



## **DECISION**

**Complaint No.** : POS/193/ROJ-193(JBD)/2024

**Name and address of the complainant** : Mst. Sartaj Bibi widow d/o late Zafar Ali Shah, r/o village Bungalow Sayedan Taluka and District Jacobabad.

**Name of the Agency Complained against** : Finance Department

**Name & Designation of Investigating Officer** : Mr. Zahid Hussain Buriro  
Director Regional Office, Jacobabad

**Vetted by** : Mir Hussain Ali Advisor-M

**Subject** : COMPLAINT REGARDING DELAY IN PAYMENT OF MONTHLY FAMILY PENSION UNDER PPO NO. J/S-3195 IN FAVOR OF COMPLAINANT.

### **Complaint:**

Mst. Sartaj Bibi filed her complaint dated 29.7.2024, against the District Accounts Officer, Jacobabad regarding delay in payment of monthly family pension including salaries under PPO No J/S-3195 in favor of the daughter of late Zafar Ali Shah who was ex-Chowkidar in Education Department and who died on 3.9.2021. She therefore requested this Institution to intervene in the matter.

### **Proceedings:**

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the District Accounts Officer, Jacobabad who vide his office letter dated 4.9.2024 reported that the family pension has been paid to the complainant on 1.7.2024 and enclosed copy of SAP payment report as evidence..

3. The report was provided to the complainant, who confirmed that monthly family pension including arrears were released, but were returned to office of A.G. Sindh as her mother's account No. 3051156638 was dormant. This reply was provided to the District Accounts Officer, Jacobabad for comments vide this office letter dated 20.9.2024.

4. Meanwhile, the complainant Mst. Sartaj Bibi appeared before the Investigating Officer on 4.11.2024 and confirmed that the District Accounts Officer, Jacobabad has redressed her grievance and therefore further action on her complaint be stopped.

### **Findings:-**

5. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed, as confirmed by the complainant herself also.

### **Decision:**

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

“Given under my hand and seal of office”



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 18<sup>th</sup> March, 2025