



DECISION

Complaint No.	:	POS/5128/2024/HYD/842
Name and address of the complainant	:	Mst. Tazeem Bibi, D/o Abdul Sattar, R/o.H.No.10-B/651, Street No.01, Jinnah Lane Range Road, Rawalpindi.
Name of the Agency Complained against	:	District Accounts Officer, Hyderabad
Name & Designation of Investigating Officer	:	Syed Muhammad Sajjad Hyder, Regional Director, Regional Office, Hyderabad.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT REGARDING TRANSFER OF FAMILY PENSION OF THE COMPLAINANT IN THE ACCOUNT OF SOME OTHER PERSON BY OMISSION

Complaint

Mst. Tazeem Bibi filed a complaint dated 24.10.2024 wherein she stated that her family pension is being transferred at National Bank of Pakistan in her account but the same was transferred to another person's bank account by omission. She requested the District Accounts Officer, Hyderabad on telephone for resolving her problem but to no avail. Being aggrieved, she 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 documents and by condoning the delay.
3. This office issued a notice dated 20.11.2024 to the District Accounts Officer, Hyderabad for report, who in response informed vide letter dated 13.02.2025 that the grievance of the complainant has been redressed by transferring her family pension in her bank account at NBP, Saddar Branch Rawalpindi. He annexed the copy of SAP pension roll data sheet and pension slip as an evidence.
4. A copy of the agency's report was sent to the complainant for rejoinder vide this office letter dated 28.02.2025 but no response received. However, she confirmed the redressal of her grievance through a telephonic call. She extended thanks and requested to close her case.

Findings

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

Decision

- 6 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 compliant 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 2nd September, 2025