



DECISION

Complaint No. : POS/4037/ROK-110/(Khp)/2023

Name and address of the complainant : Syed Asif Ali Shah, S/o Syed Abbas Ali Shah,
R/o Mohalla Gulistan Colony, Khairpur.

Name of the Agency Complained against : D.A.O Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **DELAY IN PAYMENT OF SERVICE DUES INCLUDING ENCASHMENT OF LPR TO THE COMPLAINANT WHO RETIRED FROM SERVICE ON 01-04-2023.**

COMPLAINT

Syed Asif Ali Shah, Head Constable Police Department who retired on 01-04-2023, filed a complaint on 30-05-2023 alleging delay in payment of service dues including encashment of LPR by District Accounts Office Khairpur. He further alleged that his bill for payment of LPR was submitted on 14-04-2023 but no action was taken. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

02. 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 in filing it and subject to submission of an Affidavit on Form "A".

03. After completing codal formalities, the matter was taken up with D.A.O Khairpur, on 03-07-2023 for comments / report. In response, the ADAO-I Khairpur, reported on 10-08-2023 that pension case has been finalized vide PPO No. KHP/21519. He submitted complainant's Pension Roll Slip for the month of August 2023. It was also reported that payment of commutation and LPR would be paid as per FIFO policy introduced by Finance Department, Government of Sindh, vide letter No. FD(TR)1(290)/2022, dated. 20-12-2022.

04. Said report was shared with complainant on 17-08-2023 for rejoinder, if any. The complainant submitted rejoinder on 27-10-2023 that he had received G.P Fund amounting to Rs.216,000/- by payment of encashment of LPR as well as commutation was yet to be paid to him. He urged for early payment of the same as he had to arrange marriage of his daughter and son.

05. Further comments were, therefore, called on 21-11-2023 from D.A.O Khairpur. In response, the D.A.O Khairpur, reported on 03-05-2024 that LPR payment amounting to Rs.510,480/- was transferred in complainant's account of NBP City Branch Khairpur. The D.A.O also submitted LPR Slip.

06. Said report and LPR slip were shared with complainant on 08-05-2024 for rejoinder, if any. In response, the complainant appeared before the Investigating Officer on 04-06-2024 and submitted in writing that all service dues amounting to Rs.2.8 million were paid to him by D.A.O, Khairpur. He expressed his gratitude for redressing his grievance and requested for closing the matter.

FINDINGS

07. The complainant's grievance stands redressed on the intervention of this Institution.

DECISION

08. The complaint is closed as redressed and consigned to record.

"Given under my hand and seal of office"

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 21st February, 2025

