



## **DECISION**

Complaint No. :

POS/3688/2021/K-17

Name and address  
of the complainant :

Mst. Maimoona Khursheed wd/o. Muhammad Arshad,  
R/o Village Kharid Pur, P.O Ripli Tehsil,  
Pind Dadan Khan, District Jhelum.

Name of the Agency  
complained against :

Accountant General Sindh, Karachi

Name & Designation of  
Investigating Officer :

Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

**ALLEGED DELAY IN GRANT OF FAMILY  
PENSION TO THE COMPLAINANT AFTER THE  
DEATH OF HER HUSBAND.**

### **COMPLAINT**

Mst. Maimoona Khursheed wd/o. Late Muhammad Arshad, a retired employee of Sindh Prisons Department, r/o. Tehsil Pind Dadan Khan, District Jhelum, filed a complaint on 13.07.2021 against A.G, Sindh and alleged delay in grant of family pension in her favour after the death of her husband on 02.04.2020. She has stated that she had approached the office of A.G Sindh several times but there was no response from them, resultantly, she is facing acute financial hardship. Being aggrieved, she solicited our intervention in the matter.

### **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), by condoning the delay and subject to submission of Affidavit on Form "A" which was furnished by her later-on. The matter was then taken up with the A.G, Sindh vide this office letter dated: 29.07.2021. In response, the Accounts Officer (Pension), Office of A.G, Sindh vide his letter dated: 11.08.2021 informed that family pension case of the complainant would be processed by District Accounts Officer, Hyderabad on the production of following documents by her :

1. Application (forwarded by concerned department)
2. CNIC (Photocopy)
3. Three Photographs
4. Copy of complete Pension Book
5. Online Performa with Account No. verified by the Bank Manager.
6. Original Pension Book alongwith disbursed half from T.O / DAO/ Bank through concerned Accountant General.
7. Life Certificate
8. Copy of Legal heirship certificate from Assistant Commissioner / Tehsildar.
9. Copy of Family Registration Certificate (F.R.C) by NADRA.
10. No Re-marriage / No marriage certificate (issued by Union Council).
11. Non-employment / no source of income certificate.
12. Descriptive roll.
13. Death Certificate from NADRA.
14. The applicant is required to appear before the Verification Officer of this office for Personal / Physical verification alongwith all original documents.



15. Sanction required by competent authority for Arrears of Family Pension as per F.D(PCDC)9(17)2019 Dated: 16.12.2019.

16. Current marital status of all daughters.

3. The complainant was therefore, advised vide this office letter dated: 24.08.2021 to furnish above required documents to DAO, Hyderabad which were forwarded by her to this office and passed on to DAO, Hyderabad through A.G, Sindh. The DAO, Hyderabad after receiving the required documents, requested us to advise the complainant to furnish following original and attested papers / documents:

1. Death Certificate of deceased.
2. Obituary letter from concerned department.
3. Family Registration Certificate (FRC).
4. Legal Heirship Certificate (LHC) of beneficiaries.
5. No Re-Marriage Certificate.
6. Department Verification Certificate.
7. Service Book (photocopy)
8. Original PPO (Pension Book)
9. Official Covering Letter from DDO.
10. Last paid up and Bank statement of deceased showing payment of pension to him.

4. The above mentioned documents received from complainant were forwarded to District Accounts Officer, Hyderabad vide this office letter dated: 11.01.2022 followed by reminders dated: 23.02.2022, 14.06.2022 and 10.08.2022 to expedite the finalization of the case. In response, the Addl. DAO-III, Hyderabad vide letter dated: 25.08.2022 informed that the complainant's problem has been resolved and payment of monthly family pension amounting to Rs.13,480/- has been made to her in the month of August, 2022. In support thereof, a copy of her Pension Roll Data Sheet was attached. This report of agency was sent to complainant vide this office letter dated: 15.09.2022 for seeking her confirmation. She confirmed the receipt of the monthly pension but complained that the arrears of pension for 2 ½ year have not been paid to her and requested us to expedite the early payment of arrears. The DAO, Hyderabad was therefore, directed to pay her arrears vide this office letter dated: 13.10.2022 followed by reminders dated: 16.11.2022, 03.01.2023, 28.02.2023, 04.05.2023, 11.07.2023 and 20.09.2023. Upon that, the Addl. DAO-III, Hyderabad vide his letter dated: 14.11.2023 asked the Manager, NBP, Dehri Araian Branch, District Jehlum, Punjab to refund the amount of Rs.351,733/- in favour of Secretary, Finance Department, Govt. of Sindh, Karachi through a Pay Order, as the said amount was credited in excess in the bank account of deceased employee through payroll.



5. Considering the financial hardship of the widow, this office vide letter dated: 27.11.2023 approached the Manager, NBP, Dehri Araian Branch, Jehlum to expedite the refund the amount of Rs.351,733/- to Finance Department, Government of Sindh latest by 08.12.2023, which was done by him vide his letter dated: 30.11.2023. In pursuance, the Addl. DAO-III, Hyderabad was reminded to pay her arrears vide this office letters dated: 18.12.2023, 11.04.2024, 08.07.2024, 16.09.2024 but he did not respond. Finally, when the Focal Person Mr. Mehroz of DAO's office was contacted through his cell number 0333-2711225 he informed that arrears of family pension amounting to Rs.352,875/- have been paid to the widow in the month of April, 2024. A copy of their letter dated: 16.09.2024 was sent to us through WhatsApp on 28.10.2024. Later-on, when the complainant was contacted through her cell phone on 28.10.2024, her son Mr. Iqbal confirmed the receipt of arrears and expressed his deep gratitude to this Institution for resolving the problem of his mother.

#### **FINDINGS**

6. With the intervention of this Institution, the widow started receiving the monthly family pension amounting to **Rs.13,480/-** and arrears of **Rs.352,875/-** were also paid to her.

#### **DECISION**

7. In view of the above, the complaint stands fully 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; 05<sup>th</sup> November, 2024