



## DECISION

Complaint No. : POS/ROS/SKK-92/2024

Name and address of the complainant : Mst. Mehrad Begum,  
R/o. Jatoi Mohallah, Islam Colony No.2,  
Golimar, Sukkur.

Name of the Agency Complained against : District Accounts Officer,  
Shikarpur

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Officer, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : ALLEGED DELAY IN FINALIZATION OF  
FAMILY PENSION IN RESPECT OF DECEASED  
HUSBAND OF THE COMPLAINANT.

### COMPLAINT

Mst. Mehrad Begum wd/o Allah Dino Channo, filed a complaint on 03.06.2024 and alleged delay in finalization of her family pension case by District Accounts Office, Shikarpur in respect of her husband who was serving as Malhi in the office of Executive Engineer Drainage Division, Shikarpur and died on 22.10.2022. After exhausting her efforts, she, therefore, solicited our intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the District Accounts Officer, Shikarpur vide this office letter dated: 20.06.2024 followed by reminders.
3. During preliminary correspondence, the complainant submitted application dated: 06.08.2024 that the monthly family pension has been released by the District Accounts Office, Shikarpur and arrears of pension have not been paid to her. She also enclosed the copy of Pension Slip.
4. The Additional District Accounts Officer, Shikarpur also submitted his report dated: 06.08.2024 that monthly family pension amounting to Rs.13,574/- has been paid to the complainant in the month of June, 2024.
5. The Additional District Accounts Officer, Shikarpur submitted another report dated: 02.12.2024 informing that arrears amounting to Rs.256,136/- in favour of complainant have also been paid in the month of November, 2024. He also enclosed the copy of Pension Roll Slip.



6. A copy of said report was sent to the complainant for her rejoinder vide this office letter dated: 09.12.2024, but no response was received from her. Therefore, she was contacted on her mobile No. 0311-3461950 when she confirmed the receipt of her family pension and arrears thereof, and requested to close the case as her grievance was resolved.

**FINDINGS**

7. According to the report of District Accounts Officer, Shikarpur, family pension and arrears thereof have been paid to the complainant which was also confirmed by her telephonically. Hence, no further action is required.

**DECISION**

8. In view of the above, the complaint stands fully redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd /-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated; **7<sup>th</sup>** February, 2025

