



## DECISION

Complaint No. : POS/2063/ROK-343/(Khp)/2025

Name and address of the complainant : Mr. Abdul Hakeem, R/o Khairpur Mir's  
ah721873@gmail.com

Name of the Agency Complained against : District Accounts Office Khairpur

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

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT REGARDING DELAY IN OPENING OF SALARY ID.**

### **COMPLAINT**

Mr. Abdul Hakeem submitted a complaint through email on 13-03-2025 stating that he was appointed as a Junior Elementary School Teacher (JEST) on 27-06-2024 in the Education Department. His database was issued on 05-01-2025. Despite multiple visits and submission of all required documents, the District Accounts Office, Khairpur Mir's, failed to open his salary ID. He, therefore, sought the intervention of this Institution.

### **PROCEEDINGS**

**02.** 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), by condoning the delay in filing it, subject to submission of copies of relevant documents, an Affidavit on Form "A" and a copy of the CNIC.

**03.** The complainant had initially sent the complaint to the Regional Office, Khairpur Mir's, through email on 11-03-2025. The Investigating Officer contacted Mr.S.M. Haroon Shaikh, ADAO-I, Khairpur, on 12-03-2025. Following this contact, the complainant's salary ID was opened on the same day.

**04.** On 08-04-2025, the complainant intimated through email and confirmed that his salary issue had been resolved. He expressed gratitude for the assistance provided by this Institution.

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**FINDINGS**

**05.** In light of the above, the complainant's grievance was redressed following the intervention by this Institution.

**DECISION**

**06.** Accordingly, the complaint is hereby disposed of as **redressed** and is **consigned to the record**.

*"Given under my hand and seal of office"*



Sd /-  
( MUHAMMAD SOHAIL RAJPUT )  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 16<sup>th</sup> June, 2025

