



DECISION

Complaint No. : POS/1726/2021/KM (W)

Name and address of the complainant : Mst. Noor Jehan R/o. Hawksbay Road, Mohallah Grex village, Mauripur Karachi.

Name of the Agency Complained against : District Population Officer, District West 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 POPULATION WELFARE DEPARTMENT ALLEGING NON-PAYMENT OF FAMILY PENSION TO THE COMPLAINANT.**

COMPLAINT

Mst. Noor Jehan filed a complaint dated 25.03.2021 wherein she stated that her late mother, Mst. Nooratoon was working as "Aya" (BPS-01) in Population Welfare Department who expired on 01.03.1996. She had approached the agency for grant of family pension but to no avail. 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, relevant documents and by condoning the delay.

3. This office issued a notice dated 24.05.2021 to the Deputy Secretary (Finance) and Deputy Secretary (Admin), Population Welfare Department for report. The Accounts Officer, Population Welfare Department Karachi forwarded the copy of the complaint to the District Population Welfare Officer, Karachi (West) for submission of following documents:

- i. Succession Certificate
- ii. Service Book of the deceased
- iii. Appointment Order of the deceased employee.
- iv. Retirement Order
- v. Last Pay Certificate

4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 22.10.2021, followed by multiple reminders but she did not respond. Subsequently, the Accounts Officer, Population Welfare Department informed vide letter dated 20.09.2023 that Mst. Nooratoon had expired on 01.03.1996. The complainant had applied for grant of family pension with the heirship certificate showing 02 sons and 06 daughters as legal heirs of the deceased, Mst. Nooratoon. They all were over the age of 24 years and daughters were married. He referred the relevant Rule "The West Pakistan Civil Services Pension Rules, 1963" as per which the complainant is not entitled for grant of family pension. The relevant Pension Rule is reproduced as under."

"Rules 4.10 (2)(A)(ii) failing a widow or husband, as the case may be the pension shall be divided equally among the serving sons not above 24 years and un-married daughters."

5. A copy of agency's report was handed over to the complainant during the hearing on 02.11.2023 for submission of rejoinder but she did not respond despite issuance of multiple reminders. The instant complaint has been filed after 25 years of death of the mother of the complainant and no justification has been given for such inordinate delay.

DECISION

6. In view of the above, in the exercise of powers vested in me under Section 11 of the Establishment of Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of on account of non-prosecution.

Given under my hand and seal of the office



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

Karachi, dated **30th** May, 2025

