



DECISION

Complaint No. : POS/ROM/62/2025/RM-124

Name and address of the complainant : Mst. Dur Bibi wd/o. Abdul Hameed Brohi,
C/o. Quarter No. 17, Police Line,
Mirpurkhas.

Name of the Agency Complained against : Director, Benevolent Fund Board, SGA&CD, Karachi

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

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

Subject : **COMPLAINT AGAINST THE AGENCY ALLEGING NON-PAYMENT OF ARREARS OF AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT**

Complaint

Mst. Dur Bibi filed a complaint dated 14-02-2025 wherein she stated that she approached the Provincial Board of Management (Benevolent Fund) for payment of arrears of aid out of Benevolent Fund for the period from 09/2022 to 01/2025 but no to avail. 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 20-02-2025 to the Director, Provincial Board of Management (Benevolent Fund) Government servants SGA&CD Karachi for report. The Consultant (SBF) SGA&CD informed vide letter dated 26.02.2025 that the aid out of Benevolent fund, amounting to Rs.65,000/- for the period from 01.09.2022 to 31.10.2024 has been transferred in the bank account of the complainant.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 04.03.2025, who in response confirmed vide letter dated 05.03.2025 that she has received the arrears of benevolent fund and her grievance has been redressed.

Findings

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

Decision

5. 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 24th March, 2025