



## **DECISION**

Complaint No. : POS/2046/2024/RM-65

Name and address of the complainant : Mst. Rehmat wd/o. Muhammad Suleman, C/o. Adil Shah Kiryana Store, Mirpur Old Stop, Mirpurkhas.

Name of the Agency Complained against : Chairman/Secretary, Union Council Mirpur Old, Mirpurkhas.

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I., Regional Director, Mirpurkhas.

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N

Subject : **COMPLAINT AGAINST UNION COUNCIL MIRPUR OLD ALLEGING FAILURE TO PAY THE ARREARS OF FAMILY PENSION TO THE COMPLAINANT.**

### **COMPLAINT:**

Mst. Rehmat filed a complaint dated 05-04-2024 wherein she stated that her late husband, Muhammad Suleman was a pensioner of Union Council Mirpur Old who expired on 19-02-2023. The agency had calculated the arrears of family pension, amounting to Rs.118,059/- and gave her a cheque for part payment, amounting to Rs.63,059/- which has been dishonoured. Aggrieved by that, she solicited intervention of this Institution.

### **PROCEEDINGS:**

- The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
- This office issued notice dated 06-05-2024 to the Chairman and Secretary, Union Council Mirpur Old for report, who in response informed vide letter dated 04-12-2024 that a cheque dated 25.11.2024, amounting to Rs. 25,000/- has been issued to the complainant towards payment of arrears of family pension. The Secretary, Union Council Old Mirpur vide subsequent report dated 09.01.2025 informed that the cheque dated 07.01.2025, amounting to Rs. 93,059/- has been issued to the complainant, hence, the total arrears of family pension have been paid to the complainant. The complainant also submitted a written statement dated 10.01.2025 wherein she confirmed the receipt of arrears of family pension.

### **FINDINGS:**

- On the intervention of this Institution, the grievance of the complainant has been redressed by the agency.

### **DECISION:**

- In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(d) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

*Given under my hand and seal of the office*



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
Ombudsman, Sindh

Karachi, dated 30<sup>th</sup> January, 2025