



DECISION

Complaint No. : POS/1818/2024/SGR-67

Name and address of the complainant : Mst. Zahida Wd/o. Haji Mumtaz Ali,
C/o. Geo Mobile Commercial, Sanghar

Name of the Agency Complained against : DAO Sanghar / School Education

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : **ALLEGED UNJUST DENIAL TO GRANT FAMILY PENSION TO THE COMPLAINANT, BEING WIDOW SISTER, IN RESPECT OF HER BROTHER WHO DIED ON 12.09.2021.**

THE COMPLAINT:

Mst. Zahida filed a complaint on 02.04.2024, regarding alleged unjust denial to grant family pension to the complainant, being widow sister, in respect of her brother who died on 12.09.2021. The complainant had frequently approached the concerned agency, for redressal of her grievances, aggrieved by that, she solicited the intervention of this Institution.

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 upto date)*.
3. This office had issued a notice to the District Accounts Officer, Sanghar for a report via letter dated 13.05.2024. In response, the District Accounts Officer, Sanghar has informed that the lump sum gratuity for the complainant, Mst. Zahida (sister of Late Akhtar Ali) has been finalized, amounting to **Rs. 508,613/-** and has been credited to her bank account. A copy of the SAP Slip is available in file. Furthermore, as per Finance Department Circular No. FD(PCDC)3(225)/2022 dated 05.12.2022, she is not entitled to a monthly family pension. In light of the above, the District Accounts Officer has requested that the complaint be closed accordingly.
4. The report of the agency alongwith enclosures were sent to the complainant for filing of her rejoinder vide this office letter dated 08.07.2024 as well as contacted on her given cell No.0333-2977603, but she has neither appeared nor filed her rejoinder despite issuance of multiple reminders, which shows, the complainant has lost her interest in the matter.

FINDINGS:

5. Therefore, on the intervention of this Institution, the agency has redressed the grievance of the complainant.

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 the office.



Sd /-

(MUHAMMAD SOHAIL RAJPOT)
Sitara-e-Imtiaz; PAS
Ombudsman Sindh,
Karachi, dated March, 2025

24th