



DECISION

Complaint No.: POS/7833/2023/K-22

Name and address of the complainant : Mr. Muzaffar Asghar S/o. Aghar Ali,
R/o. Village Kot Panyari, Post Office Khadora,
Tehsil & District Bhimar, Azad Khasmir .

Name of the Agency Complained against : Accountant General Sindh, Karachi

Name & Designation of Investigating Officer : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED UNJUST STOPPAGE OF PAYMENT OF FAMILY PENSION TO DISABLED SON OF LATE ASGHAR ALI BY A.G, SINDH.

COMPLAINT

Mr. Muzaffar Asghar S/o. Asghar Ali, filed a complaint on behalf his brother Mr. Mudassir Asghar on 27.09.2023 against the A.G, Sindh and alleged stoppage of family pension to his brother. He stated therein that after the death of his parents, family pension was granted to Mr. Mudassir Asghar alongwith his two brothers who received the payment of family pension till Feb. 2017 but it was stopped since March, 2017. Being a disabled person (mentally retarded) his brother approached the A.G, Sindh to restart the family pension but his request was not responded. Therefore, he solicited our intervention to resolve the issue.

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: 16.10.2023 followed by reminder dated: 19.12.2023. In response, the Accounts Officer Pension, office of A.G, Sindh vide his letter dated: 01.01.2024 requested us to advise the complainant to furnish following documents of his brother:
- i. Application (forwarded by concerned department).
 - ii. Online Performa with account no. verified by the Bank Manager.
 - iii. Original pension book alongwith disburse half from T.O /DAO/Bank
 - iv. Non-employment / no source of income certificate.
 - v. The applicant is required to appear before the verification officer of this office for Personal / Physical verification alongwith all original documents.
 - vi. Sanction required by competent authority for arrears of Family Pension as per FD (PCDC)9/(17)2019.
 - vii. Disability certificate (in original).
 - viii. Guardianship Certificate from Competent Authority.
 - ix. Marital status of sisters from Competent Authority.
 - x. Death Certificate of deceased father & mother issued by NADRA.

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3. In pursuance, the letter of A.G was forwarded to the complainant vide this office letter dated: 08.01.2024 with the advice to furnish the required documents to A.G, Sindh under intimation to us followed by several reminders. In response he vide his letter dated: 09.04.2024 informed that all required documents were already sent to A.G, Sindh vide Registry No. RGL115575380 dated: 11.03.2024. However, the A.G's office denied having received those documents after verification of their record. Therefore, the complainant was once again advised to furnish required documents to A.G, Sindh.
4. After constant persuasion, when the complainant was contacted by the Investigating Officer through his given cell No. 0315-2208776 on 23.09.2025. He informed that he has already forwarded required documents directly to Senior Superintendent of Police, Malir, Karachi vide registry No. RGL145936303 dated: 15.09.2025. Later-on, he provided a copy thereof to us through 'WhatsApp'.

FINDINGS

5. The grant of family pension to Mr. Mudassir Ashgar who is mentally retarded needs to be finalized without further delay.

DECISION

6. In view of the above, the Senior Superintendent of Police, Malir is hereby directed to process the complainant's case expeditiously for onwards transmission to A.G, Sindh who after receiving it from the Administrative Department should ensure grant of monthly family pension alongwith payment of arrears thereof to Mr. Mudassir Asghar on priority basis after fulfillment of codal formalities.
7. Compliance to the above, should be reported to me inside 45 days, herein of.

Given under my hand and seal of office.



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 8th October, 2025