



DECISION

Complaint No. : POS/9842/ROJ-13(JBD)/2024

Name and address of the complainant : Mst. Manzooran widow of Rajab Ali Kalwar, r/o Near Riffal Nako, First Family Line, Jacobabad.

Name of the Agency Complained against : 1. Finance Department
2. Police Department

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by : Mir Hussain Ali Advisor-M

Subject :

COMPLAINT REGARDING DELAY IN GRANT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER HUSBAND.

Complaint:

Mst. Manzooran Kalwar filed her complaint dated 29.11.2023 against the District Accounts Officer, Jacobabad and Senior Superintendent of Police Jacobabad regarding alleged delay in grant of family pension to the complainant in respect of her husband A.S.I. Rajab Ali Kalwar, who died on 12.11.2021. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, was referred to the concerned agencies for preliminary report. In response, the Senior Superintendent of Police Jacobabad vide his office letter dated 11.1.2024 reported that A.S.I. Rajab Ali Kalwar retired from service on 16.9.2019 and has received his pension benefits up to October 2021 through SAP system from the District Accounts Office, Jacobabad. He further reported that after his death on 12.11.2021, his widow Mst. Manzooran's request for conversion of family pension to her name has been forwarded to the District Accounts Officer, Jacobabad vide his office letter dated 23.8.2023. The District Accounts Officer, Jacobabad vide his office letter No. DAO/JCD/2814 dated 4.9.2024 intimated that the family pension has been paid to the lady complainant on 16.8.2024 and enclosed copy of the same as evidence, and requested that the complaint may be filed.

3. The report of the agency alongwith its enclosures was sent to the complainant on her address for confirmation vide this office letter dated 5.9.2024 but no response was received from the lady complainant till the last date of hearing i.e. 20.9.2024.

Findings:

4. The report of the Agency clearly indicates that the grievance of the lady complainant has been redressed and as such the complainant is not interested to pursue the matter.

Decision:

5. In view of the above, the complaint stands disposed off as "redressed" and consigned to record accordingly.

"Given under my hand and seal of office"

- Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 18th November, 2024

