



DECISION

Complaint No. : POS/637/SKK-16/2024

Name and address of the complainant : Mst. Suriya Naz and Maryam Naz wds/o Jamil Ahmed Qureshi, R/o. House No. C-506, Mohallah Kumbhar Para, Near Civil Hospital, Sukkur.

Name of the Agency Complained against : District Accounts Officer, Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon, Director, Regional Office, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh, Advisor-K

Subject : **DELAY IN PROCESSING THE CASE FOR GRANT OF FAMILY PENSION TO THE COMPLAINANTS.**

COMPLAINT

Mst. Suriya Naz and Maryam Naz wds/o Jamil Ahmed Qureshi, Ex-Assistant, SSP Office, Sukkur, who retired on 30.09.2013 and died on 17.04.2023, filed a complaint on 25.01.2024 regarding delay in processing the case for grant of family pension to them.

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), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Senior Superintendent of Police, Sukkur vide this office letter dated: 21.02.2024. In response, he submitted report dated: 04.03.2024 that legal heirs (two widows) of late Jamil Ahmed submitted application for transfer of family pension, but the third widow Mst. Kulsoom Qureshi did not furnish the required documents for one or the other reason. The Investigating Officer asked the SSP to move the case of two widows for their share if third widow is not cooperating vide letter dated: 14.03.2024.
3. The progress report was called from the SSP, Special Branch, Sukkur. In response, he submitted letter dated: 11.06.2024 addressed to DAO, Sukkur enclosing the relevant documents for transfer of family pension, meanwhile, the third widow also furnished the required documents.
4. The District Accounts Officer, Sukkur submitted his report dated: 12.12.2024 that the monthly pension in favour of Mst. Suriya Naz, Maryam Naz and Kalsoom widows of late Jamil Ahmed has been released in the month of November, 2024.

5. A copy of said report was sent to the complainants for their rejoinder vide this office letter dated: 18.12.2024 followed by reminders dated: 07.01.2025. In response, they submitted application dated: 14.01.2025 and confirmed the receipt of family pension and requested to close the case as their grievance was resolved.

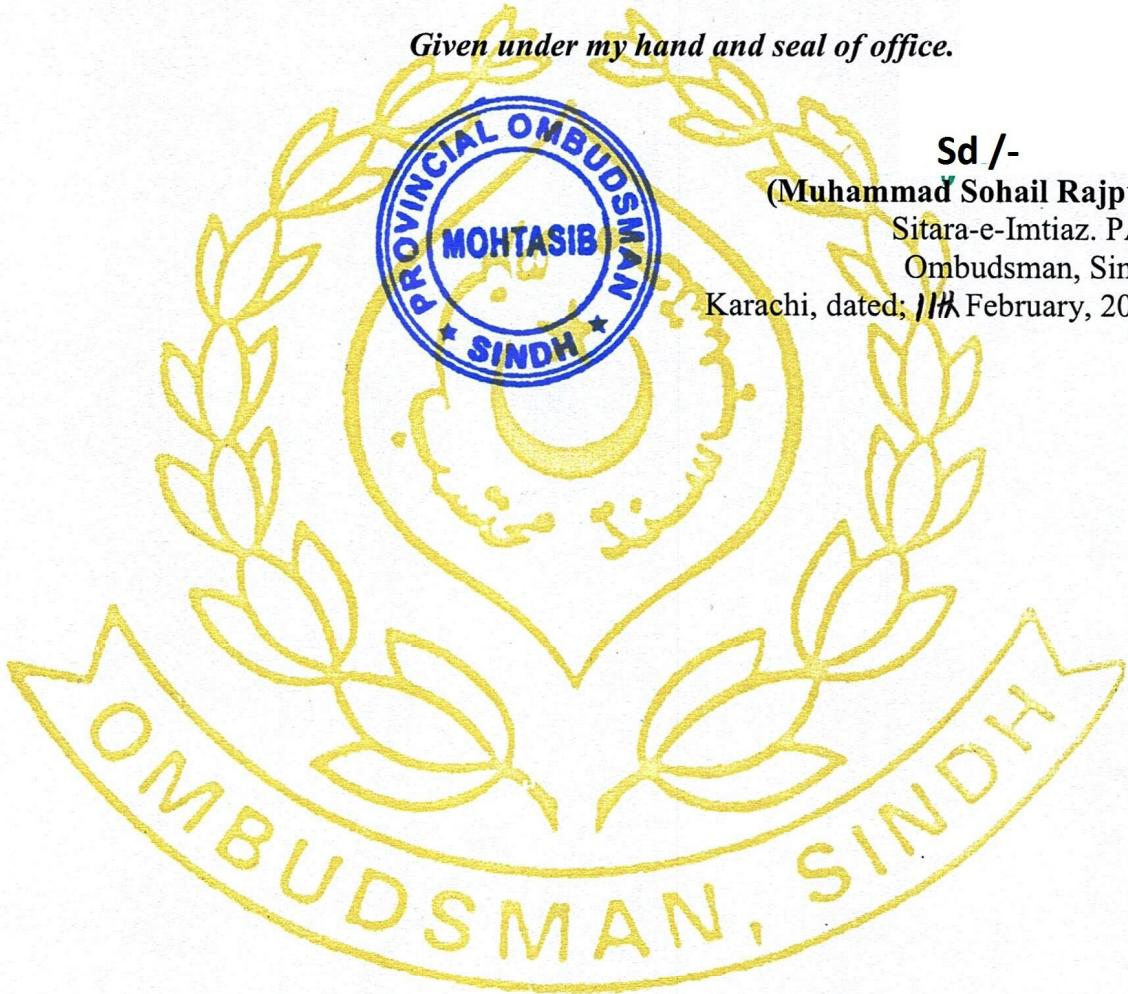
FINDINGS

6. According to the report of the District Accounts Officer, Sukkur, the family pension has been paid to the complainants, they also confirmed vide application dated: 14.01.2025. Hence, no further action is required.

DECISION

7. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 11th February, 2025