



DECISION

Complaint No.	:	POS / RO / 10 / 2025 / KHS
Name and address of the complainant	:	Ms. Beenish D/o Late Ghulam Sabir, R/o. H. No.604, Raja Mansion Chand Bibi Road near Civil Hospital, Karachi.
Name of the Agency Complained against	:	KMC (Welfare Department)
Name & Designation of Investigating Officer	:	Syed Maqsood Haider Naqvi Regional Director (South)
Vetted by	:	Rehana Ghulam Ali Memon Advisor-H
Subject	:	<u>NON-PAYMENT OF AUDITED AND PASSED FAMILY PENSION BILL AMOUNTING TO RS.2,45,000/-.</u>

THE COMPLAINT:

Mst. Beenish D/o Late Ghulam Sabir (Ex-Naib Qasid, CDGK) filed a complaint on 26-02-2025, stating that her father retired on 18-04-2008 and passed away on 04-03-2016. She has been in receipt of family pension since 01-10-2024 (Pension Registration No.23645) but one of family pension bill amounting to Rs.245,000/-, duly audited and passed, has not yet been disbursed to her. She has, therefore, approached this Institution seeking intervention for release of her lawful entitlement.

PROCEEDINGS:

2. After admission of the complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), and upon receipt of the mandatory Affidavit on Form "A" along with relevant documents, a report was called from the Agency. In response, the Director (Welfare), Finance & Accounts, KMC, vide letter dated 17-04-2025, reported that the family pension case of Ms. Beenish, daughter of late Ghulam Sabir, had been duly processed and passed by the Government Audit on 10-10-2024. It was further stated that a cheque bearing No.05864942 dated 17-03-2025, amounting to Rs. 248,820/- had been issued to her towards arrears of family pension. Presently, the complainant is receiving monthly pension of Rs.12,409/- regularly under Registration No.23645 through Account No. 00297900781203, maintained at HBL, PIB Colony Branch.

3. In her rejoinder dated 15-04-2025, the complainant confirmed that her grievance had been duly redressed.

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FINDINGS:

4. In view of the report and record, it is confirmed that the arrears of family pension have been released and the complainant is receiving her monthly pension regularly which is also confirmed by the complainant and thanked the Institution.

DECISION:

5. In view of the 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 upto date), I 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 8th October, 2025

