



DECISION

Complaint No. : POS/4049/ROK-129/(Khp)/2023

Name and address of the complainant : Mr. Bux Ali Majeedano,
R/o Village Aliabad Majeedano,
Taluka Thari Mirwah,
District Khairpur.

Name of the Agency Complained against : DAO Khairpur / School Education

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

Vetted by : Mr. Muhammad Misbah Tunio, Advisor-J

Subject : **DELAY IN PAYMENT OF PENSION AND SERVICE DUES TO THE COMPLAINANT, WHO RETIRED FROM SERVICE ON 07-01-2023.**

COMPLAINT

Mr. Bux Ali Majeedano, complained, during Khuli Katcheri held on 22-05-2023 at District Accounts Office Khairpur, that he retired from service on 07-01-2023 as Naib Qasid, Education Department, but pension and other service dues were not being paid to him by DAO Office Khairpur. He, therefore, solicited intervention of this Institution.

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, subject to submission of copies of relevant documents, Affidavit on Form "A" and a copy of CNIC.

03. After completion of codal formalities, the matter was taken up with District Accounts Officer, Khairpur on 03-07-2023 for comments. In response, the District Accounts Officer, Khairpur reported on 10-08-2023 that pension case of complainant had been finalized vide PPO No. KHP/21419. He submitted complainant's Pension Roll Slip for the month of July 2023 as an evidence. It was also reported that the payment of Commutation & LPR would be made to him as per "FIFO" policy conveyed by Government of Sindh, vide letter No. FD(TR)1(290)/2022, dated. 20-12-2022.

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04. Agency's report was shared with complainant on 17-08-2023 for rejoinder. In response, the complainant filed a rejoinder on 09-01-2024 stating that G.P Fund had been paid to him. He also confirmed receipt of monthly pension. He accused District Accounts Office Khairpur to have paid Gratuity to other retirees who retired after him. He further alleged that DAO Office was demanding bribe and on refusal they were delaying payment of Gratuity & Commutation.

05. Further comments were, therefore called from District Accounts Office Khairpur on 18-01-2024 on complainant's rejoinder dated 09-01-2024. In response, the District Accounts Officer Khairpur sent report on 27-02-2024 and denied the allegations levelled by complainant. It was also reported that payment was made to the retired employees as per rules / policy. The DAO reported that commutation was expected to be paid to complainant on 20-02-2024 and LPR in March, 2024.

06. The, complainant appeared before the Investigation Officer on 21-10-2024 and submitted his application that, after intervention of this Institution, District Accounts Office Khairpur has paid him G.P Fund amounting to Rs. 387,289/-, Commutation amounting to Rs. 801,269/- and encashment of LPR amounting to Rs. 330,884/-. Therefore, while expressing his gratitude to this Institution, he requested for closing the case.

FINDINGS

07. After intervention of this Institution, complainant's grievance has been redressed by DAO Khairpur.

DECISION

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

"Given under my hand and seal of office"



- Sd \-

(Muhammad Sohail Rajput)

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Ombudsman, Sindh

Karachi, dated // December, 2024