



DECISION

Complaint No. : POS/185/ROJ-185(JBD)/2024

Name and address of the complainant : Mst. Naseem Akhtar d/o late Abdul Razzaq Shaikh, r/o Banglow No. 4, colony No. 1 Kashmore, District Kashmore @ Kandhkot.

Name of the Agency Complained against : Finance Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING DELAY IN PAYMENT OF ARREARS OF FAMILY PENSION TO THE COMPLAINANT BY THE DISTRICT ACCOUNTS OFFICE, JACOBABAD

Complaint:

Mst. Naseem Akhtar filed her complaint dated 23.7.2024 against the District Accounts Officer, Jacobabad regarding delay in payment of arrears of family pension amounting to Rs.1,871,543/- to her ,in respect of her father, former Head Clerk in Irrigation Department. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was referred to the Agency for comments. In response, the District Accounts Officer, Jacobabad vide his office letters dated 4.9.2024 and 4.11.2024 reported that the arrears of family pension will be paid to Mst. Naseem Akhtar when the amount is sanctioned by the office of the Chief Engineer, B.S. Feeder, Sukkur, as per directions issued by the Finance Department. The matter was accordingly taken up with the Chief Engineer, Irrigation B.S. Feeder Sukkur and Executive Engineer, Irrigation B.S. Feeder Division Kashmore @ Kandhkot for report, and simultaneously the complainant was directed to approach the office of the Chief Engineer. In response, the complainant submitted the required Sanction Order in favor of her late father Abdul Razzaq, which was forwarded to the District Accounts Office, Jacobabad. The District Accounts Officer, Jacobabad vide his office letter dated 3.1.2025 reported that payment of arrears of pension will be made in the next month, and that the complainant should submit her bill for the arrears.

3. This stance of the Agency was conveyed to the complainant, who disagreed with the report of the Agency. On being referred again, the Agency vide office letter dated 7.5.2025 reported that the arrears of pension in favor of the complainant have been paid, and he enclosed copy of SAP payment as evidence.

4. This report was sent to the complainant on her address for rejoinder/confirmation, who appeared before the Investigating Officer on 20.5.2025 and confirmed that the District Accounts Officer, Jacobabad has redressed her grievance, and further action on her complaint be stopped.

Findings:

5. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed, as confirmed by the complainant herself also.

Decision:

6. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

"Given under my hand and seal of office"

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 4th August, 2025

