



DECISION

Complaint No. : POS/6178/2022/HYD/372

Name and address of the complainant : Mr. Ghulam Shabir Soomro
R/o H.No: 40/B/1, State Life Housing Society, Qasimabad, Hyderabad.

Name of the Agency Complained against : District Accounts Officer (DAO), Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director, Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER HYDERABAD ALLEGING FAILURE TO RESTORE THE COMMUTED PENSION OF THE COMPLAINANT**

Complaint

Mr. Ghulam Shabir Soomro filed a complaint dated 09.10.2022 wherein he stated that he was working as Assistant (BPS-15) in School Education Department and got premature retirement on 03.12.1998. He approached the District Accounts Officer, Hyderabad for restoration of his commuted pension but to no avail. Aggrieved by that, 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) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 02.12.2022 to the District Accounts Officer (DAO), Hyderabad for report, followed by reminders. The matter was also placed in the *Open Katcheri* at District Accounts Office Hyderabad. The District Accounts Officer, Hyderabad informed vide letter dated 01.02.2024 that the complainant has not applied for restoration of commuted pension and he may be advised to apply alongwith following documents.

- (i) Service Book
- (ii) Original PPO (Pension Book)
- (iii) Forwarding letter from concerned DDO.
- (iv) Bank Account and bank statement.

4. The complainant was advised vide letter dated 03.06.2024 for doing the needful. Subsequently, the District Accounts Officer, Hyderabad informed vide letter dated 06.06.2024 that the restoration of commuted pension of the complainant was due w.e.f. 01.01.2024 and the same has been restored. He enclosed copy of pension roll data sheet and pension slip as an evidence.

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5. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 09.08.2024, followed by reminders but he did not respond. This office contacted the complainant on his given cell No: 0342-3759270 but he did not attend. This shows that after redressal of grievance, he lost his interest to pursue his case.

Findings

6. On the intervention of this Institution, the grievance of complainant has been redressed by the Agency.

Decision

7. 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 is disposed of as redressed.

8. This also disposes of another complaint bearing No: POS/6985/2022/HYD/431 for same grievance filed by the same complainant on the same subject against the same Agency.

Given under my hand and seal of the office

Sd/-

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

Karachi, dated 23rd December, 2024

