



DECISION

POS/6806/2021/K-26

Complaint No. :

Name and address
of the complainant :

Mst. Nabeela D/o. Asghar Ali,
C/o Ali Mobile Shop, P.O Nara,
Taluka Kahota, District Rawalpindi.

Name of the Agency
complained against :

i. Secretary, College Education Department, Karachi
ii. Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

**ALLEGED NON-PAYMENT OF ARREARS OF FAMILY
PENSION FOR THE PERIOD FROM 01.10.2008 TO
01.09.2017 TO THE COMPLAINANT.**

COMPLAINT

Mst. Nabeela d/o. Asghar Ali, Ex-Lab Attendant of Government Degree College (M), Malir, r/o. Kahota, District Rawalpindi, filed a complaint on 21.12.2021 and alleged non-payment of arrears of her family pension for the period from 01.10.2008 to 01.09.2017 by A.G, Sindh. She stated therein that his father retired from service on 31.12.2003 and passed away on 01.02.2005 and prior to that her mother had also died in the year 2001. Therefore, after the death of her father family pension was sanctioned in favour of three children which they regularly received w.e.f.01.10.2005 to 30.09.2008. Thereafter, they had shifted to Punjab but neither her family pension was transferred to A.G, Punjab nor paid by A.G, Sindh though requested several times. Being aggrieved, she solicited our intervention to resolve her problem.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991 (amended upto date), report was called from A.G, Sindh vide this office letter dated: 07.01.2022. In response, the Accounts Officer, Office of A.G, Sindh vide this office letter dated: 17.01.2022 informed that his office had already sent the authority No. PN-III/4-2/2008-2009/Pb/13988/10528 dated: 03.11.2011 to Accountant General Punjab, Lahore. Therefore, non-payment certificate from concerned DAO alongwith the original authority may be furnished to his office for proceeding in the matter. The report of the agency was forwarded to the complainant vide this office letter dated: 10.02.2022 for compliance. In response, she vide her letter dated: 25.02.2022 informed that in pursuance of A.G's advice she had approached the DAO, Rawalpindi but the required non-payment certificate was not given to her and she was asked to request the A.G, Sindh for directly write a letter to them. But despite approaching A.G, Sindh twice, there was no response from his office. In support of her contention she however, submitted the Bank statement of Meezan Bank showing the payment of monthly pension to her w.e.f.11.10.2019. This letter alongwith the bank statement was forwarded to A.G, Sindh vide this office letter dated: 14.03.2022 asking him to furnish the comprehensive report. In response, the Accounts Officer Pension, Office of A.G, Sindh vide his letter dated: 24.03.2022 requested us to ask the Accountant General Punjab to return the said authority alongwith non-payment certificate for taking further necessary action.

3. Pursuant to that, the matter was taken up with A.G, Punjab vide this office letter dated: 30.03.2022 followed by reminders dated: 09.05.2022, 08.06.2022 and 04.08.2022 who after necessary verification from DAO, Rawalpindi informed that no such authority has been received by him. This report was passed on A.G, Sindh vide this office letter dated: 16.08.2022 asking him for personal intervention to resolve the issue, followed by reminders dated: 20.09.2022 and 10.11.2022. In response, the Accounts Officer Pension vide his letter dated: 23.11.2022 requested us to advise the complainant to obtain necessary sanction from Pension Sanctioning Authority as per instructions of Finance Department's letter dated: FD(PCDC)9(40)/2022 dated: 30.03.2022 to allow her arrears of pension. The aforesaid letter of F.D is reproduced as under:

"If a pension payable remains undrawn for more than twelve (12) months, the pension shall cease to be payable. If, the pensioner, subsequently, applies for payment, the paying officer may resume payments. He shall not, however, make payments, if the pension in arrears is to be paid for the first time or if the amount of arrears exceeds Rs.1000/- without the sanction of the authority by whom the pension was sanctioned, which shall be obtained through Accountant General, Sindh."

4. The above mentioned letter was forwarded to complainant vide this office letter dated: 29.11.2022. Simultaneously, the Principal Jamia Millia Govt. Degree College (M), Malir, Karachi was asked to issue necessary sanction order in favour of the complainant Mst Nabeela as required vide F.D's letter dated: 30.03.2022 but despite our constant persuasion and holding several meetings with present Principal and his predecessors they have failed to issue required Pension Sanction Authority.

FINDINGS

5. Due to failure on the part of Principal Jamia Millia, Govt. Degree College (M), Malir, the complainant has yet not been paid the arrears of family pension which is not justifiable.

DECISION

6. To mitigate the sufferings of the complainant, I therefore, in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, (amended upto date), *do hereby direct the Secretary, College Education Department to get the Pension Sanction Authority in favour of Mst. Nabeela D/o. Late Asghar Ali by the competent authority immediately and thereafter, A.G, Sindh to ensure the payment of the arrears to the complainant after completing the codal formalities.*
7. Compliance to the above should be reported inside **30 days**, herein of.
8. This also disposes of the same complaints registration No. POS/369/2024/K-03, POS/2672/2024/K-16, POS/4935/2024/K-30 filed by the same complainant on the same subject.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
 Sitara-e-Imtiaz. PAS
 Ombudsman Sindh
 Karachi, dated; **15th** August, 2025