



DECISION

Complaint No. : POS/ROM/158/2024/RM-138

Name and address of the complainant : Mst. Shahida Khatoon d/o Chand Bibi R/o. mohallah Herdas, Mirpurkhas.

Name of the Agency Complained against : District Accounts Officer, Sanghar.

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

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER, SANGHAR ALLEGING INORDINATE DELAY IN SANCTION OF FAMILY PENSION TO THE COMPLAINANT.**

COMPLAINT:

Mst. Shahida Khatoon d/o Muhammad Hassan filed a complaint dated 04-10-2024 wherein she stated that her late mother, Chand Bibi was family pension-holder who expired on 25-11-2023. She approached the District Accounts Officer, Sanghar for transfer of family pension in her favour as a widow daughter and payment of arrears but to no avail. 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 notice dated 09-10-2024 to the District Accounts Officer Sanghar for report and heard the case on 30-10-2024. The Focal Person of the District Accounts Officer, Sanghar informed that certain documents are required from the complainant in order to process her case. Subsequently, the agency furnished pension payment roll sheet of December, 2024 regarding restoration of family pension and payment of family pension arrears, amounting to Rs.1,259,863/- through her bank account. The complainant acknowledged the redressal of her grievance and offered thanks to this Institution vide letter dated 17.01.2025.

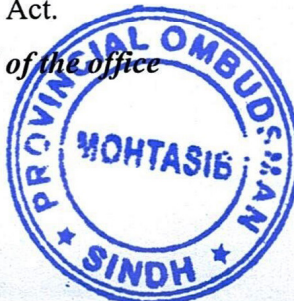
FINDINGS:

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

DECISION:

5. 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(d) 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 11th February, 2025