



DECISION

Complaint No.

: POS/175/ROJ-175(JBD)/2024

Name and address
of the complainant

: Mst. Bibi Amna widow of Muhammad Ramzan Shah, c/o Saleem Shah, Papoo Autos old car stand Kandhkot, District Kashmore

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 RE-OPENING OF FAMILY PENSION I.D. NO. 10585565 IN FAVOR OF THE COMPLAINANT

Complaint:

Mst. Bibi Amna filed her complaint dated 23.7.2024 against the District Accounts Officer, Kashmore regarding delay in re-opening of family pension I.D. No. 10585565 in her favor which is closed since one year without any reason. 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 Agency for report. In response, the District Accounts Officer, Kashmore vide his office letter dated 2.7.2025 reported that Mst. Bibi Amna is receiving her monthly pension.

3. The complainant's son Muhammad Saleem Shah confirmed this fact on phone to the Investigating Officer Jacobabad.

Findings:

4. On the intervention of the Ombudsman Sindh the grievance of the complainant has been redressed, as confirmed by the complainant's son.

Decision:

5. 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 13th October, 2025