



DECISION

Complaint No. : POS/252/2023/HYD/43

Name and address of the complainant : Mst. Dilshad d/o. Ghulam Muhammad Saddar,
R/o Pir Bhaledino Colony, Arbab Imam Bargah,
Abro Street Hala New, Taluka Hala, District Matiari.

Name of the Agency Complained against : i. District Accounts Officer, Hyderabad/
ii. Deputy Commissioner/District Benevolent Fund Board, Hyderabad.

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST THE AGENCIES ALLEGING INORDINATE DELAY IN PAYMENT OF FAMILY PENSION AND AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT**

Complaint

Mst. Dilshad filed a complaint dated 06.01.2023 wherein she stated that she is a family pension holder in respect of her late father, Ghulam Muhammad. After the death of her mother, the arrears of family pension have not been paid to her. The request for payment of aid out of benevolent fund is also pending for approval in the office of Deputy Commissioner, Hyderabad. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued notice dated 26.01.2023 to the District Accounts Officer, Hyderabad and Deputy Commissioner, Hyderabad for report, followed by reminders. The Additional District Accounts Officer, Hyderabad informed vide letter dated 20.03.2023 that the arrears of family pension, amounting to Rs.192,391/- have been paid to the complainant and enclosed the copy of pension payroll as an evidence.
4. The Additional Deputy Commissioner-II, Hyderabad informed vide letter dated 11.09.2023 that the case for grant of aid out of benevolent fund in favour of the complainant has been approved w.e.f. 06.01.2022 at the rate of Rs.2,000/- per month. The Additional Deputy Commissioner-I, Hyderabad vide subsequent letter dated 22.02.2024 informed that an amount of Rs.48,000/- of benevolent fund has been paid to the complainant for the period from January 2022 to December 2023 through her bank account.

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5. The complainant vide written statement dated 02.09.2024 confirmed the redressal of her grievance and requested to close further proceedings on her complaint.

Findings

6. On the intervention of this Institution, the grievance of complainant has been redressed by the concerned agency.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated 17th January, 2025

