



DECISION

Complaint No. : POS/ROG-52/GTK/2025

Name and address of the complainant : Mst. Ghulam Zuhran wd/o. Hazoor Bux Meerani,
Ex-Cook, Health Department
Ghotki

Name of the Agency Complained against : District Accounts Office,
Ghotki

Name & Designation of Investigating Officer : Mr. Fazal Muhammad Shaikh,
Director, Regional Office, Ghotki

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **COMPLAINT REGARDING ALLEGED DELAY IN
GRANT OF FAMILY PENSION TO THE
COMPLAINANT.**

COMPLAINT

Mst. Ghulam Zuhran, filed a complaint on 27.02.2025 against District Accounts Officer, Ghotki and alleged delay in grant of family pension to her. In this regard, she had approached the DAO, Ghotki several times for grant of family pension, but without any result. Being aggrieved, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended upto date). After receiving the mandatory Affidavit on Form-A, other relevant documents and by condoning the delay, the Investigating Officer called report from the agency.
3. In response, the District Accounts Officer, Ghotki vide his letter dated: 19.05.2025 informed that the family pension of complainant has been finalized and its payment has started in the month of April-2025. The arrears of family pension amounting to Rs.43,061/- has also been credited in the bank account of Pensioner. In support thereof, he enclosed the Pension Roll Data Sheet & Pension Slip of the complainant as an evidence.
4. The report of the agency was forwarded to the complainant for filing of her rejoinder vide this office letter dated: 20.05.2025, but she did not respond, despite issuance of multiple reminders. This shows that the complainant after receipt of payment of her pension has lost interest in her case.

FINDINGS

5. With the intervention of this Institution, the grievance of the complainant has been redressed as confirmed by DAO, Ghotki vide his letter dated: 19.05.2025, hence, no further action is required by this Institution.

DECISION

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 7th August, 2025

