



## **DECISION**

**Complaint No.** : POS/106/2022/NFZ-03

**Name and address of the complainant** : Mst. Husna Bano D/o Late Muhammad Bachal,  
House # A-91, Housing Society, Nawabshah, District  
Shaheed Benazirabad.

**Name of the Agency Complained against** : District Accounts Office, N'Feroze

**Name & Designation of Investigating Officer** : Khalid Shaikh,  
Regional Director, N' Feroze

**Vetted by** : Fasihuddin Khan,  
Advisor 'Z'

**Subject** : DELAY OF THREE MONTHS IN FINALIZING THE  
FAMILY PENSION CASE OF THE COMPLAINANT

### **THE COMPLAINT**

Mst. Husna Bano, a widow filed her complaint on 07.01.2022 stating that she had submitted her family pension case alongwith the bill of arrears in the District Accounts Office, N'Feroze. But despite lapse of three months, the payment of her family pension has not been started. She, therefore, solicited intervention of this Institution.

### **PROCEEDINGS**

2. The complaint was admitted u/s 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) by condoning the delay. After receiving mandatory Affidavit on Form 'A' and other relevant documents, the matter was taken up with the District Accounts Officer, N'Feroze vide letter dated 27.01.2022. The District Accounts Officer (DAO), N'Feroze submitted the copy of Pay Roll Slip of the complainant during open katchery on 16.02.2022 which was shared with her for rejoinder. As she did not respond despite reminders, the complainant was contacted on her given cell phone number on 09.05.2022. Her brother, Irshad Ali attended phone call and confirmed having received monthly pension from March, 2022. He also promised to attend the office for submitting written rejoinder. On 19.05.2022, brother of the complainant appeared before the Investigating Officer and filed written confirmation about the start of payment of her pension with the request for early payment of pension arrears. Accordingly, the DAO N'Feroze was asked for report in the matter on 09.06.2022. On 14.11.2022, Irshad Ali, brother of the complainant appeared and submitted written application that on the intervention of this Institution, their problem has been resolved. He extended thanks to the Institution and requested for closing the complaint but the DAO, N'Feroze

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failed to submit the requisite report. Therefore, letter was issued to the DAO N'Feroze for submission of his conclusive report vide letter dated 24.04.2024 but he did not respond. Then hearing letter dated 21.05.2024 was issued to the DAO N'Feroze. On 08.07.2024, he submitted his report to confirm the finalization of pension case and payment of arrears of pension amounting to Rs.10,27,983/- duly paid to the complainant.

DECISION

3. The complaint stands disposed of as redressed.

**Given under my hand and seal of Office.**

