



DECISION

Complaint No. : POS/9337/2023/NWS-169

Name and address of the complainant : Mst. Naghma wd/o Mujahid Ali Keerio, Village Natho Keerio, P.O. Sakrand, District Shaheed Benazirabad.

Name of the Agency Complained against : District Accounts Office, SBA.

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.

Subject : **DELAY IN PAYMENT OF PENSION AND OTHER SERVICE DUES IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT, WHO DIED ON 18.06.2023.**

THE COMPLAINT:

Mst. Naghma filed a complaint dated 10.11.2023 wherein she stated that her Husband named Mujahid Ali was serving as a Police Constable, who died while in Service on 18.06.2023. She submitted the necessary documents for payment of service dues of her husband to the District Accounts Office, at Shaheed Benazirabad but has not received any payment so far. She has stated that she has frequently approached the concerned Agency to redress her grievance but of no avail. Aggrieved by that, 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 up to date), after receiving of mandatory Affidavit on Form "A", copy of CNIC, other relevant documents and by condoning the delay.

3. This office issued notice to the District Accounts Office, Shaheed Benazirabad and the Senior Superintendent of Police, Shaheed Benazirabad for report vide letter dated 07.03.2024. In response, the SSP, Shaheed Benazirabad informed vide his letter dated 18.03.2024 that all the relevant documents, after completion of all codal formalities have been sent to the District Accounts Officer, Shaheed Benazirabad for payment of service dues. He mentioned that complainant is already drawing monthly family pension on this account.

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4. In order to redress the grievance of complainant, the matter was taken up with the District Accounts Officer, Shaheed Benazirabad vide letter dated 28.03.2024. In response, he informed vide letter dated 13.05.2024 that the Family Pension has been finalized in favour of complainant.

5. A copy of Agency's Report was sent to the complainant for filing rejoinder vide letter dated 04.06.2024. In response, she appeared before the Investigating Officer, SBA on 24.07.2024 and filed her statement that she had been paid all Service Dues in respect of her deceased husband on the intervention of this Institution. Now her grievance has been resolved and she expressed thanks to this Institution for the support provided to her.

FINDING:

6. On the intervention of this Institution, the Agency has paid all the Service Dues to the complainant in respect of her deceased husband and her grievance stands redressed.

DECISION:

7. In view of above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as redressed.

Given under my hand and seal of office



- Sd \-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 30th October, 2024