



DECISION

Complaint No. : POS/261/HYD/2025

Name and address of the complainant : Mr. Abid Ali S/o Wajid Ali Junaidi
R/o H. No. B-19 Mohalla Siddique Plaza,
Unit No.8, Latifabad Hyderabad.

Name of the Agency Complained against : Director General (Monitoring)
Works & Services Department, Hyderabad

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,
Regional Office, Hyderabad.

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

Subject : **ALLEGED INORDINATE DELAY IN PAYMENT OF
SERVICE DUES AND SANCTION OF PENSION TO THE
COMPLAINANT**

Complaint

Mr. Abid Ali filed a complaint dated 25.03.2025 wherein he stated that he was working as Naib Qasid in the office of Director General (Monitoring) Works & Services Department, Hyderabad. He retired from service on attaining the age of superannuation on 06.12.2024 but the pension and other service dues have not been paid to him. He is facing financial hardship and difficulty in meeting his basic living expenses. Being aggrieved, 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) subject to submission of mandatory affidavit on Form "A", relevant documents and by condoning the delay.
3. This office issued a notice dated 22.04.2025 to the Director General (Monitoring) Works & Services Department Hyderabad for report. In response, Deputy Director (Monitoring) Works & Services Department Hyderabad informed vide letter dated 25.04.2025 that the post of Drawing & Disbursing Officer was vacant from 01.11.2024 to 25.04.2025. Now, the SGA&CD had filled the said vacant position vide notification dated 22.04.2025 to resolve all pending matters including the payment of service dues to the complainant.
4. Eventually, the complainant appeared before Investigating Officer on 05.05.2025 when he informed that after receiving letter from this office, the relevant authorities of Works & Services Department, called him and apprised that his pension papers have been signed by the DDO for onward transmission to treasury office. He, further stated that he is satisfied with the assurance of the agency on the intervention of this Institution. He requested to close further proceedings on his complaint.

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Findings

5. The investigation of the case revealed that matter delayed due to vacant position of DDO, who had to sign the pension papers of retired employees. Now, the Superintending Engineer (BS-19) Works & Services, Tando Allahyar has been allowed to hold the additional charge of the post of Director (BS-19), Road Research Laboratory-cum-Director (Monitoring), office of D.G (Monitoring) in addition to his own duties vide Notification dated 22.04.2025 and matter of the complainant has been resolved.

Decision

6. 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 disposed of as redressed.

Given under my hand and seal of the office



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

Karachi dated 7th August, 2025