



DECISION

Complaint No. : POS/1175/2024/SGR-41

Name and address of the complainant : Mst. Shazia, Wd/o. Akram Masih,
R/o. Block-17, Civil Hospital, Sanghar

Name of the Agency Complained against : District Accounts Office, Sanghar

Name & Designation of Investigating Officer : Fazal Muhammad Shaikh,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : **DELAY IN PAYMENT OF PENSION AND SERVICE DUES TO THE
COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND**

THE COMPLAINT:

Mst. Shazia wd/o. Akram Masih filed a complaint dated 29-02.2024, regarding delay in payment of pension and service dues to her in respect of her deceased husband. The complainant had frequently approached the concerned agency for redressal of her grievances, but to no avail. Aggrieved by that, she solicited the 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 upto date).

3. This office issued notice to the District Accounts Officer, Sanghar for report vide letter dated 22-03.2024 followed by reminders. In response, the District Accounts Officer, Sanghar has informed vide his letter dated 30.09.2024 that pension case of the complainant has been proceeded in the month of September and net family pension amounting to Rs.17596/- has been credited in her bank account. The case of commutation amounting to Rs.12,42,453/- has also been finalized. He enclosed the copy of Pension Roll Data as an evidence.

4. Meanwhile, the complainant appeared before the Investigating Officer on 09-10-2024 and filed her statement wherein, she confirmed the report of agency and offered her thanks to this Institution on redressal of her grievances. The complainant has also requested to close further proceedings on her complaint.

FINDINGS:

5. Since the grievances of the complainant has been redressed, no further proceedings is required in the matter.

DECISION:

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

Given under my hand and seal of the office.



Sd/-

(Muhammad Sohail Rajput)
Sitara-e-Imtaiz. PAS
Ombudsman Sindh,
Karachi, dated December, 2024
23rd