



## **DECISION**

Complaint No. : POS/1765/RL-20(LKA)2021

Name and address of the complainant : Syed Shabir Hussain Shah, retired Sub-Inspector Police, District Kamber-shahdadkot.

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

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani, Director, Regional Office, Larkana.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N.

Subject : **COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER ALLEGING INORDINATE DELAY TO CORRECT THE DATA OF THE COPLAINANT IN SAP SYSTEM.**

### **COMPLAINT:**

Syed Shabir Hussain Shah, a Sub-Inspector of Police filed a complaint dated: 30.03.2021 wherein he stated that he will retire from service on 06.06.2021 on attaining the age of superannuation. He is visiting the office of DAO, Kamber Shahdadkot since last 03 years for correction of his record in the database but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), after receiving the Affidavit on Form "A" and by condoning the delay.
3. This office issued notice vide letter dated: 14.04.2021 to the District Accounts Officer Kamber Shahdadkot for report, followed by a reminder. The DAO Kamber Shahdadkot informed vide letter dated 29.01.2025 that master data of the complainant was corrected in the SAP system after getting approval from A.G. Sindh. The complainant has been paid all admissible service dues after retirement.
4. The complainant had already appeared before Investigation Officer Larkana on 30.08.2021 and filed a written statement that his grievance has been redressed. He offered thanks to this Institution on redressal of his grievance and requested to close further proceedings on his complaint.

### **FINDINGS:**

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### **DECISION**

6. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of Ombudsman for the Province of Sindh Act 1991 (amended up to date), the complaint is 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 11<sup>th</sup> March-2025