



## DECISION

Complaint No. : POS/ROG-299/GTK/2025

Name and address of the complainant : Mst. Umana wd/o Muhammad Azeem Kolachi,  
R/o. Mirpur Mathelo,  
District Ghotki

Name of the Agency Complained against : District Accounts Office,  
Kashmore

Name & Designation of Investigating Officer : Mr. Fazal Muhammad Shaikh,  
Director, Regional Office, Ghotki

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **COMPLAINT REGARDING DELAY IN GRANT OF FULL SHARE OF PENSION IN FAVOUR OF COMPLAINANT BY DAO, KASHMORE.**

### COMPLAINT

Mst. Umana filed a complaint on 03.06.2025 against District Accounts Officer, Kashmore and alleged delay in grant of full share of pension in her favour by D.A.O Kashmore as the age of her step son Abdul Shakoor was above 25 years. In this regard, she had approached the DAO, Kashmore several times for full share of pension of her deceased husband, but to no avail. Being aggrieved, she solicited intervention of this Institution.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date). After receiving the mandatory Affidavit on Form-A, other relevant documents and by condoning the delay, the Investigating Officer called report from the agency.
3. In response, the District Accounts Officer, Kashmore vide his letter dated: 15.07.2025 informed that the 100% pension share in respect of Mst. Umana has been incorporated in the computer system and in support thereof, he enclosed the copy of SAP System as an evidence.
4. The report of the agency was delivered to the complainant for filing of her rejoinder. In response, she vide her letter dated: 17.07.2025 showed her satisfaction and requested to close her case.

### FINDINGS

5. With the intervention of this Institution, the grievance of the complainant has been redressed as confirmed by her vide letter dated: 17.07.2025, hence, no further action is required by this Institution.

### DECISION

6. 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; 18<sup>th</sup> August, 2025