



DECISION

Complaint No.	:	POS/2816/2025/RM-249
Name and address of the complainant	:	Mst. Hadai, R/o. Village Dheno Taluka and District Umerkot.
Name of the Agency Complained against	:	District Accounts Officer (DAO), Mirpurkhas
Name & Designation of Investigating Officer	:	Mr. Zulfiqar Ali Junejo, T.I Consultant/Regional Director, Mirpurkhas.
Vetted by	:	Muhammad Naseer Jamali, Advisor-N
Subject	:	COMPLAINT AGAINST DISTRICT ACCOUNTS OFFICER MIRPURKHAS REGARDING INORDINATE DELAY IN UPDATING THE FAMILY PENSION OF THE COMPLAINANT

Complaint

Mst. Hadai filed a complaint dated 08.05.2025 wherein she stated that she is a family pensioner and approached District Accounts Officer, Mirpurkhas for payment of revised family pension through an agent, namely Shoaib Mahar by paying a bribe, amounting to Rs.60,000/- but her grievance has not been resolved. Aggrieved by that, she solicited intervention of this Institution.

Proceedings

2. 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.
3. This office issued a notice dated 16-05-2025 to the District Accounts Officer, Mirpurkhas for report, who in response informed vide letter dated 27.05.2025 that family pension of the complainant was already revised in January, 2025 alongwith payment of pension arrears. He enclosed a copy of pension pay roll slip as an evidence. He further added that the pensioners/ departments are required to submit their cases at receipt and dispatch section at DAO Office instead of handing over to the agents.
4. A copy of agency's report was sent to the complainant for rejoinder vide letter dated 02.06.2025, followed by reminders but she did not respond. However, the documentary evidence revealed that her grievance has been redressed.

Findings

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

Decision

6. 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 29 August, 2025