



## **DECISION**

Complaint No. : POS/348/ROJ-348(JBD)/2024

Name and address of the complainant : Mr. Shafi Muhammad s/o Late Qaimuddin, r/o village Saifal Khan Chachar, Taluka 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 FAMILY PENSION ARREARS TO THE COMPLAINANT

### **Complaint:**

Mr. Shafi Muhammad filed his complaint dated 20.11.2024 against maladministration in the office of the District Accounts Office, Jacobabad, as the payment of arrears of family pension to the complainant, who is a disabled son of the retiree is being delayed. He 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 report. In response, the District Accounts Officer, Jacobabad vide his office letter dated 7.5.2025 reported that the bank statement of mother of the complainant is required for further action. Later, vide his office letter dated 12.5.2025 he reported that as per SAP system there are no outstanding arrears of pension, and advised that the complainant may approach the bank authorities and obtain bank statement of his mother's account, as all arrears have already been paid to his mother.

3. The report of the agency dated 12.5.2025 was sent to the complainant on his address for rejoinder vide this office letter dated 13.5.2025 followed by reminders dated 28.5.2025 and 12.6.2025, but there was no response, nor did he respond to phone calls. The complainant also did not submit the Form-A though he was directed by this office repeatedly.

### **Findings:**

4. The report of the Agency clearly shows that since the grievance of the complainant has already been redressed, the complainant is not interested in pursuing the matter further.

### **Decision:**

5. 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 Shail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 13<sup>th</sup> October, 2025