



DECISION

Complaint No.	:	POS/ROM/65/2025/RM-127
Name and address of the complainant	:	Mr. Muhammad Hussain Rajar, House No.16-A, 14/2, Street No.1 Mohalla Bhansingabad, Mirpurkhas.
Name of the Agency Complained against	:	District Accounts Officer, Umerkot
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER, UMERKOT REGARDING UNJUSTIFIED STOPPAGE OF PAYMENT OF PENSION TO THE COMPLAINANT
Complaint		

Mr. Muhammad Hussain Rajar filed a complaint dated 17.02.2025 wherein he stated that he is a pensioner of School Education & Literacy Department. He did not draw his monthly pension from bank during last one year and bank authorities returned the pension amount back to District Accounts Officer, Umerkot. He approached the agency for payment of arrears of pension but to no avail. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.

3. This office issued a notice dated 20.02.2025 to the District Accounts Officer, Umerkot for report, who in response informed vide letter dated 03.03.2025 that the complainant did not draw the pension amount from bank, hence, his pension was stopped since 01.01.2024 by Accountant General Sindh. The matter of the complainant has been referred to Accountant General Sindh for restoration of pension. The District Accounts Officer, Umerkot vide his subsequent report vide letter dated 29.08.2025 informed that arrears of pension, amounting to Rs.721,524/- have been transferred in the bank account of the complainant who vide his written statement dated 04.09.2025 has confirmed the redressal of his grievance and thanked this Institution.

Findings

4. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

5. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz, PAS
Ombudsman Sindh

Karachi, dated **3rd** October, 2025