



## **DECISION**

Complaint No. : POS/6361/TTA/51/2023

Name and address of the complainant : Mst. Shahar Bano, Wd/o. Haroon Shaikh Complainant  
R/o. Village Muhammad Hashim Shaikh,  
Chatto Channd, Taluka & District Thatta.

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

Name & Designation of Investigating Officer : Dr. Riaz Ahmed Siddiqui  
Regional Director, Thatta.

Vetted by : Mr. Shahid Ahmed Hashmi  
Consultant Legal

Subject : **DELAY IN PAYMENT OF FAMILY PENSION  
ARREARS BY THE DISTRICT ACCOUNTS  
OFFICE, THATTA.**

### **THE COMPLAINT:**

Mst. Shahar Bano, Wd/o. Haroon Shaikh filed a complaint dated 15.08.2023, against District Accounts Officer Thatta regarding delay in payment of arrears of ten months of family pension. She solicited intervention of this office in the matter.

### **PROCEEDINGS:**

2. The case was admitted and report was called. The District Accounts Office, Thatta vide its report dated 30.10.2023 denied the allegation, while stating that the payment of monthly pension was started w.e.f March 2023 and arrears of such period amounting to Rs: 53,067 were paid to the complainant. Nothing else is currently pending.

3. Rejoinder was called. The Complainant vide her letter dated 08.11.2023, contested the report that she had received Rs. 53,067 instead of 157000/-. The agency in its subsequent report dated 09.01.2024 furnished the calculation sheet, showing the payable amount as per their report.

4. Upon being informed of the report on her cell phone, the complainant expressed satisfaction and requested that the matter be closed.

### **FINDING:**

5. Given that grievance has been resolved to the complainant's satisfaction, no further investigation is required.

### **DECISION:**

6. In view of the above, the complaint stands disposed of as redressed.

*Given under my hand & seal of office.*



**Sd /-**  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh  
Karachi, Dated 26<sup>th</sup> June, 2025