



DECISION

Complaint No. : POS/ROK-125/(Khp)/2019

Name and address of the complainant : Ms. Shahida Khatoon, D/o Late Abdul Kareem Memon
R/o House No. 1286, Memon Mohalla Gambat,
District Khairpur.

Name of the Agency Complained against : Agriculture Department /
Provincial Board of Management, Benevolent Fund.

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **REQUEST FOR PAYMENT OF BENEVOLENT FUND GRANT IN RESPECT OF DECEASED FATHER OF THE COMPLAINANT.**

COMPLAINT

Ms. Shahida Khatoon D/o Abdul Kareem Memon, filed a complaint on 19-07-2019 stating that her father was retired as a BS-18 officer from Agriculture Department, Khairpur. After his death on 08-01-2009, her mother was receiving monthly pension as well as benevolent fund grant. She further stated that her mother died on 07-03-2011. So pension was transferred in complainant's name but benevolent fund grant was not being sanctioned. She, therefore, solicited intervention of this Institution for benevolent fund grant.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in filing it and subject to submission of an Affidavit on Form "A" and copy of CNIC.

03. After completing codal formalities, the matter was taken up with Director, Agriculture Extension, Sukkur, on 03-09-2019 for comments / report. In response, it was reported by Additional Director, Agriculture Extension Khairpur, on 16-09-2019 that complainant's case was already submitted to Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD through Administrative Department. It was also reported that said Board asked for submission of certain documents of complainant. She was advised accordingly to submit required documents for further necessary action.

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04. On 02-08-2022 A.O (B.F) was asked for latest position of the matter. In response, the A.O (B.F), Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD, reported on 11-08-2022 that complainant's case had been approved and she had also submitted required documents for release of payment. On 07-02-2023 A.O (B.F), reported that Rs.152,339/- for the period from 07-07-2017 to 31-07-2022 at the rate of Rs. 2500/- per month had been entered into automatic system for payment to complainant.

05. On 19-05-2023, complainant lady confirmed receipt of Rs.152,339/-. On 09-01-2024 the A.O (B.F) requested for asking the complainant to submit No-Marriage Certificate and other documents for further action. She was, therefore, advised on 12-01-2024 to submit required documents to A.O (B.F). However, she submitted the documents to this Institution which were sent to A.O (B.F) on 19-03-2024.

FINDINGS

06. Provincial Board of Management, Sindh Government Servants Benevolent Fund, has accorded approval to complainant's case for grant of aid from Benevolent Fund and has released Rs.152,339/- to her on the intervention of this Institution. She may approach the Board for further monthly grant which is a continuous process.

DECISION

07. 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 18th February, 2025