



DECISION

Complaint No.	: POS/ROK-97/(Khp)/2024
Name and address of the complainant	: Mst. Zareena, D/o Late Qalandar Bux Bhatti, R/o Mohalla Dabbar, Bhatti Chowk, Near Mumtaz College, Khairpur.
Name of the Agency Complained against	: Local Government Department AHMED BAKHSH GHUMRO,
Name & Designation of Investigating Officer	: Consultant / Incharge, Regional Office Khairpur Mr. Ghulam Sarwar, Advisor-J
Vetted by	: <u>COMPLAINT AGAINST MUNICIPAL COMMITTEE</u>
Subject	: <u>KHAIRPUR FOR NOT RELEASING THE REMAINING</u> <u>PENSION AMOUNT OF RS. 250,203/- TO THE</u> <u>COMPLAINANT.</u>

COMPLAINT

Mst. Zareena D/o Late Qalandar Bux Bhatti R/o Mohalla Dabbar, Bhatti Chowk, Near Mumtaz College, Khairpur, filed a complaint on 23-05-2024 stating that she had been receiving the monthly pension of her deceased father from the Municipal Committee Khairpur. She alleged that outstanding arrears of Rs.250,203/- related to her father's pension had not been paid, despite her repeated visits to the Municipal Committee Khairpur. She, therefore, sought the intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in filing it, subject to the submission of copies of relevant document and an Affidavit on Form "A".

03. After completing the codal formalities, the matter was taken up with the Chief Municipal Officer, Municipal Committee Khairpur, on 30-05-2024 for comments. On 24-09-2024, the Senior Accounts Officer of the Municipal Committee Khairpur submitted that the Municipal Committee was facing financial difficulties and could not clear the complainant's outstanding dues of Rs.290,203/- in one-go. However, he submitted a cheque for Rs.50,000/- as part payment and assured that the remaining amount would be paid through monthly installments. Subsequently, the outstanding amount was paid to the complainant in five monthly installments up to February 2025.

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04. Consequently, the complainant appeared before the Investigating Officer on 25-02-2025 and filed an application stating that after the intervention of this Institution, the Municipal Committee Khairpur had paid her family pension arrears of Rs.290,203/-. She expressed her gratitude to this Institution and requested that the case may be closed.

FINDINGS

05. The complainant's grievance has been redressed following the intervention of this Institution.

DECISION

06. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to record.

“Given under my hand and seal of office”

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 30th April, 2025

