



DECISION

Complaint No. : POS/160(LKA)2024

Name and address of the complainant : Mst. Iqbal Khatoon wd/o Allah Dino Jarwar R/o Channa Mochi mohalla, Taluka Dokri.

Name of the Agency Complained against : Deputy Commissioner, Larkana

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani, Director, Regional Office, Larkana

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

Subject : **COMPLAINT AGAINST INORDINATE DELAY IN PAYMENT OF BENEVOLANT FUND TO THE COMPLAINANT.**

COMPLAINT

Mst. Iqbal Khatoon filed a complaint dated 11.07.2024 wherein she stated that her late husband, Allah Dino was Primary School Teacher who expired during service on 16.01.20214. The case papers for grant of aid out of Benevolent Fund were forwarded to Deputy Commissioner Larkana by District Education Officer (Primary) Larkana on 27.03.2023 but the sanction of Benevolent Fund is still awaited. 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", copy of CNIC and by condoning the delay.
3. This office issued a notice dated 12.07.2024 to the Deputy Commissioner, Larkana for report. The Additional Deputy Commissioner-II, Larkana informed vide letter dated 31.10.2024 that the arrears of Benevolent Fund amounting to Rs. 215,500/- have been transferred in the account of complainant, Mst. Iqbal Khatoon, maintained at National Bank of Pakistan Dokri on 18.10.2024. He enclosed the copy of same as an evidence.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 04.11.2024, who appeared before Investigation Officer, Larkana on 08.07.2025 and filed a written statement wherein she confirmed the receipt of benevolent fund in her bank account. She offered thanks to this Institution and requested to close further proceedings on her complaint.

FINDINGS

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

DECISION

6. In view of above and in exercise of the Powers vested in me under section-11 of the 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 18th August, 2025