



DECISION

Complaint No.	:	POS/ROM/45/2025/RM-93
Name and address of the complainant	:	Mr. Iqbal Hussain, R/o. Qureshi Street near Khizra Masjid, Mirpurkhas.
Name of the Agency Complained against	:	District Accounts Officer (DAO), Sanghar
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, SANGHAR REGARDING FAILURE TO GRANT FAMILY PENSION TO THE COMPLAINANT

Complaint

Mr. Iqbal Hussain filed a complaint dated 03.02.2025 wherein he stated that his late wife, Mumtaz Begum was a pensioner who expired on 04.08.2024. He approached District Accounts Officer, Sanghar for sanction of family pension in his favour including the restoration of commuted 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 06.02.2025 to the District Accounts Officer, Sanghar for report, who in response informed vide letter dated 04.03.2025 that the family pension has been restored in favour of the complainant and enclosed a copy of pension pay roll slip as an evidence.
4. A copy of the agency's report was sent to the complainant for rejoinder vide letter dated 07.03.2025, who admitted vide letter dated 10.03.2025 that the family pension has been restored to him. He, further requested that the restoration of commuted pension was due w.e.f. 23.10.2021 and the same may be restored from due date with payment of arrears. The Adl. District Accounts Officer, Sanghar vide his subsequent report dated 30.07.2025 informed that arrears of family pension, amounting to Rs.437,985/- have been paid to the complainant in July 2025 and enclosed the copy as an evidence. The complainant informed vide letter dated 05.08.2025 that family pension has been restored in his favour including the payment of arrears. He extended thanks to this Institution on redressal of his grievance.

Findings

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

Decision

6. 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 29 August, 2025