



DECISION

Complaint No. : POS/6366/2023/TTA-52

Name and address of the complainant : Mr. Muhammad Javed Quershi,
S/o Muhammad Usman Quershi, R/o Islampur
Mohalla, Ward No 03, District Thatta.

Name of the Agency Complained against : Excise & Taxation Narcotics Control Department /
D.A.O. Thatta,

Name & Designation of Investigating Officer : Mr. Haroon Ahmed Khan
Regional Director, Thatta.

Vetted by : Mr. Shahid Ahmed Hashmi,
Consultant-Legal

Subject : **DELAY IN GRANTING OF FAMILY PENSION TO THE COMPLAINANT, A DIFFERENTLY ABLED PERSON.**

THE COMPLAINT:

Mr. Muhammad Javed Quershi S/o Muhammad Usman Quershi, filed a complaint dated 15.08.2023, regarding delay in grant of family pension in respect of his deceased father to him being a differently abled person. Having failed to pursue the agency, he approached this office for redressal of his grievance.

PROCEEDINGS:

02. The complaint was admitted. The matter was taken up with the District Accounts Officer, Thatta and the Secretary, Excise, Taxation & Narcotics Control Department Govt. of Sindh, Karachi.

03. The Section Officer (Admn-II) Taxation & Narcotics Control Department vide report dated 26.04.2023, informed about receiving an application from the complainant, seeking transfer of pension in his favor after death of his mother on 07.01.2023, on the ground of his intellectual disability and epilepsy. The report further reveals that on the advice of Finance Department they have approached the Health Department to form a Special Medical Board in order to ascertain whether the applicant is physically or mentally retarded, which impairs his ability to secure employment. The Medical Board was later constituted by the Health Department, which evaluated the complainant, but the report is still awaited. The Section Officer on his report dated 13.11.2024, informed about the opinion of the Medical Board, which declared the complainant a mental retard and Epilepsy patient, who needs help in transaction of daily activities of life, particularly in financial matters.

04. The Section Officer (ADMN-II) in his final report dated 16.01.2025, informed about issuance of a letter to the District Accounts Officer Thatta, for necessary action in line with the recommendation of Finance Department and as per policy of Finance Department as circulated vide Letter No. FD (SR-III) 3/94-88 dated 22.11.1989.

05. Report called from DAO, Thatta. The District Accounts Officer, Thatta vide letter dated 06.02.2025 stated that his office has manually processed the case of family pension on 13.01.2025. However, the pension was not disbursed due to non-availability of bank account of the Complainant. Now, the complainant has furnished his bank account details, thus, the monthly pension is likely to be disbursed to him in the current month.

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REJOINDER:

06. Rejoinder, followed by three reminders called. However, the lack of response suggests that grievance has been addressed.

FINDINGS:

07. There is a reasonable assumption of redressal of grievance in light of reports of the Section Officer (ADMN-II) of Taxation & Narcotics Control department and the District Accounts Officer, Thatta.

DECISION:

08. In view of the above, the instant complaint is disposed of, as redressed.

Given under my hand & seal of office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh
Karachi, Dated 26th June, 2025

