



DECISION

Complaint No.	:	POS/ROM/284/2025/RM-325
Name and address of the complainant	:	Mst. Zarina wd/o Moula Bux, R/o. Bagrani Mohalla, Mirpurkhas.
Name of the Agency Complained against	:	District Accounts Officer, Mirpurkhas
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 MIRPURKHAS ALLEGING FAILURE IN RESTORATION OF COMMUTED FAMILY PENSION TO THE COMPLAINANT

Complaint

Mst. Zarina filed a complaint dated 15.07.2025 wherein she stated that her late husband, Moula Bux had expired on 08.02.2008 during service. The date of birth of her late husband is 21.04.1953 as such he would have attained the age of 72 years on 21.04.2025. She is entitled for restoration of commuted pension as per policy. She approached the District Accounts Officer, Mirpurkhas in this regard but to no avail. Aggrieved by that, she 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 17-07-2025 to the Adl. District Accounts Officer, Mirpurkhas for report, who in response submitted a report dated 28.07.2025 wherein he informed that late Moula Bux had died during service on 08.02.2008. The commuted family pension has already been restored w.e.f. 01.07.2010 in favour of the complainant which is shown as "family pension increases". He attached a copy of calculation memo as an evidence.
4. A copy of the agency's report was sent to the complainant for rejoinder vide letter 29.07.2025, who in response accepted the version of the agency vide her letter dated 08.08.2025 and requested to withdraw her complaint.

Findings

5. No case of mal administration was found on the part of 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of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as withdrawn, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.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 11th September, 2025