



DECISION

Complaint No. : POS/6510/ROK-93/(Khp)/2022

Name and address of the complainant : Mst. Shahnaz Gul Qureshi W/o Syed Asif Ali
Shah R/o Gulistan Colony, Taluka & District
Khairpur.

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. Muhammad Misbah Tunio, Advisor-J**

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES TO
THE COMPLAINANT WHO WAS COMPULSORILY
RETIRED FROM SERVICE VIDE ORDER DATED.
29-03-2022.**

COMPLAINT:

Mst. Shahnaz Gul Qureshi W/o Syed Asif Ali Shah, filed a complaint on 26-10-2022 against District Accounts Office Khairpur, alleging delay in payment of service dues to the complainant who was compulsorily retired from service vide order dated.29-03-2022, despite receipt of bribe of Rs.30000/- by the officials of DAO Khairpur. She requested for intervention in the matter.

PROCEEDINGS:

02. The complaint was admitted u/s. 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 and subject to submission of an Affidavit on Form "A".

03. The matter was taken up with District Accounts Officer Khairpur, for report / comments. In response, the District Accounts Officer Khairpur, vide his letter No. DAO/KHP/2153, dated. 22-11-2022 informed that the monthly pension amounting to Rs.22385/- has been paid to the complaint through direct credit system w.e.f. November, 2022. He denied the allegations of bribe leveled by complainant.

04. Copy of said report and enclosure were sent to the complainant vide letter dated. 30-11-2022, for her rejoinder. The complainant has not furnished her rejoinder despite issuance of multiple reminders. Later on, the Additional District Accounts Officer, Khairpur, vide his letter dated. 03-02-2023 informed that the pension case of the complainant has been finalized and commutation amounting to Rs.820980/- was also paid to her vide letter No. DAO/KHP/PEN/643, dated. 09-01-2023. Copy of said report was also sent to the complainant for her rejoinder. The complainant appeared in person on 16-05-2023 and submitted an application wherein she stated that Agency had paid her monthly pension amounting to Rs.22600/- & Gratuity amounting to Rs.820980/- to her. She expressed her deep gratitude to this Institution and also requested to close the case.

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FINDINGS:

05. Since the complainant has received her monthly pension amounting to Rs.22600/- & Gratuity amounting to Rs.820980/- from the District Accounts Office Khairpur. Therefore the case is liable to be closed as redressed.

DECISION:

06. In view of the above, the complainant is disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 5th March, 2025

