



DECISION

POS/137/2025

Complaint No. :

Name and address of the complainant :

Mst. Ghulam Sughran Charan, Machi Market Road, Taluka & District, Dadu.

Name of the Agency Complained against :

Education Department

Name & Designation of Investigating Officer :

Mr. Imdad Ali Shah,
Regional Director, Dadu

Vetted by :

Mr. Rafiuzzaman Siddiqui, Advisor-B

Subject :

DELAY IN SUBMISSION OF PENSION PAPERS OF THE COMPLAINANT, WHO RETIRED FROM SERVICE ON 04.12.2024.

COMPLAINT

Primary School Teacher Mst. Ghulam Sughran Charan, filed a complaint dated 14, July 2025, stating that she retired from government service on 04, December 2024, after attaining the age of superannuation from Shams Muhallah Government Girls Primary School Taluka & District Dadu. Since then, she is running from pillar to post to get her pensionary dues. The Taluka Education Officer (Female) Dadu is delaying the submission of her pension papers to District Accounts Office Dadu. She approached the authorities concerned and agitated her case before them but without any positive outcome which compelled her to seek our intervention in the matter.

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) after receiving mandatory Affidavit on Form 'A' and other relevant documents and by condoning the delay.

3. The matter was taken up with authorities concerned vide letter dated 15, July 2025. In response, District Education Officer, Dadu vide his letter dated 22, July, 2025 informed that Taluka Education Officer (Female) Dadu has up-loaded complainant's retirement pension order on official website of the Schools Education & Literacy Department.

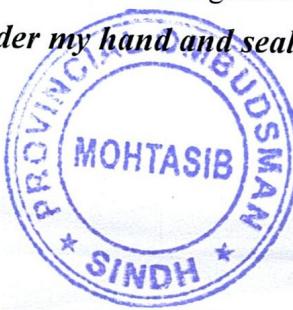
FINDINGS

4. Perusal of the record revealed that complaint was based on facts and Taluka Education Officer (Female) Dadu was delaying submission of pension papers of the complainant to District Accounts Office, Dadu, however, after the intervention of this Institution, the matter was resolved.

DECISION.

5. In view of the above, and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of and consigned to record, as redressed.

Given under my hand and seal of office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz : PAS

Ombudsman, Sindh

Karachi, dated: 28th August, 2025