



DECISION

Complaint No. : POS/RN/98/2024/NWS-106.

Name and address of the complainant : Mr. Muhammad Hashim Khoso s/o Shahmir Khan Khoso, C/o Aslam Rahu Decoration Wala, U.C. Dearan, Post Office and Taluka Kazi Ahmed, District Shaheed Benazirabad.

Name of the Agency Complained against : District Account Officer, SBA.

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

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

Subject :

NON-PAYMENT OF MONTHLY PENSION AND ITS ARREARS TO THE COMPLAINANT BY DAO.

THE COMPLAINT:

Mr. Muhammad Hashim filed a complaint dated 02.12.2024 wherein he stated that he retired from service as a Primary School Teacher (PST) in 2021 and was receiving his monthly pension regularly. However, his pension was subsequently discontinued and the amount in his account was reversed due to his inactive bank's account. He further mentioned that he had submitted all the requisite documents for the restoration of his monthly pension and had made several visits to the office of the District Accounts Officer, Shaheed Benazirabad but to no avail. 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 notice to the District Accounts Officer, Shaheed Benazirabad vide letter dated 10.12.2024 for report, who in response informed vide his letter dated 16.12.2024 that complainant's ID of pension was blocked by the office of the Accountant General Sindh, Karachi due to his dormant bank account. However the letter had already been addressed to the office of the Accountant General of Sindh, Karachi to activate pension ID No. 10208381 in favor of complainant vide his office letter No. DAO/PEN/SBA/4980/2024-25 dated 05.11.2024.

4. In order to resolve the grievance of complainant, the notice was also issued to the Deputy Accountant General Sindh Karachi vide his letter dated 24.12.2024, for further action. In response, the District Account Officer, Shaheed Benazirabad, reported vide his letter dated 15.01.2025 that the complainant's pension ID has been activated by the Accountant General Sindh and payment of his monthly pension has started w.e.f January, 2025.

5. The Agency's report was communicated to the complainant through his given contact number with directions to file a rejoinder. In response, he appeared before the Investigating Officer, Shaheed Benazirabad, on 19.02.2025 and filed a written statement, confirming that payment of his monthly pension has been resumed from January 2025. He further stated that all outstanding pension arrears, amounting to Rs.2,154,326/-, had also been paid. His grievance now stands fully redressed and he expressed his gratitude to this Institution.

FINDINGS:

6. On the intervention of this Institution, the Agency has redressed the grievance of the complainant.

DECISION:

7. 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 redressed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 16th June, 2025