



## **DECISION**

**Complaint No.** : POS/ROM/132/2024/RM-115  
POS/ROM/157/2024/RM-127

**Name and address of the complainant** : Mst., Bachai, wd/o. Haji  
R/o. Mohalla Bagrani, Tando Allahyar.

**Name of the Agency Complained against** : District Accounts Officer, Sanghar

**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, SANGHAR ALLEGING INORDINATE DELAY IN TRANSFER OF FAMILY PENSION IN FAVOUR OF THE COMPLAINANT

### **Complaint**

Mst. Bachai filed a complaint dated 30.08.2024 wherein she stated that her late mother, Mst. Bano was family pensioner who expired on 27.08.2021. She approached the District Accounts Officer, Sanghar for transfer of family pension in her favour as a widow daughter of the pensioner but to no avail. 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 03-09-2024 to the District Accounts Officer, Sanghar for report, who in response, required following documents in order to process her case vide letter dated 08.10.2024.

- i. Dependency Certificate
- ii. No-Marriage Certificate attested by concerned Assistant Commissioner.
- iii. Bank Account Statement.

4. The complainant submitted required documents and the same were handed over to the representative of the agency during the hearing conducted on 30.10.2024. The District Accounts Officer, Sanghar informed during the hearing on 17.02.2025 that the family pension has been restored in favour of the complainant. The arrears of family pension, amounting to Rs.456,471/- have been transferred in her bank account. The complainant confirmed the redressal of her grievance through her cell No.0336-8014679.

### **Findings**

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



(2)

**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.

7. This also disposes of complaint bearing number POS/ROM/157/2024/RM-137, filed by same complainant, against same respondent Agency on same subject.

**Given under my hand and seal of the office**

**Sd /-**

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

**Karachi, dated 18<sup>th</sup> March, 2025**

