



## **DECISION**

Complaint No. :

POS/3022/2024/K-15

Name and address  
of the complainant :

Mr. Sikandar Khan S/o. Syed Marjan Khan,  
R/o Mohallah Fateh Khan Khel,  
Tehsil & District Kohat.

Name of the Agency  
complained against :

Accountant General Sindh, Karachi

Name & Designation of  
Investigating Officer :

Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

**ALLEGED DELAY IN RESTORATION OF COMMUTED  
PORTION OF PENSION OF THE COMPLAINANT.**

### **COMPLAINT**

Mr. Sikandar Khan, retired Steward, Health Department, r/o. Kohat, filed a complaint on 20.06.2024 and alleged delay in restoration of commuted portion of his pension by A.G, Sindh. He stated therein that he approached the office of A.G. Sindh several times but nothing has worked out. Being aggrieved, he solicited our intervention in the matter.

### **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), by condoning the delay and subject to submission of Affidavit on Form "A" which was furnished by him later-on. Simultaneously, the report was called from A.G, Sindh vide this office letter dated: 27.06.2024. In response, the Accounts Officer (Pension), Office of A.G, Sindh vide his letter dated: 08.07.2024 requested us to advise the complainant to communicate them the dairy number of receipt of his office to locate and calculate the required benefit. In pursuance, the complainant provided a copy of his PPO, CNIC and Indemnity Bond to the A.G, Sindh directly under intimation to us.
3. After receiving the required documents, the Accounts Officer Pension, office of A.G, Sindh vide his letter dated: 30.07.2024 informed that the restoration of commuted portion of complainant's pension has been processed and the payment thereof is expected on 01<sup>st</sup> September, 2024. This report was forwarded to the complainant and advised to send us confirmation on or before 10<sup>th</sup> September, 2024, positively. In response, the complainant vide his letter dated: 08.10.2024 denied having received the payment of commuted pension and also complained that he has not received the current month's pension. This reply of the complainant was forwarded to A.G, Sindh vide this office letter dated: 15.10.2024 and asked to expedite the finalization of complainant's commuted pension case and start payment of monthly pension to him without any further delay.



4. Responding to that, the Accounts Officer Pension-II vide his letter dated: 28.10.2024 informed that the pension was stopped due to invalid CNIC of the complainant, however, after receiving his updated CNIC the correction of his personal data is in approval process. After constant persuasion, the Accounts Officer Pension vide letter dated: 27.11.2024 informed that the commutation of pension has been restored to the complainant and payment of arrears has been also made to him. The payment of his monthly pension has also been restarted. In support thereof, he enclosed a copy of Pension Roll Slip of the pensioner Sikandar Khan for the month of December, 2024. This A.G's report was forwarded to the complainant for confirmation followed by reminders but he did not respond. Finally when he was contacted on his given cell number 0335-9199481 he confirmed that his monthly pension has been restarted and the payment of commuted pension alongwith arrears thereof have also been made to him.

#### **FINDINGS**

5. Due to persistent persuasion of this Institution, the commuted portion of complainant's pension has been restored and his monthly pension which was stopped by A.G, Sindh is also restarted.

#### **DECISION**

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

*Given under my hand and seal of office.*



**Sd /-**  
**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS  
Ombudsman Sindh

Karachi, dated; 13<sup>th</sup> February, 2025