



## **DECISION**

**Complaint No.** : POS/510/HYD/2024

**Name and address of the complainant** : Mst. Gul Bano wd/o Muhammad Ashraf,  
R/o Village Haji Jam Vako P.O. Husri, Village Bohki  
Taluka & District Hyderabad.

**Name of the Agency Complained against** : Hyderabad Development Authority (HDA)

**Name & Designation of Investigating Officer** : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : **COMPLAINT AGAINST HYDERABAD DEVELOPMENT  
AUTHORITY ALLEGING NON-SANCTION OF FAMILY  
PENSION TO THE COMPLAINANT**

### **Complaint**

Mst. Gul Bano filed a complaint dated 15.08.2024 wherein she stated that her late husband, named Muhammad Ashraf was working as draughtsman at Hyderabad Development Authority who died on 06.08.2017. She approached the department for issuance of service book and grant of family pension but to no avail. Aggrieved by that, she solicited intervention of this Institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
3. This office issued a notice dated 20.09.2024 to the Director General and Chief Financial Officer, Hyderabad Development Authority for report, followed by a reminder. The Deputy Director, Audit & Accounts, HDA, Hyderabad informed vide letters dated 27.09.2024 and 22.10.2024 that the late husband of the complainant, Muhammad Ashraf, ex-Draughtsman HDA had resigned from service on 28.02.1997 and his resignation was accepted vide order dated 20.12.1997. The complainant is not eligible for grant of family pension according to Rule 6 (a) of HDA Employees' (pension) Regulation 1988, as the deceased husband of the complainant had served less than 25 years, which is the qualifying service for pensionary benefits.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 04.11.2024 who in response, denied that her late husband had resigned from service but could not produce any documentary evidence in this regard.

### **Findings**

5. The investigation of the case did not establish maladministration against the agency as the complainant is not eligible for grant of family pension as per law.



(2)

**Decision**

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as rejected.

*Given under my hand and seal of the office*



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
*Sitara-e-Imtiaz, PAS*  
**Ombudsman Sindh**

Karachi dated **5<sup>th</sup>** June, 2025

