



DECISION

Complaint No. : POS/184/ROJ-184(JBD)/2024

Name and address of the complainant : Mst.Bibi Kalsoom wd/o Late Bahadur Ali Shah, c/o Liaquat Ali Shah, reader of Assistant Session Court, Kandhkot.

Name of the Agency Complained against : Finance Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING DELAY IN PAYMENT OF MONTHLY PENSION AND ARREARS OF FAMILY PENSION TO THE COMPLAINANT

Complaint:

Mst. Bibi Kalsoom filed her complaint dated 23.7.2024 against the District Accounts Officer, Jacobabad regarding delay in payment of monthly pension and arrears of family pension. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was referred to the Agency for comments. Meanwhile, on 5.5.2025, the complainant Mst. Bibi Kalsoom submitted her application through post stating that the District Accounts Officer, Jacobabad has redressed her grievance, as monthly pension is now being paid to her, and that she does not want further action on her complaint. Later the District Accounts Office, Jacobabad vide his office letter No.DAO/JCD dated 7.5.2025 also reported that arrears have also been paid and he enclosed copy of SAP report as evidence.

Findings:

3. On the intervention of this Institution, the grievance of the complainant has been redressed, which is confirmed by her.

Decision:

4. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 4th August, 2025