



DECISION

Complaint No. : POS/229/KE-18/ROK-187/(Khp)/2023

Name and address of the complainant : Ms. Kishwar Nasreen, D/o Late Muhammad Alam Mughal, C/o Kamran Alam Mughal, Mohalla Ali Murad, Khairpur.

Name of the Agency Complained against : A.G Sindh / Revenue

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,** Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **INORDINATE DELAY IN PAYMENT OF SERVICE DUES IN RESPECT OF FATHER OF THE COMPLAINANT.**

COMPLAINT

Ms. Kishwar Nasreen D/o Late Muhammad Alam Mughal filed a complaint on 06-01-2023 alleging inordinate delay in payment of pension dues by concerned authorities in respect of her deceased father, an employee of Revenue Department, who expired on 22-01-1975. She, therefore, solicited intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), condoning the delay in filing it, subject to submission of Form "A".

03. After codal formalities, the matter was taken up with respective Agencies viz. Secretary, Board of Revenue, Hyderabad and Accountant General Sindh, Karachi, on 30-01-2023 for comments / report. In response the Accounts Officer (Pension), Accountant General (A.G) Sindh, Karachi, informed on 16-02-2023 that the complainant should be advised to submit required mandatory documents. Said report was shared with complainant on 20-03-2023 for rejoinder, if any.

04. The complainant filed rejoinder on 11-04-2023 stating that her father was working in Revenue Department Hyderabad and it was responsibility of parent department to forward the required documents of her deceased father to A.G Sindh. She urged for asking Revenue Department for arranging the documents and to forward the same to A.G Sindh. This notion of complainant was not convincing as many documents required by A.G office include heirship certificate, no-marriage certificate, FRC by NADRA, Income & Dependence Certificates etc, were to be submitted by complainant in A.G office .

(Continued at P/2)

05. Meanwhile, Accounts Officer (Pension), A.G Sindh, Karachi again wrote on 04-12-2023 for submission of required documents. But despite persuasion by the Investigating Officer complainant lady expressed her inability stating that “she does not possess any document”.

FINDINGS

06. Since complainant has failed to submit required mandatory documents, regarding her eligibility to receive pension, despite persuasion by the Investigating Officer, this Institution is compelled to close the complaint as rejected.

DECISION

07. In view of the above, the complaint stands disposed of as rejected and consigned to record.

“Given under my hand and seal of office”

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 14th January, 2025

