



DECISION

Complaint No. : POS/1524/ROJ-41(JBD)/2024

Name and address of the complainant : Mst. Amna Khatoon widow of Abdul Karim Khan, c/o Rauf Kiryana Store, near Mitha Chowk, Mumtaz Mohalla, 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 PENSION.

Complaint:

Mst. Amna Khatoon widow of late Abdul Karim Khan filed her complaint dated 4-3-2024, against the District Accounts Officer, Jacobabad regarding delay in payment of arrears of difference in pension of about 26 months. She therefore requested this Institution of 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 letter dated 4.9.2024 reported that the arrears amounting to Rs.338,654/- have been paid to the complainant Mst. Amna Khatoon through SAP system. He enclosed a copy of SAP payment of the same as evidence, and requested that the complaint may kindly be filed.

3. The report from the District Accounts Officer dated 4-9-2024 alongwith its enclosures was sent to the complainant on her address for her rejoinder. On 12.9.2024 the son of the complainant Mr. Abdullah s/o Abdul Karim Khan appeared before the Investigating Officer and submitted his request that since his mother has received the payment of difference of pension amounting to Rs.338,654/-, further proceedings on her complaint may be stopped.

Findings:

4. On the intervention of this Institution, the grievance of the complainant has been redressed, which is also confirmed by her son. Hence no further action is required.

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 Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH

Karachi, dated 18th November, 2024

