



DECISION

Complaint No.	:	POS/78/2025-SGR-99
Name and address of the complainant	:	Mst. Jando, Wd/o. Muhammad Bachal, R/o. Ward No. 07 Khadro, Taluka Sinjhoro, District Sanghar
Name of the Agency Complained against	:	Local Govt. / TC. Khadro
Name & Designation of Investigating Officer	:	Ghulam Shabir Memon, Regional Director, Sanghar
Vetted by	:	Syed Hashim Raza Zaidi, Advisor-S
Subject	:	<u>REQUEST FOR RELEASE OF ENHANCED PENSION AND FIXATION OF FAMILY PENSION OF THE COMPLAINANT.</u>

COMPLAINT:

Mst. Jando submitted a complaint dated 12.05.2025 against the Local Government / Town Committee Khadro alleging non-release of her enhanced family pension and proper fixation of the same. She contended that despite making several requests and personal visits to the concerned department, her grievance remained unaddressed, causing her financial hardship and distress. The complainant, being the rightful beneficiary of the family pension, emphasized that the delay in enhancement and fixation was unjustified and in violation of her legal entitlement. Left with no alternative remedy, she approached this Institution seeking intervention for the immediate resolution of her long-pending issue and payment of the enhanced family pension in accordance with applicable rules and notifications.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upon date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued a notice to the Town Committee Khadro vide letter dated 15.05.2025. In response, the Town Officer, Town Committee Khadro, Taluka Sanjhoro, submitted a report stating that the matter had been referred to the higher authorities, specifically the Director, Local Fund Audit Karachi, for fixation of the pension. In this regard, a formal letter bearing No. TCK/238/2025 dated 27.05.2025 was addressed to the Director, Local Fund Audit Karachi, and a copy is available in the case file. Subsequently, during the proceedings, the agency submitted a further report stating that the complainant, Mst. Jindo W/o Late Muhammad Bachal Khaskheli, had withdrawn her complaint following resolution

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of the matter. The complainant appeared before this office and confirmed that her grievance regarding the fixation and payment of the enhanced family pension had been satisfactorily redressed. She expressed her appreciation and formally requested closure of the case.

FINDINGS:

5. On the intervention of this Institution, the agency has redressed the grievances of the complaint.

DECISION:

6. In view of the above, in exercise of powers vested in me under Section-11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date), the complaint is disposed of as redressed.

Given under my hand and seal of office.

