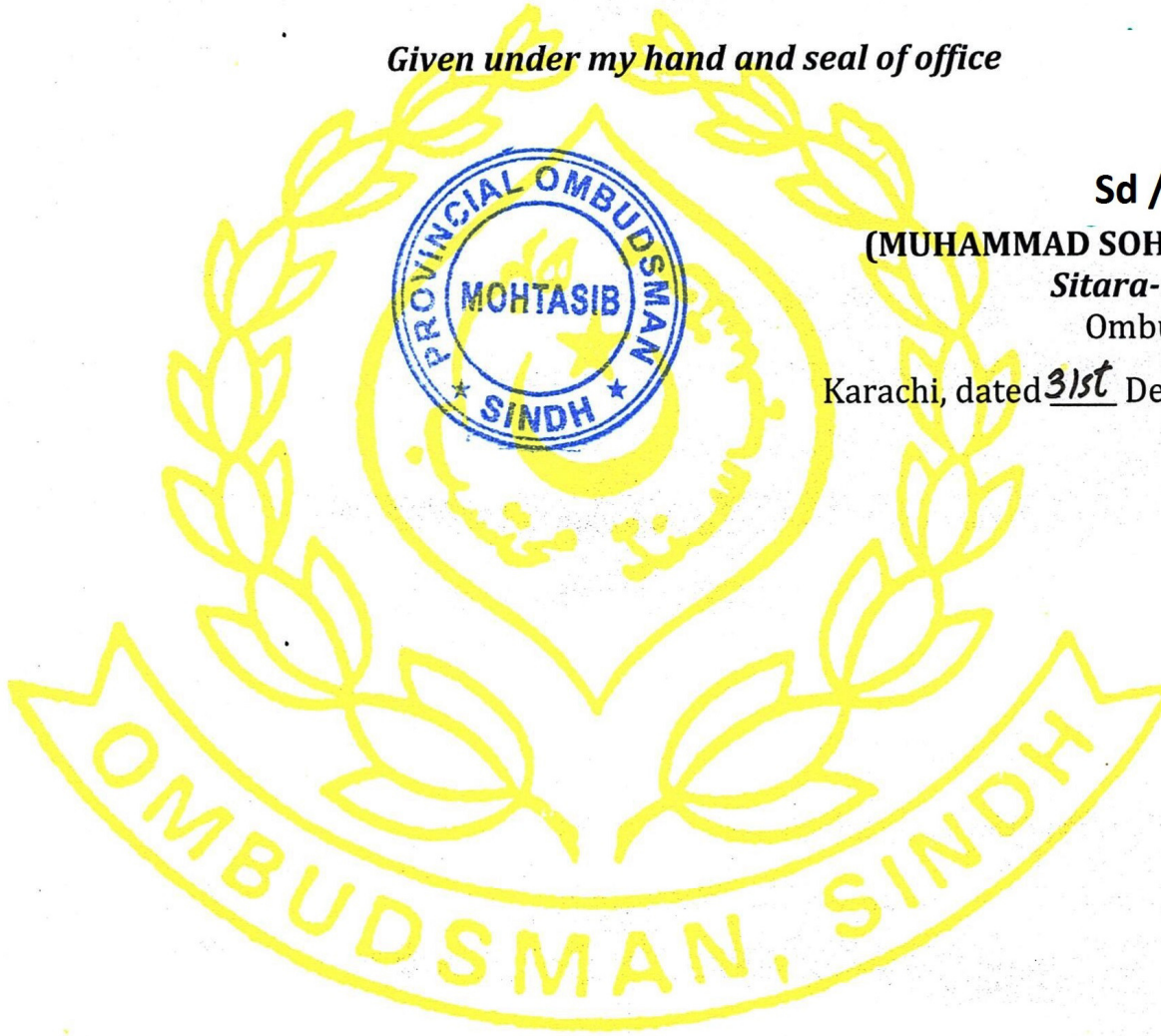
FINDINGS:

5. On the intervention of this Institution, the Agency has paid all service dues to the complainant and his grievance stands redressed.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 31st December, 2024