



DECISION

Complaint No. : POS/6974/23/ NFZ-80

Name and address of the complainant : Mr. Hadi Bux Sahito, ex-PST,
R/o Ahmedpur Mohallah, Kandiaro,
District N'Feroze

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

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

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED DELAY IN THE PAYMENT OF SERVICE DUES TO THE COMPLAINANT DESPITE SUBMISSION OF ALL RELEVANT DOCUMENTS TO THE DISTRICT ACCOUNTS OFFICE, N/FEROZE

THE COMPLAINT

Mr. Hadi Bux Sahito filed a complaint on 15.08.2023 stating therein that he got retirement from Education Department as Primary School Teacher (PST) on attaining the age of superannuation. After retirement, he went to the District Accounts Office (D.A.O), N'Feroze for submitting his G.P. Fund and Gratuity bills but the G.P. Fund bill was returned with the advice to submit the file alongwith service book. He submitted the same but the bills were not passed. He further stated that he met the D.A.O. N'Feroze but to no avail. He, therefore, solicited intervention of 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 (amended up to date) by condoning the delay, subject to submission of copies of relevant documents and Affidavit on Form 'A'. After receiving the Affidavit on Form 'A', the matter was taken up with the D.A.O. N'Feroze for report vide letter dated 25.10.2023 but no response was received. Thereafter, letter dated 15.11.2023 was issued to the D.A.O. N'Feroze for hearing in the matter. In response, the D.A.O. N'Feroze appeared before the Investigating Officer on 09.12.2023 and 03.01.2024 and reported in writing that all service dues have been paid to the complainant except

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commutation which would be paid in the month of September, 2024 on his turn being at S.No.395 of the waiting list.

- a. G.P. Fund final payment of Rs.22,80,960/- on 13.09.2023.
- b. Encashment of LPR for Rs.10,41,960/- on 05.05.2023.
- c. Commutation for Rs.31,58,301/- updated upto 28th December, 2024.

3. The above report was shared with the complainant for rejoinder vide letter dated 18.01.2024 followed by reminders. On 20.06.2024, the complainant appeared and submitted an application that on intervention of this Institution his grievance has been resolved. He extended thanks to this Institution and requested to close the complaint.

DECISION

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

Given under my hand and seal of Office.



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

Karachi, dated

12th June, 2025