



DECISION

Complaint No. : POS/4377/2023/HYD/275

Name and address of the complainant : Mst. Hamida Begum Soomro wd/o. Abdul Haque Soomro,
R/o B.No: 06, Abdullah Garden, Phase-5, Qasimabad,
Hyderabad.

Name of the Agency Complained against : Director, Sindh Benevolent Fund Board (SGA&CD), Karachi

Name & Designation of Investigating Officer : Abdul Wahab Memon, Consultant / Director,
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST THE AGENCY ALLEGING NON-PAYMENT OF AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT SINCE MARCH 2022**

Complaint

Mst: Hamida Begum Soomro filed a complaint dated 29.05.2023 wherein she stated that she has not been paid the aid out of benevolent fund since March 2022. She is a 78 years old lady and cannot visit the office for her payment. Aggrieved by that, 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) subject to submission of Affidavit on Form "A" and other relevant documents and by condoning the delay.
3. This office issued a notice dated 11.07.2023 to the Administrative Officer, Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD Karachi for report, who in response required the relevant documents vide letter dated 24.07.2023. The complainant was advised to submit the relevant documents vide letter dated 19.08.2023.
4. The Administrative Officer, Provincial Board of Management, Sindh Government Servants Benevolent Fund, SGA&CD Karachi informed vide letter dated 19.09.2024 that a payment of Rs.60,000/- for the period from March-2022 to February-2024 has been transferred in the bank account of the complainant through banking online system.
5. The complainant vide written statement dated 22.11.2024 confirmed that her matter has been resolved. She extended thanks to this Institution on redressal of her grievance.

Findings

6. On the intervention of this Institution, grievance of complainant has been redressed by the Agency.

Decision

7. 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 complaint is 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 20th March, 2025