



DECISION

Complaint No. : POS/3524/2024/DG-I

Name and address of the complainant : Mr. Muhammad Ahsan, R/o. Flat No. 207, Sunar Centre, Raja Ghanzanfar Ali Road, Karachi.

Name of the Agency Complained against : Cooperative Department, Government of Sindh

Name & Designation of Investigating Officer : i) Mr. Asad Ali Khan, Director General-I.

Vetted by : ii) Mr. Masood Ishrat, Registrar

Subject : ALLEGED DELAY IN SIGNING THE BILL FOR PAYMENT OF LPR TO THE COMPLAINANT, WHO RETIRED FROM SERVICE ON 19.4.2024.

THE COMPLAINT

Mr. Muhammad Ahsan had filed a complaint dated nil (received in this office on 16.09.2024) stating that he retired from service on 19.4.2024 and submitted documents for payment of dues towards L.P.R. He alleged that the Managing Director, Sindh Cooperative Housing Authority / Drawing & Disbursement Officer, has not been signing his bill for encashment of L.P.R., hence payment of the same is being delayed. He therefor, solicited intervention of this office.

PROCEEDINGS

2. At the very outset, the complaint was examined thoroughly to ascertain whether it was a service matter, since in such cases the jurisdiction of this Office is prohibited under Section 9(2) of the Act, 1991. However, after being satisfied that the complaint was regarding maladministration on the part of Agency, 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 delay and after receiving mandatory Affidavit on Form "A" and other relevant documents, taken up with the Agency.

3. The Managing Director Sindh Cooperative Housing Authority, Karachi, vide letter dated 28.10.2024 reported that the bill for encashment of L.P.R of the complainant has already been signed and submitted in the office of Accountant General Sindh Karachi for further action.

4. The complainant in his rejoinder dated 13.11.2024 confirmed the position and also extended his gratitude for prompt intervention for redressal of his grievance and requested to close the proceedings.

CONCLUSION

5. Since grievance of the complainant has been fully redressed, the complaint stands disposed of accordingly and consigned to record.

Given under my hand and seal of this office



Sd/-

**(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh**

Karachi, dated ^{2nd} January, 2025

