



DECISION

Complaint No. : POS/7684/ROJ-220(JBD)/2023

Name and address of the complainant : Mr. Zafar Mustafa s/o Ghulam Mustafa Qazi, r/o Mohallah Town Hall, Jacobabad.

Name of the Agency Complained against : 1. School Education
2. 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

Complaint:

Mr. Zafar Mustafa Qazi retired Accounts Clerk of Education Works Division, Jacobabad, filed his complaint dated 12.9.2023, regarding delay in payment of his service dues although he retired from service on 4.4.2022. 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 taken up with the Executive Engineer, Education Works Division, Jacobabad, who vide letter dated 4.12.2023 has reported that the papers pertaining to pension and commutation have been forwarded to the Superintendent Engineer, Education Works Circle, Larkana for countersignature and onwards transmission to the District Accounts Office, Jacobabad. The District Accounts Officer, Jacobabad responded vide letter dated 10.1.2024 that as per FIFO procedure, payment will be credited into his bank account on his turn. Subsequently, vide letter dated 15.4.2024 the District Accounts Officer reported that payments on account of commutation amounting to Rs.1,357,455/-; encashment of LPR amounting to Rs.447,840/- and G.P. Fund amounting to Rs.623,146/- have been disbursed to the complainant through SAP system, and he enclosed copies of payment reports.

3. The report of the agency alongwith its enclosures, was sent to the complainant, who appeared before the Investigating Officer on 29.4.2024 and filed his written statement stating that he has received all service dues from the concerned quarters due to intervention of this Institution.

Findings:

4. I have examined the proceedings of the complaint, which clearly indicate that the grievance of the complainant has been redressed as he has received all his service dues.

Decision:

5. 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 13th February, 2025