



DECISION

Complaint No. : POS/302/ROJ-302(JBD)/2024

Name and address of the complainant : Mst. Emana Khatoon widow of late Gul Muhammad Lashari, r/o Lashari Mohalla Thul District Jacobabad.

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 CLOSURE OF PENSION I.D. IN RESPECT OF HUSBAND OF THE COMPLAINANT.

Complaint:

Mst. Emana Khatoon filed her complaint dated 23.10.2024 against maladministration in the office of the District Accounts Office, District Jacobabad as her pension I.D. bearing No. 10587768 in respect of her husband has been closed. 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 District Accounts Officer, Jacobabad who vide his office letter dated 14.4.2025 reported that the I.D. No. 10587768 in favor of Mst. Emana Khatoon has been revived. He enclosed copy of SAP payment report of the same as evidence.
3. This report was sent to the complainant on her address for confirmation, who appeared before the Investigating Officer on 21.4.2025 and confirmed that the District Accounts Officer, Jacobabad has redressed her grievance and therefore further action on her complaint be stopped.

Findings:

4. I have examined the proceedings of the case, which clearly indicate that the grievance of the complainant has been redressed.

Decision:

5. 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 30th June, 2025