



DECISION

Complaint No. : POS/RN/81/2024/NWS-90.

Name and address of the complainant : Mr. Safdar Hussain s/o Haji Ahmed Khan Jamali, Village Mehar Ali Jamali, Taluka Sakrand, District Shaheed Benazirabad.

Name of the Agency Complained against : District Accounts 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 CORRECT PENSION ON RETIREMENT TO THE MOTHER OF THE COMPLAINANT.**

THE COMPLAINT:

Mr. Safdar Hussain filed a complaint dated 16.10.2024 wherein he stated that his mother had retired from service as Dai (BPS-05) and her monthly pension was duly fixed on the basis of a last drawn basic pay of Rs.29,480/- by the Health Department. However, the District Accounts Office, Shaheed Benazirabad issued her pension on a basic pay of Rs.27,980/- which is contrary to the actual claim. Being aggrieved, he repeatedly approached the concerned Agency for revision of the pension as per correct basic pay and payment of arrears but to no avail. Therefore, he 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 25.10.2024 for report. In response he reported vide his letter dated 31.10.2024 that pension papers in favor of complainant's mother were received from the District Health Office, Shaheed Benazirabad and returned due to observations raised in scrutiny of those papers.
4. To resolve the issue, this office took up the matter with the District Health Officer, Shaheed Benazirabad vide letter dated 17.12.2024, who in response forwarded the original Last Pay Certificate (LPC) with revised basic pay of Rs.29,480/- to the District Accounts Officer for further necessary action.

5. Thereafter, the matter was once again referred to the Additional District Accounts Officer, Shaheed Benazirabad vide letter dated 24.12.2024, who in response vide letter dated 15.01.2025 informed that the monthly pension of the complainant's mother had been revised accordingly with effect from January 2025 and subsequently confirmed vide letter dated 03.02.2025 that arrears of pension have also been paid to the complainant's mother.

6. The complainant appeared before the Investigating Officer on 10.02.2025 and filed a written statement of the date wherein he confirmed receipt of the revised pension and arrears amounting of Rs.106,720/-. He expressed his thanks to this Institution.

FINDINGS:

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

DECISION:

8. 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 15th August, 2025