



DECISION

Complaint No. : POS/6488/2023/ KM/KW

Name and address of the complainant : Mst. Najma wd/o Gul Muhammad Kalhoro R/o 21-D, Naval Colony, Hub River Road, Karachi.

Name of the Agency Complained against : Deputy Commissioner, Keamari Karachi.

Name & Designation of Investigating Officer : Mr. Aftab Ahmad Khatri,
Director, Regional Office, Keamari & West

Vetted by : Mr. Muhammad Naseer Jamali,
Advisor-N

Subject : **COMPLAINT AGAINST DEPUTY COMMISSIONER KEAMARI ALLEGING INORDINATE DELAY IN PAYMENT OF AID OUT OF BENEVOLANT FUND TO THE COMPLAINANT.**

COMPLAINT

Mst. Najma filed an online complaint dated 21.08.2023 wherein she stated that she submitted her case for grant of aid out of Benevolent Fund in the office of Deputy Commissioner, Keamari on 21.12.2021 but the same is still pending there since last 02 years. 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 mandatory affidavit on Form 'A', other relevant documents and by condoning the delay.
3. The matter was taken up with Deputy Commissioner, District Keamari, Karachi for report vide letter dated 11.10.2023, followed by reminders. In response, the Deputy Commissioner, Keamari informed vide letter dated 24.07.2024 that the case for grant of aid out of Benevolent Fund to the complainant has been approved by the District Benevolent Fund Board and she will be paid after release of funds. Subsequently, the Additional Deputy Commissioner-II, Keamari Karachi informed vide letter dated 13.09.2024 that a cheque dated 11.09.2024, amounting to Rs. 50,000/- has been issued to the complainant and her outstanding dues have been cleared.
4. The brother of Mst. Najma (the complainant) informed vide email dated 17.10.2024 that her sister, Mst. Najma has been paid admissible amount of benevolent fund by the agency and her grievance has been redressed.

FINDINGS

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

5. In view of the above, and in the 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 to date), the complaint is disposed of as redressed.

6. This also disposes of other two complaints bearing No.POS/4347/2024/KM/KW and POS/7292/2023/KM/KW, filed by the same complainant on same subject against the same agency.

Given under my hand and seal of the office

Sd /-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 7th March, 2025

