



DECISION

Complaint No. : POS/4749/KHE/265/2022

Name and Address of the Complainant : Mst. Zareen Zaman Khan Wd/o Iqbal Ahmed, R/o. House No. M-206, Moula Ram Compound, Bakra Piri, Malir 15, Karachi.

Name of the Agency Complained against : Excise and Taxation Department

Name & Designation of Investigation Officer : Syed Farrukh Habib
Director, Regional Office, Karachi (East)

Subject :- **ALLEGED DELAY IN GRANT OF FAMILY PENSION TO THE COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO EXPIRED ON 08.07.2021.**

THE COMPLAINT

Mst. Zareen Zaman Khan, in her complaint dated 05.09.2022, stated that she was second wife of her late husband, Iqbal Ahmed, who worked as a Junior Clerk in the Excise & Taxation Department and passed away on 08.07.2021. She stated that his first wife expired in 2007, with whom he had six children, all of whom are married. She being the second wife is the legal heir and entitled for family pension. She mentioned that she has contacted the Excise & Taxation Department multiple times to claim the family pension, but no action has been taken by the department in her case. She, therefore, solicited intervention of this office in the matter.

PROCEEDINGS

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as after receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response, Agency's representative appeared before the Investigating Officer on 03.01.2023 and informed that following documents were required viz. Heirship certificate / FRC / CNIC and no remarriage certificate, to process the family pension case. Accordingly, the complainant was repeatedly advised to furnish required documents.

3. In order to expedite the matter the Investigating Officer, fixed the case for hearing on 24.09.2024 when Mr. Riaz Hassan Khoso, Director, Excise & Taxation, appeared who assured to expedite the progress in the matter. Subsequently, the Director (Admin), Excise, Taxation and Narcotics Control, Karachi issued letter on 24.09.2024 to Deputy Accountant General Sindh (Pension) Karachi for transfer of family pension in favour of complainant.

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4. Subsequently, the complainant appeared before the Investigating Officer on 21.01.2025 and furnished letter stating that she has received dues of her husband, as well as receiving family pension regularly. She, while extending gratitude, requested to close the case.

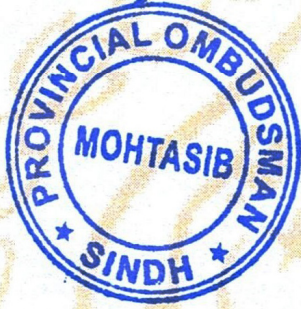
FINDING

5. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

CONCLUSION

6. In view of above, 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 13th February, 2025

