



## **DECISION**

**Complaint No.** : POS/ROM/143/2024/RM-128

**Name and address of the complainant** : Mst. Rehmat Khatoon,  
R/o. House No.13-B, Rafsar Town,  
Mirpurkhas.

**Name of the Agency Complained against** : District Accounts Officer (DAO), Naushero Feroz

**Name & Designation of Investigating Officer** : Mr. Zulfiqar Ali Junejo, T.I  
Consultant/Regional Director, Mirpurkhas.

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER,  
DISTRICT NAUSHERO FEROZ ALLEGING INORDINATE  
DELAY IN GRANT OF FAMILY PENSION TO THE  
COMPLAINANT

### **Complaint**

Mst. Rehmat Khatoon filed a complaint dated 19.09.2024 wherein she stated that her late father Suhrab Khan was a Primary School Teacher and pensioner who expired on 08.01.2018. She is entitled for grant of family pension being divorced daughter of the pensioner but the District Accounts Officer, District Naushero Feroz did not sanction her case despite completion of required procedure. She submitted Death Certificate of her father and divorce certificate dated 07.02.2011 in support of her claim. 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 20-09-2024 to the District Education Officer (Primary), Naushero Feroz and District Accounts Officer, Naushero Feroz for report. In response, the Adl. District Accounts Officer-I, Naushero Feroz informed vide letter dated 06-02-2025 that complainant may be advised to submit family pension documents through parent department of her late father, Suhrab Khan.
4. A copy of the Agency's report was sent to the complainant for rejoinder vide letter dated 11.02.2025, followed by reminders. The complainant appeared before Investigating Officer Mirpurkhas on 10.06.2025 and filed a written statement that her grievance has been redressed and enclosed the copy of pension transfer slip in her bank account.

### **Findings**

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

### **Decision**

6. 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, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



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

Karachi, dated 26<sup>th</sup> June, 2025