



## DECISION

Complaint No. : POS/6940/23/ NFZ-77

Name and address of the complainant : Mr. Mumtaz Ali Abro S/o Allah Bux Abro,  
R/o Village Sabab Abro, P.O. Darbelo,  
Taluka Kandiaro, Distt. N'Feroze

Name of the Agency Complained against : District Accounts Office, N'Feroze

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

Vetted by : Fasihuddin Khan,  
Advisor 'Z'

Subject : ALLEGED INORDINATE DELAY IN THE PAYMENT OF SERVICE DUES ON ACCOUNT OF COMMUTATION / LPR TO THE COMPLAINANT WHO RETIRED ON 31.08.2022

### THE COMPLAINT

Mr. Mumtaz Ali Abro filed a complaint on 05.09.2023 against the District Accounts Office, N'Feroze stating therein that he had retired from Education Department on 31.08.2022. After retirement, the amount of encashment of LPR and commutation has not been paid to him by the District Accounts Office, N'Feroze. He, therefore, solicited intervention of this Institution in the matter.

### PROCEEDINGS

2. 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 subject to submission copies of relevant documents and Affidavit on Form 'A'. After receiving mandatory Affidavit on Form 'A', the matter was taken up with the District Accounts Office, N'Feroze vide letter dated 02.10.2023 followed by reminders. On 19.12.2023, the District Accounts Officer, N'Feroze reported that the following service benefits have been paid to the complainant while the remaining benefits would be paid in due course of time on receipt of funds.

- 1) GPF Final Payment Rs.791,000/- 100% was made on 16.02.2022.
- 2) Encashment of LPR Rs.615,738/- was made on 01.08.2023.

3. For commutation of Rs.2,171,855/- he stated that the same shall be paid expectedly in the month of January, 2024 subject to provision of bill of commutation. Thereafter, during hearing on 19.02.2024, the complainant submitted an application that on intervention of this Institution, his grievance



(2)

has been redressed. While extending thanks he requested for closing the complaint. On 21.02.2024, confirmation report was also received from the District Accounts Office, N'Feroze that the payment of commutation amounting to Rs.21,71,348/- has also been made to the complainant on 06.02.2024 and nothing is outstanding on account of his service dues.

**DECISION**

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

**Given under my hand and seal of Office.**

