



## DECISION

**Complaint No.** : POS/3382/ROK-65/(Khp)/2022

**Name and address of the complainant** : Mst. Safia Khanam D/o Imam Bux Soomro R/o Kotdiji City, Khairpur.

**Name of the Agency Complained against** : School Education

**Name & Designation of Investigating Officer** : **AHMED BAKHSH GHUMRO,**  
Regional Director, Regional Office Khairpur

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

**Subject** : **ALLEGED DELAY IN FINALIZATION OF FAMILY PENSION CASE OF THE COMPLAINANT.**

### **COMPLAINT:**

Mst. Safia Khanam, filed her complaint regarding alleged delay in finalization of her family pension case, being divorced daughter of a retired employee. She alleged that DEO (Secondary) Khairpur had been delaying her case without any reason. She requested for intervention in the matter.

### **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), after receiving mandatory affidavit on Form "A" & other relevant documents.

03. The matter was taken up with District Education Officer Secondary Khairpur, for report / comments. In response District Education Officer Secondary Khairpur, vide his letter No. DEO/(ES&HS)/88/2022, dated 22-07-2022 stated that the complainant should be directed to provide Divorce Certificate issued by Family Court and Dependency Certificate from Deputy Commissioner Khairpur so that her case could be processed and forwarded to competent authority.

04. After multiple hearings on various dates, finally, the Additional District Accounts Officer Khairpur, informed vide letter dated 15-05-2023 that the bill amounting to Rs. 1336284/- of arrears of pension w.e.f. 01-10-2021 to 31-03-2023, in respect of Mst. Safia Khanam, divorced daughter of Late Imam Bux Soomro, ex Principal of government Faiz Higher Secondary School Kot Diji was under process and would be approved. Copy of said report was communicated to the complainant for her rejoinder. The complainant sent her rejoinder on 05-06-2023 therein stating that her monthly pension amount of Rs. 75941/- was paid in the month of April, 2023 and her remaining liability of Rs. 1336284/- was paid in the month of May, 2023. She expressed her deep gratitude to the Ombudsman's Institute for providing relief and requested to close her case.



**FINDINGS:**

05. With the persistent persuasion of this office, arrears of pension of the complainant amounting to Rs. 1336284/- have been paid and monthly pension amount is also being paid.

**DECISION:**

06. In view of above position, the complaint stands disposed of as redressed and consigned to record accordingly.

*Given under my hand and seal of office.*



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 5<sup>th</sup> July 2024