



DECISION

Complaint No. : POS/9857/SKK-184/2023

Name and address of the complainant : Mst. Salma wd/o. Ghulam Rabbani Abbasi,
R/o. First Street, Shah Khalid Colony,
Airport Road, Sukkur.

Name of the Agency Complained against : District Accounts Officer (DAO),
Sukkur

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

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **COMPLAINT REGARDING NON-GRANT OF FAMILY PENSION TO THE COMPLAINANT BY DISTRICT ACCOUNTS OFFICER, SUKKUR.**

COMPLAINT

Mst. Salma wd/o. Ghulam Rabbani Abbasi, filed a complaint on 05.12.2023 regarding non-grant of family pension in her favour. She stated therein that after the death of her husband the family pension was granted to the children of deceased instead of her. She, therefore, solicited our intervention 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 upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the District Accounts Officer, Sukkur vide this office letter dated: 18.01.2024 followed by reminders dated: 20.02.2024. In response, he submitted report dated: 27.03.2024 and informed that the complainant got re-married after death of her husband and according to Pension Rules widow of a deceased pensioner is only eligible for family pension of her husband before re-marriage.
3. A copy of said report was sent to the complainant for her rejoinder vide this office letter dated: 02.04.2024 followed by reminders dated: 29.04.2024, 30.09.2024. In response, she submitted supporting documents regarding her widowship.
4. The Investigating Officer held Khuli Katchehri at District Accounts Office, Sukkur on 11.07.2024. The District Accounts Officer submitted Guardianship Certificate issued by District Coordination Officer, Sukkur declaring the complainant as guardian of the minor children. He further clarified that the complainant after marriage with her brother-in-law Ghulam Rasool Abbasi was divorced after six months.

5. Later-on, the Additional District Accounts Officer, Sukkur again submitted clarification dated: 21.02.2025 that after getting divorce the complainant is getting family pension of her two unmarried daughters namely Mrs. Rafia and Mrs. Koonj as per family pension SOPs issued by Govt. of Sindh, Finance Department they are entitled for Family Pension till marriage, however, her two sons who have attained the age of 21 years are not entitled for pension benefits.

FINDINGS

6. According to report of the District Accounts Officer, Sukkur, the complainant is getting family pension of her two un-married daughters being a divorcee guardian.

DECISION

7. In view of the above, the complainant's request for sanction of Family Pension in her favour is hereby regretted.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; 18th March, 2025

