



DECISION

Complaint No. : POS/5666/ROJ-129(JBD)/2022

Name and address of the complainant : Mst. Zareena Begum, r/o near Agriculture Office, Mukhtiarkar Office Road, P.O. Taluka & District Jacobabad.

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 WHO RETIRED FROM SERVICE ON 12.7.2021.

Complaint:

Mst. Zareena Begum filed her online complaint dated 24.9.2022 against maladministration in the office of the District Accounts Officer, Jacobabad, as payment of her service dues after retirement from service on 12.7.2021 is being delayed. Hence she prayed for intervention in the present matter by this Institution.

Proceedings:

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 agency for comments. In response, the District Accounts Officer, Jacobabad vide his letter dated 22.2.2023 reported that on the complainant's retirement, all benefits have already been paid to her, which include final payment of G.P. Fund amounting to Rs.509,496/-; commutation amounting to Rs.2,108,565/-; and Encashment of LPR amounting to Rs.648,286/-.

The report of the agency was sent to the complainant for her reply vide letter dated 24.2.2023, which was followed by many reminders through ordinary post as well as registered post. Since the complainant is not responding, it appears that after redressal of her grievance she is not interested in pursuing her complaint.

Findings:

From the above discussion, it is clear that grievance of the complainant has been redressed and she does not want to pursue her complaint further, and therefore the complaint being redressed is consigned to the record room.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 31st January, 2025