



DECISION

Complaint No. : POS/2622/2025/RM-229

Name and address of the complainant : Mst. Ayesha Sultana,
C/o. Moula Muhammad Hussain, H.No-P-132 Street No.2,
Ward-06, Near Main Primary School,
Taluka Kot Ghulam Muhammad, District Mirpurkhas.

Name of the Agency Complained against : District Accounts Officer, Badin.

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by :

Subject : **Muhammad Naseer Jamali, Advisor-N**

COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER
BADIN ALLEGING INORDINATE DELAY IN
RESTORATION OF FAMILY PENSION TO THE
COMPLAINANT

Complaint

Mst. Ayesha Sultana filed a complaint dated 25.04.2025 wherein she stated that her late father, Abdul Lateef was a pensioner who expired on 05.03.2024. She approached the District Accounts Officer, Badin for transfer of family pension in her name being a widow daughter. She is entitled for grant of family pension in terms of Finance Department, Government of Sindh, circular dated 05.12.2022 but the agency refused to sanction her family pension. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 30.04.2025 to the Adl. District Accounts Officer Badin for report, who in response informed vide letter dated 08.05.2025 that the family pension has been restored in favour of the complainant and enclosed the credit slip of transferred amount as an evidence.
4. This office contacted the complainant on her given cell number 0335-36379902 when she confirmed the receipt of family pension through her bank account.

Findings

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

Decision

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



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

Karachi, dated 2nd June, 2025