



## **DECISION**

Complaint No. :

POS/2180/2023/K-07

Name and address  
of the complainant :

Mst. Insar Begum d/o. Ameer Kalam Khan,  
R/o Mohalla Umer Khail, P.O Taray, Taluka Essa Khel,  
District Mianwali.

Name of the Agency  
complained against :

Accountant General Sindh, Karachi

Name & Designation of  
Investigating Officer :

Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject :-

**COMPLAINT REGARDING STOPPAGE OF FAMILY  
PENSION SINCE DECEMBER 2022 TO THE  
COMPLAINANT BY A.G, SINDH.**

### **COMPLAINT**

Mst. Insar Begum D/o. Ameer Kalam Khan, retired Constable of Sindh Police, r/o. District Mianwali, filed a complaint on 16.03.2023 and alleged stoppage of her monthly family pension since December 2022 by A.G, Sindh despite the fact that she has been regularly providing the required "Life Certificate" to HBL, Tehsil Essa Khel, District Mianwali. After stoppage of her monthly family pension she had approached office of A.G, Sindh several times but her monthly pension has not been released as yet and as a consequence she is facing acute financial hardship. Being aggrieved, she sought 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" and supporting documents which were furnished by her later-on. Thereafter, the matter was taken up with the A.G, Sindh vide this office letter dated: 03.04.2023. In response, the Accounts Officer, Office of A.G, Sindh vide his letter dated: 17.04.2023 requested us to advise the complainant to furnish the pensioner's details to search the pension I.D, which were provided to him after obtaining from the complainant. In pursuance, the Accounts Officer (Pension), Office of A.G, Sindh vide his letter dated: 17.01.2024 informed that the pension of Mst. Insar Begum holder of I.D No. 10857434 has never been stopped since April, 2017 when it was switched over to Direct Credit System (DCS) and if she has not been paid the monthly family pension, she may be advised to furnish documentary evidence after obtaining it from the bank concerned. This was communicated to complainant vide this office letter dated: 18.01.2024. In response, she forwarded her bank account statement of HBL Essa Khel branch alongwith "No-Marriage Certificate" and "life Certificate" which were forwarded to A.G, Sindh vide this office letter dated: 13.03.2024.



3. In response, the Accounts Officer (Pension), office of A.G, Sindh, vide his letter dated: 21.03.2024 informed that HBL bank statement shows that family pension of the complainant has never been blocked by his office. This was communicated to the complainant to ascertain the latest status of payment of pension to her but despite reminders, she did not respond. Finally, when she was contacted through her given cell Number 0302-4743076 on 16.12.2024, her cousin Mr. Najeebullah confirmed that she has been regularly receiving her monthly family pension and arrears thereof have also been paid to her.

### **FINDINGS**

4. It appears that complainant had not received her monthly pension for the period Dec, 2022 to Feb, 2023 but due to intervention of this Institution, the family pension of the complainant has been restarted and arrears thereof have also been paid to her.

### **DECISION**

5. In view of the above, the complaint stands fully redressed and disposed of accordingly.
6. This also disposes of the complaints registration Nos. POS/2714/2023/K-09 and POS/9066/2023/K-27 filed by the same complainant on the same issue.

*Given under my hand and seal of office.*



**Sd/-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; **2nd** January, 2025

