



## DECISION

Complaint No. : POS/483/HYD/2024

Name and address of the complainant : Mst. Sajida Wd/o Gul Hassan Qureshi  
C/o Mumtaz Ali, R/o H.No.A-04, near Shahbaz Jamia Masjid Opp:  
Byco Pump University Road, Mumtaz Colony, Khairpur Mir's

Name of the Agency Complained against : District Accounts Officer, Hyderabad

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT REGARDING INORDINATE DELAY IN  
RELEASE OF FAMILY PENSION TO THE COMPLAINANT

### Complaint

Mst. Sajida filed a complaint dated 12.08.2024 wherein she stated that she is a family pensioner in respect of her late father but she has not been paid family pension for August-2024 and she is facing hardship in meeting her expenses. Being aggrieved, she requested for intervention of this Institution.

### Proceedings

- The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory documents and by condoning the delay.
- This office issued a notice dated 24.09.2024 to the District Accounts Officer (DAO), Hyderabad for report, followed by a reminder. The District Accounts Officer Hyderabad informed vide report dated 13.11.2024 that the grievance of the complainant has been resolved and family pension has been transferred in her account through payroll in the month of October 2024. He enclosed a copy of payroll slip as an evidence.
- The report of the agency was sent to the complainant for rejoinder vide letter dated 24.12.2024, followed by a reminder but she did not respond.

### Findings

- The documentary evidence submitted by the agency shows that the grievance of the complainant has been redressed. She has lost her interest to pursue her case after redressal of her grievance.

### Decision

- In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

*Given under my hand and seal of the office*



**Sd/-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
**Sitara-e-Imtiaz, PAS**  
**Ombudsman Sindh**

Karachi dated 18<sup>th</sup> September, 2025