



DECISION

Complaint No. : POS/17/2024/SGR-90

Name and address of the complainant : Mr. Zulfiqar Ali, Representative of Mst. Moomal,
C/o. Dr. Muhammad Hussain Chandio, Near Karachi
Electric Store, Taluka Shahdadpur, District Sanghar

Name of the Agency Complained against : Revenue / B.F Board

Name & Designation of Investigating Officer : Ghulam Shabir Memon,
Regional Director, Sanghar

Vetted by : Syed Hashim Raza Zaidi
Advisor-S

Subject : **REQUEST FOR APPROVAL OF BENEVOLENT FUND IN RESPECT OF COMPLAINANT'S MOTHER.**

THE COMPLAINT:

Mr. Zulfiqar Ali, Special Power of Attorney (SPA) of Mst. Moomal filed a complaint on 20-05-2024 regarding delay in approval of the Benevolent Fund case pertaining to his mother. Despite his repeated efforts and numerous approaches to the concerned agency for redressal of his mother's grievance, no effective action was taken by the Agency. He, therefore, solicited the intervention of this institution.

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.

3. This office, vide letter dated 03-06-2024, issued a notice to the Deputy Commissioner / Chairman, Benevolent Fund Committee, Sanghar for submission of report on the matter. The case remained under correspondence. The Deputy Commissioner, Sanghar vide letter dated 22-08-2024 informed that the Benevolent Fund case in favour of Mst. Moomal, mother of Zahid Hussain, was placed before the District Benevolent Fund Board, Sanghar, in its meeting held on 24-07-2024, and was duly approved. Subsequently, vide his letter dated 27-08-2024, it was further intimated that the District Benevolent Fund Board Sanghar (Non-Gazetted) Part-II had sanctioned a monthly grant of Rs. 2,000/- (Rupees Two Thousand only) from the Sindh Government Servants' Benevolent Fund in favour of Mst. Moomal, mother of Zahid Hussain (Ex-Chowkidar), with effect from December 2023. The report of the agency was accordingly forwarded to the complainant for his rejoinder vide this office letter dated 03-09-2024. The complainant submitted a written statement on 07-10-2024 wherein he confirmed the contents of the agency's report, expressed gratitude for redressal of his mother's grievance, and requested for closure of further proceedings on his complaint.

FINDINGS:

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

DECISION:

5. In view of 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 upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office.



Sd/-

(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz; PAS
Ombudsman Sindh,
Karachi, dated 30th June, 2025