



DECISION

Complaint No. : POS/ROM/18/2025/RM-14

Name and address of the complainant : Mst. Zubaida wd/o. Muhammad Ibrahim,
C/o. Altaf Medical Store, Mirwah Gorchani,
District Mirpurkhas.

Name of the Agency Complained against : District Accounts Officer (DAO), 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 UNJUSTIFIED DEDUCTIONS FROM FAMILY PENSION OF THE COMPLAINANT

Complaint

Mst. Zubaida filed a complaint dated 16.01.2025 wherein she stated that her late husband, Muhammad Ibrahim was an employee of Agriculture Department who expired on 22.04.2023. She was being paid monthly family pension of Rs.13,579/- which has been reduced to Rs.11,390/- without any justification. 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 17-01-2025 to the Adl. District Accounts Officer, Mirpurkhas for report, who in response submitted report vide letter dated 17.02.2025 wherein he informed that Mst. Zubaida was being paid family pension erroneously at a higher rate and the excess paid amount is being deducted from her pension under the Rule 1.8 (c) of West Pakistan Civil Services Pension Rules-1963.
4. A copy of the Agency's report was sent to the complainant for rejoinder vide letter dated 28.04.2025 who appeared before Investigating Officer Mirpurkhas on 30.05.2025 and filed a written statement showing satisfaction on the report of the agency. She requested to close further proceedings on her complaint.

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(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 **24th** June, 2025