



## **DECISION**

Complaint No. : POS/ROS/SKK-88/2025

Name and address of the complainant : Mr. Muhammad Ismail S/o. Muhammad Soomar,  
R/o. Village Gormani Kolachi, P.O Ghotki,  
District, Sukkur

Name of the Agency Complained against : District Accounts Officer,  
Sukkur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Office, Sukkur

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

Subject : **ALLEGED UNJUST STOPPAGE OF FAMILY PENSION TO THE COMPLAINANT.**

### **COMPLAINT**

Mr. Muhammad Ismail filed a complaint on 13.03.2025 wherein he stated that his late father, Muhammad Soomar was a pensioner who died on 15.10.2001. He was granted family pension being a disabled person but the same has been stopped since 01.01.2025 by District Accounts Office, Sukkur. He, therefore, solicited our intervention in the matter.

### **PROCEEDINGS**

2. The matter was taken up with the Additional District Accounts Officer, Sukkur vide this office letter dated: 15.04.2025, who in response informed vide letter dated: 07.05.2025 that the pension payment to the complainant was stopped as he crossed the age of 21 years. There was no check of Disability mark in SAP System of the complainant. However, on the scrutiny of manual record, payment of his family pension has been started.
3. A copy of said report was sent to the complainant for his rejoinder vide this office letter dated: 26.05.2025, who in response confirmed the receipt of monthly pension and redressal of his grievance.

### **FINDINGS**

4. After intervention of this Institution, the monthly pension of the complainant has been restored and his grievance has been redressed. Hence, no further action is required.

### **DECISION**

5. In view of 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; 4<sup>th</sup> August, 2025