



DECISION

Complaint No. : POS/8702/2023/107/KHS

Name and address of the complainant : Mst. Rukhsana Jannat Khatoon, Building RC-4/257, Near Badami Masjid, Ranchore line, Karachi.

Name of the Agency Complained against : School Education & Literacy Department

Name & Designation of Investigating Officer : Syed Maqsood Haider, Director, Regional Office South Karachi.

Vetted by : Rehana G. Ali Memon Advisor-H.

Subject : **ALLEGED DELAY IN PAYMENT OF ARREARS OF PAY TO THE COMPLAINANT.**

THE COMPLAINT:

Mst. Rukhsana Jannat Khatoon, serving as High School Teacher (BPS-16) at Fatimah Jinnah Government School filed an online complaint on 30-10-2023. She stated that her arrears for increment in salary for the period 27-04-2010 to 30-11-2023, amounting to Rs.282,087/- were submitted to the Finance Department on 22-03-2023. Despite submitting a copy of her service book on 12-06-2023 and making repeated visits, the bill remained unpaid even after seven months. She, therefore, solicited intervention of the Provincial Ombudsman Sindh for early redressal.

PROCEEDINGS:

2. The complaint was admitted under Section 9(1) of Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date), by condoning the delay and subject to submission of the original signed complaint, supporting documents, copy of CNIC and mandatory affidavit on Form 'A'. The complainant submitted the requisite documents.
3. The matter was referred to the agency for comments. The Section Officer (SR-I), Finance Department, Government of Sindh, submitted a report dated 06-02-2024, stating that the claim of arrears of salary of Mst. Rukhsana Bagh Ali, High School Teacher (BPS-16), amounting to Rs.282,087/- for the period 07-04-2010 to 30-11-2022, will be placed before the next Scrutiny Committee for decision in light of the rules. It was later on approved during the Scrutiny Committee meeting held on 07.03.2024 and permission was accorded for withdrawal of arrears of pay and allowances worth Rs.282,087/- vide letter No.FD(SR-I)13(1117)/2022 dated 20.03.2024.

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4. The Accounts Officer (Edu-V), Accountant General Sindh in his report dated 29-04-2024, stated that Finance Department's permission letter dated 20-03-2024, was received on 15-04-2024 and forwarded for verification to Finance Department on 22-04-2024, on receiving the bill from Education Department.

5. Later on the complainant confirmed via phone call and also through whatsapp on 18.08.2025 that her grievance had been redressed and requested to close her case with thanks for the prompt action, as her arrears bill had been passed by the Accountant General Sindh.

FINDINGS:

6. The complainant's grievance has been redressed.

DECISION:

7. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), I hereby dispose of the complaint as redressed.

Given under my hand and seal of office.



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

Karachi, dated ^{2nd} September, 2025

