



DECISION

Complaint No. : POS/6415/2022/HYD/406

Name and address of the complainant : Mr. Shafi Muhammad Soomro, husband of late Mst. Shagufta, PST R/o D-50 Revenue Housing Society, Phase-II, behind PPHI Hospital, Sehrish Nagar, Qasimabad, Hyderabad.

Name of the Agency Complained against : District Accounts Office, (DAO) Dadu.

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 DADU ALLEGING INORDINATE DELAY IN RESTORATION OF FAMILY PENSION TO THE COMPLAINANT

Complaint

Mr. Shafi Muhammad Soomro filed a complaint dated 24.10.2022 wherein he stated that his late wife, Mst. Shagufta Kausar was a Primary School Teacher (PST) who retired from service in 2018 and then unfortunately expired in December-2019. He approached the District Accounts Officer Dadu for restoration of family pension in his favour but no action has been taken by the agency. 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 15.11.2022 to the District Accounts Officer (DAO) Dadu for report, who in response informed vide letter dated 18.11.2022 that the complainant has been advised to refund an amount of Rs.1,799,141/- which was transferred in the bank account of his deceased wife for the period from 15-December 2019 to September-2022 as her pension.
4. The copy of agency's report was sent to the complainant for rejoinder vide letter dated 10.01.2023 who in response, denied the transfer of said amount in the bank account of his deceased wife vide letter dated 16.01.2023.
5. The matter remained under lengthy correspondence including reports from the agency and rejoinders. Finally, the complainant submitted Affidavit dated 12.09.2023 that his grievance for payment of family pension has been resolved by the A.G Sindh/DAO Dadu. He requested to withdraw his complaint as redressed.

Findings

6. On the intervention of this Institution, the grievance of 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 // *h* December, 2024

