



DECISION

Complaint No. : POS/9427/2023/(MT)47/R.Thar/2023

Name and address of the complainant : Mst. Khatijan wd/o Hameer
r/o Village Kheensar Taluka Dhali, P.O Chachar
District Tharpakar @ Mithi

Name of the Agency Complained against : Secretary, Sindh Local Government Board, Karachi

Name & Designation of Investigating Officer : Jam Farhad Baig S. Dahar
Regional Director Tharpakar @Mithi.

Vetted by : Dr. Muhammad Nawaz Shaikh, Advisor-I.

Subject : DELAY IN PAYMENT OF ARREARS OF FAMILY PENSION TO THE COMPLAINANT.

THE COMPLAINT

Mst. Khatijan wd/o late Hameer, Naib Qasid Union Council Kheensar, Taluka Dhali District Tharpakar filed a complaint on 28.11.2023, against Secretary, Sindh Local Government Board Karachi alleging inordinate delay in payment of arrears accrued on account of family pension from 01.01.2019 to 30.09.2023. Hence she, prayed intervention of this Institution.

PROCEEDINGS

- 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).
- The Investigation Officer called for report from Secretary Sindh Local Government Board and Chairman / Secretary Union Council Kheensar on 11.12.2023. The Secretary, U/C Kheensar **reported** that *as per record, the late husband of complainant, Hameer had served as Naib Qasid, prior to his posting at UC Kheensar. In November 2023 the complainant requested for lump sum payment of her outstanding family pension. Due to limited monthly grants designated primarily for staff salaries and essential office expenditures, it was difficult for him to accommodate her request. He proposed / suggested an installment plan to provide support to the bereaved family while maintaining fiscal responsibilities toward department's operation*". The report of the agency was forwarded to the complainant for rejoinder vide letter dated 13.02.2024 and 13.03.2024, but no response received from her. Hence, the Additional Director, Local Government Tharpakar at Mithi vide this Office letter dated 08.07.2025 was called upon to ascertain factual position of payment of pension arrears to Mst. Khatijan, who has forwarded a statement dated 11.08.2025 of Mst. Khatijan duly signed by Chairman and Secretary Union Council Kheensar that she has agreed to receive payment of pension arrears in installments of Rs.30,000/- per month.

DECISION

- In view of above proceedings and facts, the complaint stands disposed of as redressed. Nevertheless, the Additional Director, Local Government, Tharpakar at Mithi is bound to oversee for compliance and file report after final payment to Mst. Khatijan.

Given under my hand and seal of Office.



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz-PAS
Ombudsman Sindh
Karachi, dated 8th October, 2025