



DECISION

Complaint No. : POS/4040/ROK-114/(Khp)/2023

Name and address of the complainant : Syed Zakir Hussain Shah, Rtd. Superintendent,
R/o House No. CH-113, Near Shia Jamia Masjid,
ChannaMohalla, Khairpur.

Name of the Agency Complained against : Shah Abdul Latif University Khairpur

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

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

Subject : **COMPLAINT AGAINST DELAY IN RESTORATION OF
COMMUTED PORTION OF PENSION.**

COMPLAINT

Syed Zakir Hussain Shah filed a complaint on 30-05-2023 stating that he was the retired Office Superintendent of Shah Abdul Latif University Khairpur. He claimed that he had reached the age of 72 years on 11-08-2022 and, therefore, requested the University Authorities to enhance his pension as per the rules. However, the University Authorities had not yet restored the commuted portion of his pension. He, therefore, sought the intervention of this institution.

PROCEEDINGS

02. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended to date), by condoning the delay in filing, subject to the submission of copies of relevant documents and an affidavit on Form "A".

03. The matter was then referred to the Director of Finance, Shah Abdul Latif University Khairpur, on 03-07-2023 for comments. The complainant was simultaneously advised to complete the required formalities. In response, the Director of Finance, Shah Abdul Latif University Khairpur, reported on 31-10-2023 that the restoration of the commuted portion had not yet been adopted by the Syndicate and that all such cases were pending. He further reported that the university was facing a severe financial crisis and had been unable to pay the routine retirement benefits to its retired employees for the past three years. Additionally, the university was facing multiple High Court proceedings in cases filed by retired employees. He also reported that the complainant had already been paid the restoration of 35% of his pension, effective from July 2023, and that regular payments would be made once the complainant's case was approved by the Syndicate.

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04. The agency's report was shared with the complainant on 10-11-2023 for his response. Despite multiple reminders, no rejoinder was received from the complainant to date. The Investigating Officer then contacted the complainant on the provided cell number, at which point the complainant confirmed that his grievance had been addressed.

FINDINGS

05. The complainant's grievance was redressed following the intervention of this institution.

DECISION

06. In light of the foregoing, the complaint is hereby disposed of as redressed and is consigned to the record.

“Given under my hand and seal of office”

