



DECISION

Complaint No. : POS/5613/2024/K-34

Name and address of the complainant : Mst. Roshan Jan wd/o. Zargul Khan,
R/o P.O & Village Shandarah,
Tehsil Ogi & District Mansehra.

Name of the Agency complained against : Accountant General Sindh, Karachi

Name & Designation of Investigating Officer : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED DELAY IN RESTORATION OF COMMUTED PORTION OF PENSION OF COMPLAINANT'S HUSBAND.

COMPLAINT

Mst Roshan Jan wd/o Zargul Khan, Ex-Police Constable, r/o. Tehsil Ogi, District Mansehra, filed a complaint on 27.11.2024 and alleged delay in restoration of commuted portion of pension of her husband which was due in the year 2017. She stated therein after the death of her husband family pension was transferred in her favour which she is getting regularly but despite completing the stipulated period his commuted pension has not been restored despite approaching A.G, Sindh several times. Being aggrieved, she solicited our intervention for resolution of her problem.

PROCEEDINGS

2. After admitting the complaint under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), the matter was taken up with the A.G, Sindh vide this office letter dated: 02.12.2024 followed by reminders dated: 10.12.2024 and 15.01.2025. In response, the Focal Person of A.G, Sindh Mr. Guljee, Accounts Officer appeared before the Investigating Officer and informed that the commuted portion of pension of the complainant's late husband has been restored in the month of December 2024 and submitted Pension Roll Data Sheet dated: 23.01.2025 pertaining to Mst. Roshan Jan wd/o. Late Zargul Khan as an evidence, which was passed on to her.
3. Thereafter, she was contacted through her given cell no. 0312-1597883 on 11.02.2025 when she confirmed that the commuted pension of her late husband has been restored and she has received the payment thereof alongwith the arrears through her bank account.

FINDINGS

4. With the intervention of this Institution, the grievance of the complainant has been redressed as confirmed by her telephonically on 11.02.2025.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated; 13th February, 2025