



DECISION

Complaint No. : POS/ROM/200/2025/RM-255

Name and address of the complainant : Mst. Nusrat Zahid,
R/o. Memon Mohalla,
Mirpurkhas.

Name of the Agency Complained against : Director, Benevolent Fund Board SGA&CD, Karachi

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 DIRECTORATE OF BENEVOLENT FUND, SGA&CD ALLEGING NON-PAYMENT OF AID OUT OF BENEVOLENT FUND SINCE MARCH-2022 TO THE COMPLAINANT

Complaint

Mst. Nusrat Zahid filed a complaint dated 10.05.2025 wherein she stated that she is beneficiary of aid out of benevolent fund but no payment has been made to her after February-2022. She forwarded the required documents to the Director, Benevolent Fund Karachi but her grievance has not been redressed. 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 21.05.2025 to the Director, Benevolent Fund, Provincial Board of Management Karachi for report. The Administrative Officer, Benevolent Fund Karachi informed vide letter dated 12.09.2025 that an amount of Rs.97,500/- for the period from March-2022 to May-2025 has been transferred in the bank account of the complainant who confirmed the receipt of aid out of benevolent fund vide her letter dated 19.09.2025.

Findings

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

Decision

5. 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(c) 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 17th October, 2025