



DECISION

Complaint No.:

POS/6026/2024/K-37

Name and address
of the complainant :

Mst. Farhat Sultana,
R/o House No. A-587/12, Gulberg F.B. Area,
Karachi.

Name of the Agency
Complained against :

Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

**ALLEGED DELAY IN GRANT OF FAMILY PENSION
TO THE COMPLAINANT BEING UNMARRIED
DAUGHTER OF DECEASED EMPLOYEE OF SINDH
POLICE.**

COMPLAINT

Mst. Farhat Sultana d/o. late Lal Hussain, retired Sub-Inspector of Sindh Police filed a complaint on 19.12.2024 against the A.G, Sindh and alleged delay in grant of family pension to her being unmarried daughter of the deceased employee. She stated therein that after the death of her father, the family pension was granted in favour of her mother but unfortunately she also passed away on 25.06.2024. Following her demise, she being unmarried daughter of late Lal Hussain approached the office of A.G, Sindh alongwith supporting documents requesting him to transfer family pension in her favour but he has not responded as yet. Being aggrieved, she solicited our intervention in the matter.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991 (amended upto date), report was called from A.G, Sindh vide this office letter dated: 30.12.2024 followed by reminder dated: 10.01.2025. In response, the Accounts Officer Pension, office of A.G, Sindh vide his letter dated: 17.01.2025 informed that the family pension papers in respect of Mst. Farhat Sultana has been returned in-original to Inspector General of Police, Sindh who is the Pension Sanctioning Authority *as the family pension case lacked sanction order / permission for pension sanctioning authority alongwith verification of no-marriage certificate from concerned Deputy Commissioner through on spot enquiry alongwith certifying no-source of Income other than pension as specified by the Finance Department. He further requested us to advise the complainant to appear before the sanctioning authority for resolution of the matter and submit required family pension documents to enable his office to proceed further.*

3. The aforementioned report of A.G, Sindh was forwarded to complainant vide this office letter dated: 03.02.2025 for compliance followed by reminders dated: 16.04.2025, 02.06.2025, 03.07.2025 and final notice on 11.09.2025. In response to this office final notice, she vide her letter received on 22.09.2025 has informed that her case has been successfully resolved because of our support.

FINDINGS

4. With the intervention of this Institution, the family pension has been transferred in favour of the complainant as confirmed by her vide letter received on 22.09.2025.

DECISION

5. 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; 8th October, 2025

