



## DECISION

Complaint No. : POS/1990/SKK-55/2024

Name and address of the complainant : Mst. Gudo wd/o. Lal Chand,  
R/o. Old Saddar Bazar, New Building,  
Naval Mandir, Shikarpur

Name of the Agency Complained against : Deputy Commissioner,  
Shikarpur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Office, Sukkur

Vetted by : Mr. Muhammad Naseer Jamali,  
Advisor-N

Subject : **COMPLAINT AGAINST INORDINATE DELAY IN  
GRANT OF AID OUT OF BENEVOLENT FUND TO  
THE COMPLAINANT.**

### COMPLAINT

Mst. Gudo Wd/o Lal Chand filed a complaint on 16.04.2024 wherein she alleged inordinate delay in grant of aid out of Benevolent Fund to her despite efforts / visits of D.C, office, Shikarpur. She, therefore, solicited our intervention in the matter.

### PROCEEDINGS

2. The matter was taken up with the Deputy Commissioner, Shikarpur vide this office letter dated: 15.10.2024 followed by a reminder who in response informed vide letter dated: 22.10.2024 that the case of the complainant will be placed for approval before the competent authority in the next meeting of District Benevolent Fund Board.
3. The Deputy Commissioner, Shikarpur vide subsequent report dated: 23.04.2025 informed that case of the complainant for grant of Benevolent Fund has been approved. The complainant may appear personally along with No Marriage Certificate singed by the concerned Mukhtiarkar, copy of CNIC and details of Bank Account.
4. A copy of said report was sent to the complainant for her rejoinder vide this office letter dated: 06.05.2025, followed by reminder dated: 20.05.2025. In response, she submitted application that she appeared before D.C office Shikarpur and submitted the required details. She requested to close further proceedings on her complaint.
5. The Deputy Commissioner Office, Shikarpur confirmed on telephone that the Benevolent Fund has been paid to the complainant.

### FINDINGS

6. On the intervention of this Institution, the complainant has been paid Benevolent Fund and her grievance has been redressed.

### DECISION

7. In view of above, the complaint stands redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd/-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 30<sup>th</sup> June, 2025