



DECISION

Complaint No. : POS/3833/2020/NFZ-17

Name and address of the complainant : Mr. Malook Shah,
C/o Haji Abdul Wahid Memon, Senior Journalist,
General Store, Shahi Bazar, Moro, Taluka Moro,
District N'Feroze

Name of the Agency Complained against : Accountant General Sindh

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : **INORDINATE DELAY IN OPENING OF SALARY I.D. OF THE COMPLAINANT (BLOCKED DUE TO BIO-METRIC PROBLEM) DESPITE ISSUANCE OF LETTER DATED 30.12.2019 BY THE SCHOOL EDUCATION DEPARTMENT**

THE COMPLAINT

Mr. Malook Shah filed a complaint on 25.09.2020 against the Accountant General, Sindh, Karachi stating therein that he was a Government Servant posted as Chowkidar in the Education Department. His salary ID was blocked due to non-availability of his biometric attendance record. He added that he approached the Secretary, Education & Literacy Department, Government of Sindh wherefrom a letter was issued to the AG Sindh for restoration of his salary I.D. but the office of the AG Sindh avoided to reopen his salary ID. He, therefore, solicited our intervention in the matter.

PROCEEDINGS

2. After admission of the complaint u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) and receiving mandatory Affidavit on Form 'A', the matter was taken up with the AG Sindh Karachi vide letter dated 09.12.2020. On 13.01.2021, the Deputy Accountant General, Sindh submitted report wherein he stated that the ID of the incumbent was blocked on receipt of a letter dated 24.08.2019 from the Secretary, Education & Literacy Department with the request to block the referred ID till outcome of an enquiry. The report further revealed that the Secretary, Education & Literacy Department had sent another letter dated 30.12.2019 for reopening of ID of the complainant but the Education Department did not share the outcome of said enquiry and decision regarding absconding period of the complainant. On 20.01.2021, the complainant submitted his rejoinder in which he stated that he never remained an absconder and such record in his favour was available. The complainant further added in his rejoinder that the Agency had demanded two lac rupees as illegal gratification for

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reopening of his salary ID which he could not pay. He also enclosed copy of letter dated 18.01.2019 issued by the Secretary, Education to the AG Sindh for release of salaries to him and opening of his ID. Therefore, letter dated 27.01.2021 was issued to the Secretary, Education & Literacy Department, Government of Sindh, Karachi for providing a copy of outcome of the inquiry to the AG Sindh enabling them to release salary of the complainant. Meanwhile, two more letters were received from the AG Sindh with same version. Series of letters were issued to the Secretary, Education & Literacy Department, Government of Sindh, Karachi, for redressal of grievance of the complainant and submission of report. During proceedings, the District Education Officer submitted reports dated 27.05.2022 and 28.06.2022 revealing that the matter of blockage of ID started with biometric attendance problem of the employee in question due to non-availability of school profile in the biometric attendance system and allocation of SEMIS Code to GBLSS Gul Muhammad Jatoi. At that time when such biometric attendance system was newly started in the Department as per report of Taluka Education Officer (Male), Moro vide letter No.TEO/Male/Pry/732 dated 02.02.2017, all the staff members including Chowkidar in question of GBLSS Gul Muhammad Jatoi were directed to join their duties at GBLSS Dastagir Colony, Moro to ensure their biometric attendance but the said Chowkidar did not join his duties at GBLSS Dastagir Colony, Moro and he was absent during biometric attendance at the said school. Hence due to long absence in the biometric attendance system, the salary of Chowkidar in question was centrally blocked by the AG Sindh, Karachi, on the report of the Directorate of (M&E) SEID, Sindh, Karachi and the problem would not have arisen if the said Chowkidar had followed directions of the department and joined his duties at GBLSS Dastagir Colony, Moro. It was further stated by the Agency that the complainant has retired from Government service on attaining the age of superannuation. Another report reveals that the matter of the complainant has been resolved in respect of his previous salary dues and pension benefits. Both the reports were forwarded to the complainant for rejoinder vide letter dated 04.07.2022. He appeared before the Investigating Officer and filed an application that on the intervention of this Institution, his grievance has been resolved. While extending thanks to this Institution, he requested to close the complaint.

DECISION

3. In view of the above, the complaint stands disposed of as redressed.

Given under my hand and seal of Office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz - PAS
Ombudsman, Sindh

Karachi, dated 20th June, 2025