



DECISION

Complaint No. :

POS/4028/2024/K-23

Name and address
of the complainant :

Mst. Farhat Bano d/o. Asad Ali,
R/o House No. 3/C-A, Tunisia Line,
Karachi.

Name of the Agency
complained against :

Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED DELAY IN TRANSFER OF FAMILY PENSION IN FAVOUR OF THE COMPLAINANT.

COMPLAINT

Mst. Farhat Bano d/o. Late Asad Ali, retired Dispenser, Directorate of Industries, r/o. Karachi East, filed a complaint on 30.04.2024 and stated that after the death of her father on 08.08.2008 the family pension was transferred in favour of her mother Mst. Munawar Bano but unfortunately she also passed away on 27.11.2012. Thereafter, she approached A.G, Sindh for transfer of family pension in her name but no action was taken by him. Being aggrieved, she solicited our intervention in the matter.

PROCEEDINGS

2. After conditionally admitting the complaint, the complainant was advised to furnish all supporting documents and Affidavit on Form "A". In response she furnished the Affidavit on Form "A" but supporting documents were not provided by her. However, the matter was taken up with the A.G, Sindh vide this office letter dated: 24.09.2024 followed by reminders dated: 07.11.2024, 01.01.2025, 26.02.2025. In response, the Accounts Officer Pension, Office of A.G, Sindh vide his letter dated: 04.03.2025 requested us to advise the complainant to furnish following documents:

- i. Application (forwarded by concerned Depart.).
- ii. CNIC (photocopy).
- iii. Two Photographs
- iv. Copy of complete Pension Book.
- v. Online Performa with account no. verified by the Bank Manager.
- vi. Original pension book alongwith disburse half from T.O/DAO/.Bank
- vii. Life Certificate
- viii. Copy of Legal heir ship certificate from Assistant Commissioner / Tehsil
- ix. Copy of Family Registration Certificate (F.R.C) by NADRA.
- x. No re-marriage / No Remarriage Certificate (issued by D.C office concern by the signature of Assistant Commissioner, in accordance with the F.D's letter No. FD/TR/5/55/2022 dated: 21.09.2023).
- xi. Non employment / no source
- xii. Descriptive roll.
- xiii. Death Certificate NADRA.
- xiv. The applicant is required to appear before the Verification Officer of this office for Personal / Physical verification alongwith all original documents.

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- xv. sanction required by competent authority for arrears of family pension as per FD(PCDC)9(17)/2019.
- xvi. Current marital status of all daughters.

3. Accordingly, the complainant was advised vide this office letter dated: 10.04.2025 to furnish the required documents to A.G, Sindh directly under intimation to this office. In response, she vide her letter dated: 21.04.2025 stated that she has started collecting the required documents but it will take some time to complete the task.

FINDINGS

4. The complainant has failed to furnish the required documents even after the expiry of 03 months. Finally, when an attempt was made to contact her through given cell number it was found to be switched off.

DECISION

5. In view of the above, the complaint is disposed of with the advised to complainant to furnish the required documents to A.G, Sindh to seek relief.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 6th August, 2025

