



DECISION

Complaint No. : POS/5090/RL-208(LKA)2023

Name and address of the complainant : Mst. Afshan Naaz d/o Muhammad Azeem Channa
R/o P.O Naudero, Taluka Ratodero, District Larkana.

Name of the Agency Complained against : Accountant General Sindh, Karachi.

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani,
Director, Regional Office Larkana.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST ACCOUNTANT GENERAL SINDH ALLEGING INORDINATE DELAY IN SANCTION OF FAMILY PENSION IN FAVOUR OF THE COMPLAINANT.

COMPLAINT

Mst. Afshan Naaz filed a complaint dated 07.07.2023 wherein she stated that her late father, Muhammad Azeem was a pensioner who died on 26.04.2006. The family pension was transferred in favour of her mother, Noor Jahan who also expired on 28.08.2019. She is un-married daughter of the pensioner and submitted complete documents in favour of her claim in the office of Accountant General Sindh but the family pension has yet not been approved. Aggrieved by that, she solicited 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 up to date) subject to submission of mandatory Affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued a notice to the Accountant General Sindh Karachi for report vide letter dated 08.08.2023. In response, the Accounts Officer Pension, AG Sindh Karachi informed vide letter dated 28.09.2023 that the complainant may be advised to appear before the Verification Officer for physical verification along-with all relevant documents in original and marital status (Nikah Nama) of all other daughters of the deceased pensioner.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 04.10.2023, followed by reminders but she did not respond.

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 on account of non-prosecution.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 12th June, 2025