



DECISION

Complaint No. : POS/2983/2023/ NFZ-36

Name and address of the complainant : Mr. Sona Khan Gopang S/o Shamsuddin Gopang,
R/o Village Behram Gopang, P/o Darbelo,
Taluka Kandiaro, Distt, N' Feroze

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

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

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED INORDINATE DELAY IN THE PAYMENT
OF SERVICE DUES TO THE COMPLAINANT WHO
RETIRED FROM SERVICE ON 14.03.2022

THE COMPLAINT

Mr. Sona Khan Gopang filed a complaint on 14.04.2023 against the District Accounts Office, N'Feroze stating therein that he served as Naib Qasid in the Works & Services Department, N'Feroze and retired from there on 14.03.2022. He alleged that inspite of passing of more than one year, his pension and other services dues have not been released by the DAO N'Feroze. He also approached the District Account Officer in this connection but to no avail. He, therefore, solicited our intervention in the matter for early payment of his retirement dues.

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 mandatory Affidavit on Form 'A'. For this purpose, a letter was issued to the complainant on 17.05.2023. After receiving the mandatory document, the matter was taken up with the District Accounts Office, N'Feroze for report on 31.05.2023 followed by reminders. Subsequently, the DAO N'Feroze submitted his report on 28.08.2023 stating therein that following post-retirement benefits were disbursed to the complainant.

1. Commutation Rs.831,859/- on 16.06.2023
2. Encashment of LPR Rs.274,440/- on 25.08.2023

The report further revealed that no other claim of the complainant was pending in the office of the DAO N'Feroze.

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3. The above report was shared with the complainant for rejoinder vide letter dated 28.08.2023 followed by two reminders. On 23.11.2023, the complainant appeared before the Investigating Officer and submitted a written statement that on the intervention of this Institution, his grievance has been redressed. While expressing thanks to this Institution, he requested for closure of his complaint.

DECISION

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

Given under my hand and seal of Office.



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

Karachi, dated

22nd January, 2025

