



DECISION

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| Complaint No. | : | POS/192/ROJ-192(JBD)/2024 and three other similar complaints |
| Name and address of the complainant | : | Mr. Shahzado s/o late Nihal Hussain Tanwari, r/o village Gul Muhammad Bijarani, Taluka Tangwani, District Kashmore @ Kandhkot. |
| Name of the Agency Complained against | : | Finance Department |
| Name & Designation of Investigating Officer | : | Mr. Zahid Hussain Buriro Director Regional Office Jacobabad |
| Vetted by | : | Mir Hussain Ali Advisor-M |
| Subject | : | <u>COMPLAINT REGARDING DELAY IN GRANT OF FAMILY PENSION IN RESPECT OF LATE NIHAL HUSSAIN TANWARI</u> |

Complaint:

The complainants Mr. Shahzado Tanwari; Mr. Sajjad; and Mst. Qadul Khatoon have filed their complaints against maladministration in the office of the District Accounts Office, Kashmore, regarding delay in grant of family pension in favor of Mst. Yasmeen, unmarried daughter of late Nihal Hussain Tanwari ex-Primary School Teacher. The complainants have therefore requested this Institution to intervene in the matter.

The details of the three other complaints are as follows:

| S.No. | Name of complainants | Complaint No. |
|-------|----------------------|---------------------------|
| 1. | Mr. Shahzado | POS/98/ROJ-98(JBD)/2025 |
| 2. | Mr. Sajjad. | POS/7625/ROJ218(JBD)/2023 |
| 3. | Mst. Qadul Khatoon | POS/6937/ROJ207(JBD)/2023 |

Proceedings:

2. The complaints admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 were referred to the Agency for comments. In response, the District Accounts Officer, Kashmore vide his office letter dated 2.7.2025 reported that no ID number is detected for the complainant Shahzado's CNIC No. 43103-06417765 on SAP system.

3. This report of the Agency was conveyed to the complainant Mr. Shahzado but there was no response. However on contacting him on his cell phone, he informed the Investigating Officer Jacobabad, that their problem has been redressed. Subsequently they also sent a joint application through post, in which they admitted that the District Accounts Officer, Kandhkot has resolved their grievance, and therefore they do not want any further proceedings on their complaints. .

Findings:

4. In view of the above facts, these four complaints are consigned to the record room as the grievance of the complainants has been resolved as confirmed by them.

"Given under my hand and seal of office"

Sd/-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 8th October, 2025

