



DECISION

Complaint No. : POS/4522/2022

Name and address of the complainant : Mr. Rahim Bux Solangi, R/o Gulshan-e-Muneer Colony, Ghareebabad, District Dadu.

Name of the Agency Complained against : Education Department

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah, Regional Director, Dadu

Vetted by : Mr. Rafiuzzaman Siddiqui, Advisor-B.

Subject : **COMPLAINT AGAINST NON-TRANSFER OF FAMILY PENSION.**

COMPLAINANT

Mr. Rahim Bux Solangi, filed this complaint on 19, August, 2022, stating that his father retired as Primary School Teacher and was drawing monthly pension from District Accounts Office, Dadu. After his death on 07, October, 2012, the complainant approached concerned authorities for transfer of family pension in his name but all his requests fell on deaf ears. Being, aggrieved with the non-cooperative attitude of the concerned authorities and in order to get his grievance redressed, the complainant had requested 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 mandatory Affidavit on Form 'A' and other relevant documents.

3. The matter was taken up with the Agency vide letter dated 15, September, 2022, followed by series of reminders directing the Agency to submit their comments. Finally on 03, December, 2024 District Accounts Officer, Dadu informed that delay was due to non-submission of proper documents by the complainant which were required for the issuance of family pension. However, complainant's deceased father's pension has been converted into family pension in favour of the complainant resulting in resumption of his family pension in November 2024.

REJOINDER

4. The report of the agency was sent to the complainant through Dispatch Rider. In response, complainant appeared before the Investigation Officer Dadu on 11, December, 2024 and filed a written statement wherein he informed that agency has converted his deceased father's pension into family pension. The complainant is now drawing family pension regularly with full arrears. The complainant appreciating the efforts taken by the Ombudsman Institution for redressal of his grievance has requested for closure of his case.

FINDINGS

4. Perusal of the record revealed that allegation of the complainant was justified.

DECISION

5. 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 and consigned to record, as redressed.

Given under my hand and seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz : PAS
Ombudsman, Sindh
Karachi, dated: 17th February, 2025