



## **DECISION**

**Complaint No.** : POS/5354/2022/HYD/339

**Name and address of the complainant** : Mr. Muhammad Yousuf Mallah, retired Tapedar,  
R/o Usman Patel Muhallah, Deh Seri  
Taluka & District Hyderabad.

**Name of the Agency Complained against** : i. Deputy Commissioner, Badin.  
ii. District Accounts Officer, Badin.

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Regional Director,  
Regional Office, Hyderabad.

**Vetted by** : Muhammad Naseer Jamali, Advisor-N

**Subject** : COMPLAINT ALLEGING NON-PAYMENT OF PENSION TO THE COMPLAINANT

### **Complaint**

The complaint of Mr. Muhammad Yousuf Mallah, a retired Tapedar was forwarded to this office by the Additional Registrar, Federal Ombudsman office, Karachi vide letter dated 16.09.2022. The complainant stated that he had retired from service in May, 2001 as Tapedar. He approached the concerned authorities for payment of pension and other service dues but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) 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. This office issued notice dated 20.10.2022 to the District Accounts Officer, Badin for report. Simultaneously, a letter was sent to the Secretary, Pension Cases Disposal Committee (PCDC) Finance Department for guidelines vide letter dated 26.10.2022.
4. The Secretary, PCDC, Finance Department vide letter dated 24.02.2023 informed about policy guidelines as under:

*"It is not Finance Department's domain to allow permission for opening of ID for pension purpose. The Administrative Department is required to ascertain the genuineness of the employee from the check list of the documents related to service matter and pensionary benefits. The Accounts Office is required to verify the record in accordance with relevant law/rules and take necessary action. If satisfied, ID may be opened to avoid unnecessary suffering of a pensioner as per guidelines issued by this department from time to time."*

5. The Secretary, BOR, Sindh, Hyderabad informed vide letter dated 24.02.2023 that the Deputy Commissioner office Badin has already forwarded the relevant documents of the complainant to the District Accounts Office, Badin for further action.

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6. The matter remained under lengthy correspondence and several hearings were conducted. The Additional District Accounts Officer, Badin submitted a report dated 28.09.2024 wherein he raised the following objections:

- i. The genuineness of employment of the complainant has not been confirmed by the concerned appointing authority.
- ii. Original service book has not been provided and duplicate service book has been prepared which shows service of the complainant in Hyderabad District from July 1968 to 1997 and district Badin from July 1998 to May-2001 (retirement date).
- iii. The pension case of the complainant has been submitted after 22 years of retirement with duplicate prepared documents without original service book. This required special sanction of Sr. Member Board of Revenue Sindh for grant of pension.

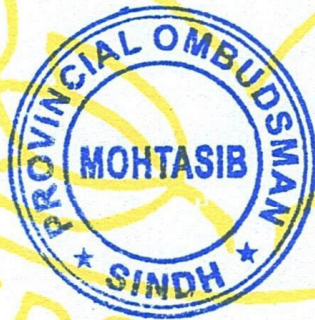
### **Findings**

7 The complainant approached the concerned agency for payment of pension after lapse of 22 years of retirement without original service book and authentic documents. The objections raised by the District Accounts Office Badin are justified.

### **Decision**

8. 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 as rejected being time barred and without merits.

**Given under my hand and seal of the office**



**Sd/-**

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

Karachi, dated 23<sup>rd</sup> December, 2024