



DECISION

Complaint No. : POS/855/ROK-07/(Khp)/2022

Name and address of the complainant : Mst. Salma D/o Rahib Ali Shaikh R/o Village
: Nau Goth, Gharhi Pull, Attock Petrol Pump,
Khairpur.

Name of the Agency Complained against : College Education / DAO Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
: Regional Director, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **DELAY IN PAYMENT OF DUES TOWARDS FAMILY PENSION TO THE COMPLAINANT & OTHER LEGAL HEIRS IN RESPECT OF THEIR FATHER WHO EXPIRED IN MARCH, 2017.**

COMPLAINT:

Mst. Salma, filed a complaint dated. 14-02-2022, regarding delay in payment of dues towards family pension to her & other legal heirs in respect of their father, who expired in March, 2017. She requested for intervention in the matter.

PROCEEDINGS:

02. The complaint was admitted u/s. 10, of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), after receiving mandatory affidavit on Form "A" & other relevant documents.

03. The matter was taken up with the Principal, Government College for Women Khairpur & District Accounts Officer, Khairpur, for report / comments. In response initial report sent by District Accounts Officer Khairpur, vide letter No. DAO/KHP/PEN/908, dated. 24-03-2022 informed that the family pension case in respect of Mst. Salma D/o Late Rahib Ali Shaikh, had not been received in his office till to date and as and when pension case papers are submitted by concerned department, the pension case would be finalized in accordance with rules. Later on the Principal, Government College for Women Khairpur, sent her letter dated. 24-03-2022 wherein she informed that the family pension case of the complainant had been sent to Regional Director (Colleges), Sukkur Region Sukkur, vide letter No. GCWK/1992021-22, dated. 10-02-2022. The Regional Director (Colleges), Sukkur Region forwarded the pension papers vide letter No. RDC/FIN/SUK/2983/2021-22, dated. 15-02-2022, to District Accounts Officer, Khairpur for further necessary action as per rules. The above mentioned reports of agencies were sent to the complainant vide letter dated. 24-03-2022 for her rejoinder.

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04. Subsequently, the District Accounts Officer Khairpur, sent his letter No. DAO/KHP/564, dated. 19-12-2022 reporting therein that the family pension case had been finalized in favour of the complainant vide PPO No. KHP/S/13321 and the payment of pension with arrears and gratuity amounting to Rs. 646,649/- had been paid through SAP system in the month of October, 2022. The copy of pension roll slip for the month of October, 2022 was enclosed as an evidence. Copy of said report was forwarded to the complainant for her rejoinder. On 23-01-2023 the complainant filed her rejoinder therein stating that her monthly pension including arrears amounting to Rs. 646,649/- were paid in the month of October, 2022 in her account and she expressed her gratitude to the Ombudsman Institute for providing prompt relief and requested to close her case.

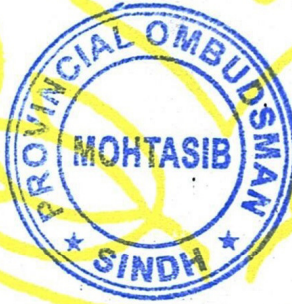
FINDINGS:

05. With the persistent persuasion of this office, the monthly pension including arrears of the complainant amounting to Rs. 646,649/- has been paid which was also confirmed by her vide her application dated.23-01-2023. Hence no further action is required now.

DECISION:

06. In view of above position, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 14th January, 2025