



DECISION

Complaint No. :

POS/1220/2024/K-07

Name and address
of the complainant :

Mst. Rehmat Bibi wd/o. Shabbir Hussain Shah,
R/o Village Baba Jalal Shah, City Syedan, Tehsil Sohawa,
District, Jehlum.

Name of the Agency
complained against :

i. Accountant General Sindh, Karachi
ii. Prison Department

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

**ALLEGED DELAY IN TRANSFER OF FAMILY PENSION IN
FAVOUR OF THE COMPLAINANT AFTER THE DEATH OF
HER HUSBAND ON 15.07.2021.**

COMPLAINT

Mst. Rehmat Bibi wd/o. Late Shabbir Hussain Shah, retired Head Warden of District Jail Karachi, r/o. District Jehlum, filed a complaint on 04.03.2024 and alleged that after the death of her husband on 15.07.2021 the family pension has not been transferred in her favour by the Prison Department and A.G, Sindh despite repeated approaches to them. Being aggrieved, she solicited our intervention to resolve her problem.

PROCEEDINGS

2. After conditionally admitting the complaint, the complainant was advised to furnish all supporting documents, copy of CNIC and Affidavit on Form "A" vide this office letter dated: 15.03.2024 followed by reminders dated: 26.03.2024, 25.07.2024. Simultaneously, the Senior Superintendent Central Prison vide his letter dated: 09.03.2024 also asked her to furnish following documents to proceed further :

- i. Copy of Pension Book.
- ii. 04 Nos. of CNIC OF Deceased.
- iii. Death Certificate
- iv. 04 Nos. of CNIC and 06 Nos. of Photographs of Widow.
- v. No Re-marriage Certificate
- vi. Copy of FRC
- vii. Copy of Heirship Certificate
- viii. Bank Statement
- ix. Pension Slip

3. In pursuance to above, the reminders were issued to the complainant vide this office letter dated: 15.10.2024, 12.12.2024, 17.02.2025 and finally on 18.04.2025 but she failed to respond.

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FINDINGS

4. Despite issuance of multiple reminders from this Institution and Prison Department, the complainant has failed to provide required documents including the Affidavit on Form "A" which is the mandatory requirement.

DECISION

5. In view of the above, the complaint is closed on account of non-solemn prosecution / Affirmation.

Given under my hand and seal of office.

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 6th August, 2025

