



## DECISION

Complaint No.

POS/11/2024/SGR-83 and POS/2648/2024/SGR-102

Name and address of the complainant

Mr. Mohammad Ibrahim (Rtd.) HST,  
C/o. Shakeel Pan House, Hala Road,  
Near Sohnari Masjid, Shahdadpur, District Sanghar

Name of the Agency  
Complained against

District Accounts Officer, Sanghar  
:

Name & Designation of  
Investigating Officer

Fazal Muhammad Shaikh,  
Regional Director, Sanghar

Vetted by

Syed Hashim Raza Zaidi,  
Advisor-S.

Subject

**DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION OF  
THE COMPLAINANT.**

### **COMPLAINT:**

Mr. Mohammad Ibrahim filed two complaints dated 13.05.2024 and 15.05.2024 regarding delay in restoration of commuted portion of pension to him after reaching the age of 72 years. The complainant had frequently approached the concerned agency for redressal of his grievance, but no avail. Aggrieved by that, he solicited the intervention of this Institution.

### **PROCEEDINGS:**

2. The complaints were admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents.

3. This office issued notice to the District Accounts Officer, Sanghar for report vide this office letter dated 27.05.2024, followed by reminders. In response, the District Accounts Officer, Sanghar informed vide his letter dated 05.07.2024 that grievance of complainant regarding restoration of commuted portion of pension have been redressed and restoration has been finalized alongwith arrears according to the policies and regulation of pension scheme. He also enclosed the Pension Roll Data Sheet / Pension Roll Slip for the month of July-2024, in which after restoration of commuted portion, the pension of the complainant has been fixed at Rs.107,509/- per month.

4. Subsequently, the complainant appeared on 22.07.2024, confirmed the report of agency and submitted his written statement, wherein, he offered thanks to this Institution on the intervention and prompt redressal of his grievance and also requested to close the further proceedings on his complaints.

### **FINDINGS:**

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

### **DECISION:**

6. In view of above facts, the complaint is disposed of as redressed.

7. This also dispose of case No.POS/2648/2024/SGR-102 for the same grievance filed by the same complainant.

*Given under my hand and seal of this office.*



**Sd /-**  
(Muhammad Sohail Rajput)  
**Sitara-e-Imtaiz. PAS**

Ombudsman Sindh,  
Karachi, dated 13<sup>th</sup> January, 2025