



DECISION

Complaint No. : POS/6080/ROK-60/(Khp)/2021

Name and address of the complainant : Mst. Shabana Farah, D/o. Late Muhammad Bachal Chandio,
C/o. Abdul Rehman Chandio, S/o. Muhammad Bachal Chandio,
Fakirabad Elementary High School Kotdiji,
P.O Fakirabad, Taluka Kotdiji, District Khairpur.

Name of the Agency Complained against : D.A.O Khairpur

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT AGAINST DELAY IN TRANSFER OF FAMILY PENSION AND ALLEGED DEMAND OF BRIBE ON MONTHLY BASIS.**

COMPLAINT

Mst. Shabana Farah D/o Late Muhammad Bachal Chandio, filed an online complaint on 17-11-2021, stating that her mother was receiving family pension of her deceased father, a JST in Education Department, who died during service. Subsequently, her mother also expired in the year 2021. She further stated that her younger sister, Miss. Shumaila Chandio, was unmarried and eligible for family pension. She further alleged that Clerk Asad Shaikh was demanding bribe on monthly basis for regular disbursement of pension. She, therefore, solicited intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), condoning the delay in filing it subject to submission of complaint, duly signed copies of relevant documents, copy of CNIC and an Affidavit on Form "A".

03. The matter was taken up with District Education Officer (Secondary), District Khairpur and District Accounts Officer, Khairpur on 20-12-2021 for comments / report. Simultaneously complainant was advised to submit duly signed complaint copy of CNIC and mandatory Affidavit on Form "A". In response, the District Accounts Officer, Khairpur reported on 29-12-2021 that after death of complainant's father, family pension was transferred in the name of her widow, Mst. Bilqees Begum. He further reported that after death of the widow, the portion of family pension was transferred to her eligible daughter Miss. Shumaila on 01-07-2021. The D.A.O reported that monthly pension along with arrears of Rs.168,578/- was also paid in the month of October, 2021 through Pension Roll Slip.

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04. The said report was shared with complainant on 21-01-2022 for rejoinder. But she did not respond till to date, despite reminders. Hence, on 19-08-2024, Investigating Officer contacted her on given cell number 0300-3916221. Her brother, Mr. Abdul Rehman attended the call who informed that their grievance stands redressed and that his sister Miss.Shumaila was receiving monthly pension regularly. Further, enquiry conducted into the allegation of demanding bribe by Clerk Asad Shaikh revealed that said Asad Shaikh, was a Stamp Vendor of Gambat and not employee of any Government Department.

FINDINGS

05. The complainant's grievance stands redressed on the intervention of this Institution.

DECISION

06. Accordingly, the complaint is disposed of as redressed and consigned to record.

"Given under my hand and seal of office"

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 20~~th~~ March, 2025

