



DECISION

Complaint No. : POS/117/2024/KR-05

Name and address of the complainant : Mst. Azra Jabeen,
R/o. House No. L-624, Sector-48-B,
Korangi No. 2 ½, Karachi

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

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **ALLEGED NON-PAYMENT OF MINIMUM FAMILY PENSION TO THE COMPLAINANT.**

COMPLAINT

A complaint was received from Mst. Azra Jabeen through the office of the Wafaqi Mohtasib, Sindh (Karachi) on 03.01.2024, wherein she alleged that she was not being paid minimum pension as per her entitlement.

PROCEEDINGS

2. The matter was referred to the Accountant General Sindh for a factual report. In response, the Assistant Accountant General (Pension) vide letter dated: 27.03.2024, clarified that the complainant's family pension had been adjusted as per the minimum pension rates fixed by the Finance Department, Government of Sindh, with effect from 07.07.2018, at the rate of Rs.7,500/- per month.
3. Subsequently, the complainant in her rejoinder dated: 05.08.2024 confirmed that her grievance had been resolved following the intervention of this office.

FINDINGS

4. As a result of the timely intervention by this office, the A.G's office took necessary corrective action, leading to the grant of the minimum pension amount to her. The complainant has since expressed satisfaction, acknowledging that her grievance was addressed effectively and appreciating the support extended by this office.

DECISION

5. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated; 3rd June, 2025