



DECISION

Complaint No. : POS/4949/KE-414/24

Name and Address of the Complainant : Mst. Gulnar Begum wd/o. Abdul Hakeem Shaikh, R/o. House No. R-215, Shaheed Makhdoom Bilawal Village, Safoora Goth, Gulshan Town, Karachi.

Name of the Agency Complained against : Police Department

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **COMPLAINT REGARDING ALLEGED NON-GRANT OF AID OUT OF BENEVOLENT FUND IN RESPECT OF THE HUSBAND OF THE COMPLAINANT WHO DIED IN MARCH, 2013.**

THE COMPLAINT

Mst. Gulnar Begum in her complaint dated 23.10.2024 stated that her husband Abdul Hakeem Shaikh was working as Police Constable in Police Department, Government of Sindh. He passed away on 28.03.2013 while in service. She stated that she has not received Benevolent Fund despite her continuous approaches to the Inspector General Police of Sindh, SSP Shikarpur and Deputy Commissioner, Shikarpur. She, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Assistant Inspector General of Police, Welfare Sindh Karachi vide letter dated 09.07.2025 reported that deceased PC/999 Abdul Hakeem Shaikh reached Superannuation age of 60 years on 28.09.2018 and as per current policy, Benevolent Fund to his widow Mst. Gulnar Begum was discontinued upon reaching age of 60 years. The report further stated that the widow Mst. Gulnar Begum had already received last tranche of payment of Benevolent Fund in September, 2022, through digital transfer in her respective account No. 3154614528 Hatidar Branch, Shikarpur and after transfer of final payment, the same case has been closed as per current rule/policy.

FINDING

3. The complainant has received dues on account of Benevolent Fund which she concealed and such facility has been discontinued in view of policy as notified by the Agency vide Notification dated 12.12.2022. Hence, no case of mal-administration is established against the Agency.

DECISION

4. In the view of above, the complaint is disposed of as rejected.

Given under my hand and seal of the office



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 29-08-2025