



## DECISION

Complaint No. : POS/RN/48/2025/NWS-48.

Name and address of the complainant : Mr. Ghulam Shabbir s/o Ghulam Jan Rind, Asghar Colony, Ward No. 01 Taluka Sakrand, District Shaheed Benazirabad.

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

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

Subject : **ALLEGED DEDUCTION OF PENSION AND FAILURE TO PROVIDE INFORMATION ABOUT REASON OF DEDUCTION AND PAYABLE AMOUNT IF ANY BY THE DAO, SBA.**

### **THE COMPLAINT:**

Mr. Ghulam Shabbir filed a complaint dated 19.03.2025 stating that he had retired from service as a Chowkidar in the Food Department. During a post-rain damage survey, he got his house surveyed. As a result, financial assistance was approved by the Benazir Income Support Programme (BISP) in favour of his wife and one installment was received. Later-on, the District Accounts Office, Shaheed Benazirabad had initiated deductions from his monthly pension, presumably in connection with the BISP assistance. Aggrieved by that, he solicited intervention of this Institution.

### **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 up to date), after receiving of Affidavit on Form "A", other relevant documents and by condoning the delay.

3. This office issued a notice to the District Accounts Officer, Shaheed Benazirabad vide letter dated 24.03.2025 seeking a report in the matter. In response, the District Accounts Officer, through letter dated 26.03.2025 informed that a 25% deduction is being applied to the monthly pensions of 265 pensioners, including the complainant, who were identified as previous beneficiaries of the Benazir Income Support Programme (BISP), in accordance with instructions dated 03.09.2024 of Finance Department, which shall continue until full recovery is made.



4. The Agency's report was shared with the complainant through his given cell number for filing rejoinder, who in response appeared before Investigating Officer Shaheed Benazirabad on 10.04.2025 and filed written statement, wherein he showed his satisfaction on the Agency's report and withdrew his complaint.

**FINDINGS:**

5. The complainant, having been satisfied with the Agency's report, withdrew his complaint, therefore, further proceedings are dropped with the consent of complainant.

**DECISION:**

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint as withdrawn.

7. This also disposes of an identical complaint received from complainant's wife in the same matter, registered separately vide No. POS/RN/47/2025/NWS-47, on the above lines.

*Given under my hand and seal of office*



Sd /-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 7<sup>th</sup> August, 2025

