



DECISION

Complaint No. : POS/1112/ROJ-35(JBD)/2024

Name and address of the complainant : Mst. Ameena d/o Ali Nawaz Lashari r/o B.Ed College near Board Office Shikarpur Road Sukkur.

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 RESOLVING THE ISSUE OF THE COMPLAINANT'S SALARY

Complaint:

Mst. Ameena filed her online complaint dated 16.2.2024 against the District Accounts Officer, Kashmore regarding opening of her salary I.D bearing No. 11099445 when she was appointed as Primary School Teacher (BPS-14) in District Kashmore. She 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 District Accounts Officer, Kashmore who vide his office letter dated 18.9.2024 reported that no vacant post is available in the Cost Center mentioned in the Data Base received from the Education & Literacy Department of newly appointed Primary School Teachers. The matter was accordingly taken up with the District Education Officer's (Primary) / (E,S&H/S) Kashmore for report. In response, the District Education Officer (Primary) Kashmore vide his office letter dated 12.5.2025 reported that the complaint is not relevant to his office, and pertains to the office dealing with Secondary Schools. The District Education Officer, (E,S&H/S) Kashmore vide his office letter dated 19.5.2025 reported that the personal I.D. of the complainant has now been opened by the District Accounts Officer, Kashmore and the matter is resolved. He further reported that the complainant has also withdrawn her complaint in writing. He also enclosed statement of complainant and her salary Pay Slip for the month of April 2025 as evidence.

3. The report of the District Education Officer (E,S&H/S) Kashmore was sent to the complainant on her address for confirmation vide this office letter dated 20.5.2025, but there was no response from the complainant nor did she respond to phone calls

Findings:

4. The report of the Agency clearly shows that after the redressal of her grievance the complainant is not interested in pursuing the matter further.

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 4th August, 2025

