



## **DECISION**

**Complaint No.** : POS/3307/ROK-24(Khp)/2021

**Name and address of the complainant** : Ms. Shaista, D/o Karim Bux Solangi,  
: C/o Hasnain Solangi, Al-Rehman Estate Agency,  
: A-One City, Luqman, Khairpur.

**Name of the Agency Complained against** : B.F Board / Revenue

**Name & Designation of Investigating Officer** : **AHMED BAKHSH GHUMRO,**  
: Consultant / Incharge, Regional Office Khairpur

**Vetted by** : **Mr. Ghulam Sarwar, Advisor-J**

**Subject** : **DELAY IN GRANT OF AID OUT OF BENEVOLENT FUND OF HER DECEASED FATHER WHO DIED IN THE YEAR 2002.**

### **COMPLAINT**

Ms. Shaista D/o Karim Bux Solangi filed a complaint on 25-06-2021 stating that her father, a Clerk in Education Department, died in 2004. He left behind two daughters who were receiving family pension of her deceased father. She further stated that her sister had married and she was unmarried. She claims to have approached frequently D.E.O and D.C Khairpur for grant from benevolent fund but all in vain. She, therefore, solicited 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 submission of copies of relevant documents and an Affidavit on Form "A".
- 03.** After completion of codal formalities, the matter was taken up with Deputy Commissioner, Khairpur and District Education Officer (Secondary), Khairpur on 23-07-2021 for comments / report. In response, the D.C Khairpur reported on 25-08-2021 that complainant's case was not yet received from concerned department.
- 04.** Consequently, the D.E.O (Secondary), Khairpur was again asked on 01-11-2021 to forward complainant's case to D.C Khairpur for further action.
- 05.** Meanwhile, the complainant filed an application on 28-12-2021 informing that D.E.O (Secondary), Khairpur had forwarded her case for grant from benevolent fund to D.C Khairpur on 06-12-2021.

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06. Therefore, D.C Khairpur was requested to expedite case on 07-03-2022. In response, the D.C Khairpur, reported on 15-03-2022 that case of grant of aid out of benevolent fund of the complainant was approved by District Benevolent Fund Board Khairpur in its meeting held on 27-01-2022. He further reported that requisition of funds was already placed to Administrative Officer, Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD, Karachi. So payment to complainant would be made as soon as funds were received.

07. Subsequently, the D.C Khairpur reported on 25-11-2022 that payment of Rs.10,400/- for the period December 2020 to May 2021 was transferred in complainant's bank account No. 4158532537 of Sindh Bank Ltd, Khairpur. He further reported that remaining amount Rs.15,600/- would be paid as and when new installment was received from Government of Sindh.

08. Said report was shared with complainant on 02-12-2022 for rejoinder, if any. But she did not respond till to date, despite reminders. She was also contacted many times on given cell number 0304-4513860 but same was found switched off.

#### **FINDINGS**

09. Complainant's case for aid from Benevolent Fund stands approved by the District Benevolent Fund Board Khairpur and she was being paid monthly stipend by the said board.

#### **DECISION**

10. Complainant's grievance stands redressed on the intervention of this Institution. The complaint is, therefore, 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 20th March, 2025