



DECISION

Complaint No. : POS/5658/2023/HYD/350

Name and address of the complainant : Mr. Liaquat Ali Shaikh
R/o C/o Shafqat Ali, Flat No: 03, Block-A-1, Al-Rehman
Apartment, Old Hala Naka Road, Hyderabad.

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

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Regional Director,
Regional Office, Hyderabad.

Vetted by : Muhammad Naseer Jamali, Advisor-N

Subject : COMPLAINT AGAINST DISTRICT ACCOUNTS
OFFICER HYDERABAD ALLEGING STOPPAGE OF
PAYMENT OF PENSION TO THE COMPLAINANT

Complaint

Mr. Liaquat Ali Shaikh, retired Superintendent of Education Department filed a complaint dated 11.09.2023 wherein he alleged that payment of his monthly pension has been stopped since 2021 due to non-verification of bio-metric requirement. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay.

3. This office issued notice dated 06.09.2023 to the District Accounts Officer (DAO), Hyderabad for report. Meanwhile, the complainant appeared before Investigating Officer Hyderabad on 04.10.2023 and informed that DAO Hyderabad has issued Pension Payroll Slip for the month of September-2023, showing arrears of outstanding pension, amounting to Rs.1,450,218/- but the amount has not been released in his bank account.

4. This office issued letter dated 12.10.2023 to the DAO Hyderabad to expedite the release of pension to the complainant. Mr. Shafqat Ali, son of the complainant appeared before Investigating Officer Hyderabad on 01.02.2024 and informed that his father has expired on 26.11.2023 and submitted his death certificate. The Additional District Accounts Officer-III, Hyderabad vide letter dated 26.02.2024 informed that the son of the complainant may be advised to submit requisite documents to process the case for grant of family pension.

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5. Finally, Mst: Shahnaz Parveen Memon, Wd/o complainant vide written statement dated 18.08.2024 informed that she has received all dues in respect of arrears of pension of her late husband. She, further informed that pension of her husband has been converted into family pension which is being paid to her regularly. She requested to close further proceedings on the complaint.

Findings

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

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the 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 13th January, 2025

