



DECISION

Complaint No. :

POS/4185/2025/K-33

Name and address
of the complainant :

Mst. Bushra Bisma Shah, Retd. Additional Director (H.R),
R/o House No. A-701, 7th Floor, Ocean Center,
Block-4, Clifton, Karachi.

Name of the Agency
complained against :

Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED UNJUSTIFIED DEDUCTION OF RS.1.5 MILLION FROM THE PENSIONARY BENEFITS OF THE COMPLAINANT.

COMPLAINT

Mst. Bushra Bisma Shah, retired Additional Director (HR), College Education Department, r/o. Clifton, Karachi filed a complaint on 09.07.2025 addressed to Accountant General Sindh and copy among others endorsed to us. She alleged therein unjustified deduction of Rs.1.5 million from her commuted pension on the pretext that she had overdrawn her salary during her posting at STEVTA.

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), conditionally subject to submission of Affidavit on Form "A" for which she was reminded vide this office letter dated: 16.07.2025. Simultaneously, the A.G, Sindh was asked to furnish report against allegation levelled by the complainant. In response, the Assistant Accountant General (Sindh Pension Center), Office of A.G, Sindh vide his letter dated: 23.07.2025 stated that the complainant drew excess basic pay w.e.f.01.09.2004 to 25.10.2024 during her posting at STEVTA, therefore an amount of Rs.1.5 million was recovered from her commutation at the time of calculation of her pension.
3. The copy of the aforementioned report was got delivered at her residence through Dispatch Rider (D.R) on 28.07.2025 asking her to furnish reply alongwith Affidavit on Form "A" before 04th August, 2025 but she did not respond. Therefore, multiple calls were made to her by the Investigating Officer on her given cell number 0322-2641493 finally, she responded on 25.08.2025 and told that presently she is at Sukkur and assured to submit her reply within two days **personally** but despite that she neither attended the office of Investigating Officer nor furnished her reply.

FINDINGS

4. The deduction of Rs.1.5 million from her commutation has been made due to overpayment of salaries as per A.G's report dated: 23.07.2025. Besides, she did not furnish the Affidavit on Form 'A' which is the mandatory requirement under the Act, 1991.

DECISION

5. In view of the above, the complaint is hereby closed on account of non-prosecution.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 29th August, 2025

