



## DECISION

Complaint No. : POS/RN/84/2024/NWS-93.

Name and address of the complainant : Mst. Sughra wd/o Gahno Khan Umrani,  
R/o/ House No. 01, Nawaz Ali Shah Colony, Nawabshah,  
District Shaheed Benazirabad.

Name of the Agency Complained against : SGA&CD.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,  
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).  
Advisor-F.

Subject : **NON-GRANT OF BENEVOLANT FUND IN FAVOUR OF COMPLAINANT.**

### **THE COMPLAINT:**

Mst. Sughra, filed a complaint dated 28.10.2024 wherein she stated that her late husband, who retired as a Headmaster (BPS-17) from the Education Department, Shaheed Benazirabad had passed away and she subsequently applied for the payment of Benevolent Fund. For processing, the matter was forwarded to the Secretary, Education & Literacy Department, Karachi. However, upon following up with the Secretary, Education & Literacy Department, Karachi, she was informed that her case had been referred to the Services, General Administration and Coordination Department, Government of Sindh for approval. Despite the lapse of over a year, the case remains pending. Aggrieved by that, she sought the intervention of this Institution.

### **PROCEEDINGS:**

2. The complaint was proposed for admission under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up to date), subject to submission of copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.

3. This office issued notice to the complainant for submission of requisite documents vide letter dated 11.11.2024, followed by reminder visa vies telephonic contact dated 29.11.2024 but no response was received from her.

### **FINDINGS:**

4. The complainant has shown no interest in pursuing the case. Therefore, no further action is required.

### **DECISION:**

5. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), the complaint is disposed of on account of non-prosecution.

*Given under my hand and seal of office*



Sd /-  
(MUHAMMAD SOHAIL RAJPUT)  
Sitara-e-Imtiaz, PAS  
Ombudsman Sindh

Karachi, dated 7th March, 2025