



DECISION

Complaint No.	:	POS/1942/2023/RM-61
Name and address of the complainant	:	Mst. Bhani wd/o Dur Muhammad, R/o. Village Meer Muhammad Lanjwani, Deh-23, Taluka Kot Ghulam Muhammad, District Mirpurkhas.
Name of the Agency Complained against	:	District Accounts Officer (DAO), Mirpurkhas
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Regional Director, Mirpurkhas.
Vetted by	:	Mr. Muhammad Naseer Jamali, Advisor-N
Subject	:	<u>COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER MIRPURKHAS ALLEGING INORDINATE DELAY IN RESTORATION OF FAMILY PENSION TO THE COMPLAINANT.</u>

COMPLAINT:

Mst. Bhani filed a complaint dated 03-03-2023 wherein she stated that her late husband, Dur Muhammad was pensioner of Irrigation department who expired on 06.08.2022. Since then, she is visiting the offices of Executive Engineer, Irrigation Thar Division and DAO Mirpurkhas for restoration of family pension to her but to no avail. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under section 10 of 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 papers and by condoning the delay.
3. This office issued notice dated 31-03-2023 to the Executive Engineer Irrigation, Thar Division, Mirpurkhas and District Accounts Officer, Mirpurkhas for report. The Addl. District Accounts Officer, Mirpurkhas informed vide letter dated 21.12.2023 that the case of the complainant for grant of family pension has been forwarded to the Accountant General (AG) Sindh for approval vide letter dated 22-11-2023.
4. This office issued a letter dated 02.01.2024 to the A.G Sindh Karachi to expedite the case of the complainant. In response, the Assistant Accountant General (Pension) required certain documents of the complainant vide letter dated 02.02.2024 and the complainant was advised to do the needful.
5. The Accounts Officer (Pension), AG Sindh informed vide letter dated 16.10.2024 that the family pension arrears, amounting to Rs.160,719/- will be paid to the complainant in the pension payroll of October-2024. The complainant sent a letter dated 05.11.2024 wherein she confirmed the restoration of her family pension and also receipt of arrears of family pension.

FINDINGS:

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

DECISION:

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to 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 **29~~th~~** November, 2024

