



CLOSURE FINDINGS	
1	COMPLAINT NO. PO/Complaint/003/01/2024
2	NAME & ADDRESS OF THE COMPLAINANT Mst. Sana D/o Inam Ullah c/o Shehzad Khan r/o Village Ghondi, the Khyber Model School Jamrud Hadar Khel Kalay District Khyber. Contact No.0333-9100548
3	NAME OF THE AGENCY COMPLAINED AGAINST 1. Director, Directorate of Elementary and Secondary Education, Khyber Pakhtunkhwa, Peshawar. 2. District Education Officer (Female), District Khyber.
4	NAME OF THE INVESTIGATION OFFICER Hanif Khan, Deputy Director (Investigation).
5	SUBJECT OF COMPLAINT Request for Release of Salary
6	DATE OF REGISTRATION 10/01/2024
7	DATE OF FINDINGS 27/9/2024

THE COMPLAINT

Mr. Shehzad Khan on behalf of Mst. Sana r/o District Khyber instituted the instant complaint stating that the complainant has been working as teacher and performing her duties in Govt. Girls Primary School Ghondi Malik Wali Khan Kale. He further stated that till date Education Department did not pay her salary. He requested many times to the Department but in vain. Eventually, he approached this Forum for redressal of his grievance.

REPLY OF THE AGENCY

Notices under section 10(4) of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 were served upon to Director Elementary & Secondary Education, Peshawar and District Education Officer (Female) Khyber to meet the allegations and submit a reply including rebuttal (if any). In response, DEO (F) Khyber informed that the complainant did not contact the relevant office or submit any application regarding grievances related to her salary. She further stated that their office contacted the complainant so that she may be asked to come to a meeting where their salary dispute could be discussed and resolved. However, the complainant cell phone was inaccessible, attempts to get in touch with them were fruitless, the office was still awaiting her presence to address her concerns.

REJOINDER

Reply of the Agency was shared with the complainant for feedback/rejoinder. In response, he controverted stance of the Agency.

HEARING

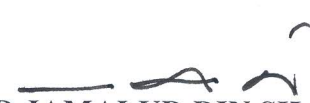
Due to divergent stance of both the parties, hearing was fixed for 29/02/2024. Complainant did not attend hearing while Mr. Hidayat Ullah (Litigation Officer) of District Education Office (Female) District Khyber attended on behalf of the Agency.



**OMBUDSMAN (محتسب) SECRETARIAT,
GOVERNMENT OF KHYBER PAKHTUNKHWA**

FINDINGS

The District Education Officer (Female) Khyber vide letter No.2449 dated 10/07/2024 informed that Mst. Sana agreed to withdraw her application from this forum. The District Education Officer (Female) Khyber made a commitment to consider the complainant for any upcoming project vacancy that arise within the Tehsil Jamrud. The complainant was contacted on her Cell phone number given in the complaint time and again but she does not receive the call. Since grievance of the complainant is redressed. Thus investigation in the instant complaint is closed having borne fruit in terms of Regulation 10(2) of the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation, and Disposal of complaints) Regulations, 2011.


SYED JAMALUD DIN SHAH
PROVINCIAL OMBUDSMAN
27.9.2024