



## DECISION

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| Complaint No.                               | : | POS/RN/02/2025/NWS-02.  |
| Name and address of the complainant         | : | Mst. Shahzadi w/o Meer Muhammad Dahri, Rtd Lady Health Worker, village Qabool Dahri, Post Office Bandhi, Taluka Daur, District Shaheed Beznazir Abad. |
| Name of the Agency Complained against       | : | District Accounts Officer, SBA  |
| Name & Designation of Investigating Officer | : | Khan Muhammad Zardari,<br>Regional Director, Shaheed Benazirabad.   |
| Vetted by                                   | : | Syed Ali Mumtaz Zaidi, (PAS).<br>Advisor-F.   |
| Subject                                     | : |   |

#### **THE COMPLAINT:**

Mst. Shahzadi filed a complaint dated 01-01-2025 wherein she stated that initially she was appointed as Lady Health Worker on Contract basis and then she was regularized on 01.07.2012. On superannuation she retired on 01.03.2024. She approached the District Accounts Officer, Shaheed Benazirabad for grant of pension but her case was not considered despite completion of all requisite documents. 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 copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.

3. The matter remained under the protracted correspondence with the concerned Agencies for seeking clarification regarding whether the complainant is entitled for the benefits of pension. Finally, the Section Officer/ Secretary, (PPCDC) vide his letter dated 24.05.2025 clarified that the case was discussed in the meeting held on 17.04.2025 and it was found that complainant is not entitled for grant of pension. He also enclosed the copy of minutes of meeting of Provincial Pension Cases Disposal Committee (PPCDC) dated 19.05.2025.

4. The Agency's report was forwarded to the complainant for filing rejoinder vide letter dated 27.05.2025 followed by multiple reminders. She was also contacted through her given cell number but she failed to contest the Agency's report.

**FINDINGS:**

5. From the perusal of the record, it reveals that no mal administration on part of Agency was established. Therefore, the further proceedings are dropped.

**DECISION:**

6. 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 up-to-date), I do hereby dispose of the Complaint, having no merits.

