



DECISION

Complaint No. : POS/57/2024

Name and address of the complainant : Mst. Hawa, R/o Village Bazmal Khan Khoso, Taluka Johi, District Dadu.

Name of the Agency Complained against : Police / DAO, Jamshoro

Name & Designation of Investigating Officer : Mr. Imdad Ali Shah, Regional Director, Dadu

Vetted by : Mr. Masood Ishrat, Registrar.

Subject : **COMPLAINT AGAINST NON-TRANSFER OF FAMILY PENSION.**

THE COMPLAINANT

Mst. Hawa widow of Mohammad Ashraf Khoso, filed this complaint on 07.10.2024, stating that her husband was Head Constable in Police Department, who died during service on 12.01.2009. She alleged that her efforts to get pensionary dues of her husband borne no result, therefore requested this Institution to intervene 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 up to date) by condoning delay and referred to the Agency for comments.
3. In response, Accountant, Office of the Senior Superintendent of Police, Jamshoro, vide letter dated 14.11.2024 reported that PC Ashraf S/o Ghulam Muhammad Khoso was granted 365 days LPR with effect from 12.11.2008 to 11.11.2009 and during LPR he passed away. His pension papers were sent to the District Accounts Office, Jamshoro, to start pension and payment of other service dues. The payment of his monthly pension was started and gratuity amounting to Rs. 114,115/- was also released by DAO Jamshoro on 24.08.2012. He further reported that matter for payment of remaining dues is pending with the District Accounts Office, Jamshoro.
4. The District Accounts Officer, Jamshoro, vide letters dated 18.11.2024 and 0.-01.2025 reported that case of financial benefits in respect of deceased Mohammad Ashraf Khoso has been submitted in his office by the SSP, Jamshoro and due to incomplete documents, the same was not processed further.
5. The complainant was asked to file her rejoinder vide letter dated 02.01.2025, followed by reminders dated 20.01.2025, 10.02.2025, 03.04.2025, 20.04.2025, 14.05.2025 and 27.05.2025 but she preferred not to respond. Efforts were also made to contact her on given cell number but the person who attended the call informed that the number does not pertain to said lady complainant.

DECISION

5. In view of the above and in exercise of powers vested in me under Section-11 of Establishment of the Office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of and consigned to record, 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: 4th July, 2025

