



DECISION

Complaint No. : POS/1504/ROJ-50(JBD)/2023

Name and address of the complainant : Ms. Sobia wife of Muhammad Muslim Bambal, r/o Airport Road, Mohallah First Family Line, District Jacobabad.

Name of the Agency Complained against : 1. School Education Department
2. Accountant General Sindh

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

Vetted by : Mir Hussain Ali Advisor-M

Subject : MS. SOBIA BAMBAL'S COMPLAINT REGARDING DELAY IN UNBLOCKING SALARY I.D. NO. 10631942.

Complaint:

Ms. Sobia Bambal, Primary School Teacher, filed her complaint dated 6.2.2023 against the District Education Officer (Primary), Jacobabad and Accountant General Sindh, Karachi regarding delay in unblocking salary I.D. No.10631942 of the complainant. She therefore prayed for intervention in the present matter by this Institution.

Proceedings:

2. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act 1991 was referred to the Accountant General Sindh, Karachi and the District Education Officer (Primary), Jacobabad for their response. The District Education Officer (Primary), Jacobabad vide his letter No. DEO/Pry/POS/1504/ROJ-50(JBD) 2023/5789 of 2023 dated 27.2.2023 reported that the request for unblocking salary I.D of complainant is pending in the office of Secretary, Education & Literacy Department, Government of Sindh, from where advice will be issued to the Accountant General Sindh. The Accountant General Sindh Office vide their office letter No: AGS/M&E/10631942/2022-23/393 dated 1.6.2023, have reported that the Monitoring & Evaluations cell has received letter bearing No.SO(G-II)/18-496/SED/2023 dated 22.3.2023 from the Education & Literacy Department stating that case of Ms. Sobia has been forwarded to the District Account Officer, Jacobabad vide letter dated 8.5.2023 as there was some objection.

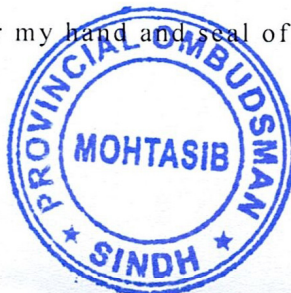
3. The matter was again taken up with the Secretary, School Education & Literacy Department and the Accountant General Sindh Office, Karachi for obtaining latest status. The District Education Officer (Primary), Jacobabad has now reported vide his office letter No. DEO/Pry/POS/1504/ROJ-50(JBD) 2023/6619/of 2023 dated 23.6.2023 that the Secretary School Education & Literacy Department, Government of Sindh, Karachi has advised the Deputy Accountant General (M&E Cell) Sindh Karachi vide his office letter dated 22.3.2023 that the I.D. of the complainant be unblocked and salary be released in favor of the complainant whose name is mentioned at Serial No. 7. He further stated that the matter is now pending in the office of Accountant General Sindh, Karachi.

4. Meanwhile, the complainant Ms. Sobia Bambal appeared before the Investigating Officer on 23.8.2023, and submitted her request alongwith copy of her salary slip for the month of July 2023, stating that her grievance has been resolved by the concerned quarters due to intervention of the Institution of Provincial Ombudsman Sindh. She stated that she does not want any further probe on her complaint..

Findings:-

5. In view of the redressal of the grievance of the complainant further proceedings on this complaint are stopped, and the case is consigned to record.

“Given under my hand and seal of office”



Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 28th January, 2025