



DECISION

Complaint No. : POS/RL-55(LKA)2024

Name and address of the complainant : Mst. Zahida wd/o Roshan Ali R/o Empire Road, Shaikh mohalla Larkana.

Name of the Agency Complained against : Director, Sindh Local Government Board, 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 SINDH LOCAL GOVERNMENT BOARD ALLEGING FAILURE TO PAY FAMILY PENSION TO THE COMPLAINANT ON REGULAR BASIS.**

COMPLAINT:

Mst. Zahida Ali filed a complaint dated: 23.02.2024 wherein she stated that her late husband, Roshan Ali was a pensioner of Sindh Local Govt. Board who expired on 10.11.2018. The agency has restored family pension in her favour but the same is not being paid every month on regular basis. This has created hardship to her to meet the expenses of the family. 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" and by condoning the delay.
3. This office issued a notice dated: 01.04.2024 to the Director, Sindh Local Government Board, Karachi for report, who in response informed vide letter dated: 02.09.2024 that the family pension of the complainant is being transferred every month in her bank Account No.3143321436, maintained at National Bank of Pakistan, City Branch Code No.2043 Larkana. He enclosed the copy of monthly transfers as an evidence.
4. The agency's report was sent to the complainant for rejoinder vide letter dated: 21.10.2024, followed by reminders but she did not respond.

FINDINGS

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

DECISION

6. 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.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 12th March, 2025