



DECISION

Complaint No. : POS/RN/45/2025/NWS-45.

Name and address of the complainant : Mst. Aliya wd/o Late Abdul Hakeem Morojo,
House No. 17, Jamshed Colony, Nawabshah,
District Shaheed Benazirabad.

Name of the Agency Complained against : District Account Officer, SBA.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **NON-PAYMENT OF FAMILY PENSION IN
RESPECT OF COMPLAINANT'S DECEASED
HUSBAND.**

THE COMPLAINT:

Mst. Aliya Bibi filed a complaint dated 17.03.2025 wherein she stated that her husband who was a Rtd. Belder of Public Health Engineering Division, Shaheed Benazirabad passed away on 30.08.2024. Thereafter, she had submitted all required documents duly signed for the transfer of family pension to the District Account Office Shaheed Benazirabad and had frequently approached the concerned Agency to address her grievance but to no avail. 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), after receiving Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice to the District Accounts Officer, Shaheed Benazirabad vide letter dated 20.03.2025 for report, who in response informed vide his letter dated 25.03.2025 that the family pension has been transferred and an amount of Rs.26,398/- on account of monthly family pension had been credited to her bank account.
4. The Agency's report was shared with the complainant through her given cell number for filing rejoinder, who in response appeared before the Investigating Officer, Shaheed Benazirabad on 07.04.2025 and filed written statement wherein she confirmed the version of Agency's report and expressed her thanks to this Institution for redressal of her grievance.

FINDINGS:

5. On the intervention of this Institution, the Agency has redressed the grievance of the complainant.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



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

Karachi, dated 2nd September, 2025

