



## **DECISION**

**Complaint No.** : POS/9801/2023/RM-250

**Name and address of the complainant** : Mst. Malook wd/o. Muhammad Saleh,  
R/o. Village Mehrab Khan Lanjwani, Deh-213, PO Dengan,  
Taluka Kot Ghulam Muhammad, District Mirpurkhas.

**Name of the Agency Complained against** : Chief Municipal Officer, Municipal Committee Bolhari,  
District Jamshoro.

**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 MUNICIPAL COMMITTEE BOLHARI, DISTRICT JAMSHORO ALLEGING ILLEGAL STOPPAGE OF FAMILY PENSION TO THE COMPLAINANT**

### **Complaint**

Mst. Malook filed a complaint dated 10.12.2023 wherein she stated that she is a family pensioner of Municipal Committee, Bolhari, District Jamshoro. Her family pension has been stopped since last 03 months and a Junior Clerk, namely Asif Mari has demanded Rs.20,000/- as bribe for payment of family pension. 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 04.01.2024 to the Assistant Director, Local Govt. Jamshoro and Chief Municipal Officer, Municipal Committee, Bolhari for report. The Chief Municipal Officer, Municipal Committee, Bolhari informed vide letter dated 05.02.2024 that family pension, amounting to Rs.84,212/- is being paid to the complainant every month. The outstanding amount of Rs.70,000/- which was transferred in the bank account of her late husband and the Manager Sindh Bank Limited Kotri branch has been requested for transfer of said amount in favour of the complainant.
4. The matter was taken up with the Operation Manager, Sindh Bank Limited, Kotri vide letter dated 16.10.2024, who in response, sent a copy of P.O. No.01263672 dated 19.02.2025, amounting to Rs.70,269/- in favour of Mst. Malook wd/o Muhammad Saleh (the complainant).
5. The complainant appeared before Investigating Officer Mirpurkhas on 21.02.2025 and filed a written statement showing satisfaction on the report of the agency. She requested to withdraw her complaint as redressed.

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**Findings**

6. On the intervention of this Institution, 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 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 18<sup>th</sup> March, 2025**

