



DECISION

Complaint No. : POS/ROM/130/2024/RM-113
Name and address of the complainant : POS/ROM/159/2024/RM-139
Mst. Shabiran wd/o. Mehboob Ali, R/o. Muslim Town,
Mirpurkhas.
Name of the Agency Complained against : District Accounts Officer (DAO) Sanghar.
Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Regional Director, Mirpurkhas.
Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N
Subject :

COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER SANGHAR ALLEGING NON-RESTORATION OF COMMUTED FAMILY PENSION OF THE COMPLAINANT.

COMPLAINT:

Mst. Shabiran filed a complaint dated 20-08-2024 wherein she stated that she is a family pension holder but the agency failed to restore her commuted family pension in respect of her late husband. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under section 10 of 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 and by condoning the delay.
3. This office issued notice dated 03-09-2024 to the District Accounts Officer, Sanghar for report. The case was heard on 09-10-2024, attended by Sr. Auditor, office of DAO Sanghar who submitted report that commuted family pension has been restored in favour of the complainant.
4. The agency's report was sent to the complainant for rejoinder vide letter dated 14.10.2024 who in response, informed that the agency has restored her commuted family pension from February, 2024 but the same was to be paid from February, 2023. Subsequently, Sr. Auditor/Focal Person, DAO Sanghar appeared before Investigation Officer, Mirpurkhas on 30-10-2024 and submitted report that arrears of family pension, amounting to Rs.268,295/- due since February, 2023 have been paid to the complainant in the monthly pension roll of Oct-2024 and enclosed the copy of pension roll as an evidence. The complainant also confirmed the redressal of her grievance vide letter dated 31.10.2024.

FINDINGS:

5. On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

DECISION:

6. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed.

7. This also disposes of another complaint No.POS/ROM/159/2024/RM-139 filed by the same complainant, against the same agency and also on the same subject matter.

Given under my hand and seal of the office

Sd/-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 20th November, 2024

