



## **DECISION**

**Complaint No.** : POS/9836/ROJ-07(JBD)/2024

**Name and address of the complainant** : Mr. Arbab Ali s/o Muhammad Bux Detho, 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 2.9.2022.

### **Complaint:**

Mr. Arbab Ali Detho filed his complaint dated 29.11.2023 against maladministration in the office of the District Accounts Officer, Jacobabad regarding delay in payment of service dues to the complainant who retired from service on 2.9.2022. He therefore requested this Institution to intervene in the matter.

### **Proceedings:**

2. 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 office letters dated 6.3.2024 and 15.4.2024 reported that payments on account of commutation amounting to Rs.1,108,661/-; encashment of LPR amounting to Rs.359,880/- and G.P. Fund amounting to Rs.401,707/- in all totalling to Rs.1,870,248/- have been made to the complainant through SAP system and he enclosed copies of SAP payment reports as evidence.

3. The report of the agency alongwith its enclosures were communicated to the complainant Mr. Arbab Ali Detho, who appeared before the Investigating Officer on 29.4.2024 and submitted his request that the District Accounts Officer, Jacobabad has cleared his service dues. He also expressed his gratitude to the Institution of the Ombudsman Sindh and requested that further proceedings on his complaint be stopped.

### **Findings:**

5. I have examined the proceedings of the complaint, which clearly indicate that the grievance of the complainant has been redressed, and the complainant has received his total service dues.

### **Decision:**

6. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



**Sd /-**  
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 13<sup>th</sup> February, 2025