



DECISION

Complaint No. : POS/ROK-584/(Khp)/2025

Name and address of the complainant : Principal,
MAG Elementary School,
Railway Phattak Tando Masti Khan,
Taluka Kotdiji, District Khairpur Mir's.

Name of the Agency Complained against : Sindh Bank, Kot Bungalow Branch Kotdiji

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

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

Subject : **COMPLAINT AGAINST MR. ISHFAQUE HUSSAIN LUHRANI, BRANCH MANAGER, SINDH BANK KOT BUNGALOW, FOR NOT OPENING SALARY ACCOUNTS OF TEACHING STAFF.**

COMPLAINT

The Principal of MAG Elementary School, Tando Masti Khan, Taluka Kotdiji affiliated with SEF, filed an online complaint on 02-06-2025 alleging that Mr. Ishfaq Hussain Luhrani, Branch Manager and staff of Sindh Bank Ltd., Kot Bungalow Branch, Taluka Kotdiji, failed to open salary accounts for the teaching staff despite repeated requests made since last year. The complainant, 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* (as amended), by condoning the delay in its filing, subject to submission of the original signed complaint, relevant supporting documents, an Affidavit on Form "A", and a copy of the CNIC.

03. After completion of codal formalities, the matter was taken up with the Regional Manager, Sindh Bank Ltd., Khairpur, on 12-06-2025 for comments. In response, the Regional Manager, Sindh Bank Ltd., Sukkur & Shaheed Benazirabad Region, submitted a report on 17-06-2025 stating that all salary accounts had been opened except that of Ms. Areeba. Her account was previously operated as a minor's account, and since she had now attained the age of majority, a new account needed to be opened. She had been advised to complete the required formalities.

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04. The Investigating Officer contacted the complainant, Mr. Abdul Hafeez Junejo, on 18-06-2025 through cell number when he confirmed opening of salary accounts by the concerned bank.

FINDINGS

05. In view of the above, the complainant's grievance stands redressed following the intervention of this Institution.

DECISION

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

"Given under my hand and seal of office"

Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 5th August, 2025

