



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

CLOSURE FINDINGS

Complaint No. WMS-HQR/0010991/17

Date of Registration : 23.11.2017

Name & Address of the Complainant : MST. ZAIBA AURANGZAIB R/O & P.O MONG TEH & DISTT MANDI BAHUDDIN

Name of the Agency complained against : PAKISTAN POST OFFICE DEPARTMENT.

Name of the Investigating Officer, Station : MR. SHAHID LATIF KHAN, ADVISOR, GUJRANWALA

Subject of complaint : MAL-ADMINISTRATION AND DELAY IN PAYMENT OF AMOUNT.

Date when IO asked for Report from Agency : 02.1.2018

Date of Receipt of Report from Agency : -

Number & Dates of Hearing : 1.number: 01
2. Date: 09.1.2018

Name & Designation of the Agency's representative who attended the hearing. : MR. MUHAMMAD JAN, ASSISTANT DIRECTOR PAKISTAN POST OFFICE

Date of dispatch of Draft Findings

The complainant lodged a complaint of maladministration of Pakistan Post Office. She stated that her father died when she was three years old and her mother got his father's pension through court and deposited in Pakistan Post Office Department. All other share holders had drawn their amounts whereas her amount had not been released by Pakistan Post Office despite her repeated requests. She prayed the Wafaqi Mohtasib's Secretariat that Agency be directed to redress her grievance.

2. The representative of the Agency during hearing dated 09.1.2018 informed that Senior Postmaster Mandi Bahaiddin has issued the sanction order of the principal amount of Rs. 124595/- while the profit amount of Rs. 185772/- will be paid in two weeks' time.

3. A hearing of this case was held in this Secretariat to resolve the issue. The representative of the Agency as well as the complainant ^{were} present. The complaint was investigated to

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28 FEB 2018

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determine maladministration for an inordinate delay in the release of the payment. The representative of the Agency informed this Secretariat as per report narrated at para-2 above. The complainant stated that her amount has not been paid despite repeated visits to the Post Office Department without any cogent reason. It clearly indicated that there was maladministration on the part of the Agency for not releasing the amount. The representative of the Agency, while accepting maladministration on the part of Pakistan Post Office informed that sanction order of the principle amount for Rs. 124,595/- has been issued. He further undertook that the profit amount of Rs. 185,772/- would be paid within two weeks' time. The Agency's representative affixed his signatures on the case file of this Secretariat to affirm his commitment. In view of the Agency's undertaking to provide relief in respect of this complaint of maladministration, the Agency is recommended to provide the relief to the complainant in accordance with its policy, procedures, rules and regulations and send an implementation report to this Secretariat within 30 days.

4. Keeping the foregoing in view, further investigation into the complaint is closed in terms of Regulation 23(1)(f) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations, 2013 as the Agency during the course of hearing undertook to provide the relief sought.

Sd/-

(SYED TAHIR SHAHBAZ)
WAFAQI MOHTASIB (OMBUDSMAN)

APPROVED ON

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Wafaqi Mohtasib (Ombudsman)