



DECISION

Complaint No. : POS/ROM/199/2025/RM-254

Name and address of the complainant : Mst. Shahnaz Akhtar Gujjar,
R/o. Nasir Cottages, Mohalla Gujjar,
Mirpurkhas

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 REGARDING STOPPAGE OF PAYMENT OF FAMILY PENSION TO THE COMPLAINANT**

Complaint

Mst. Shahnaz Akhtar filed a complaint dated 19.05.2025 wherein she stated that she is a family pensioner after the death of her husband. Her family pension was being transferred in her bank account at Shahdampur and the same has been stopped since 2023. She approached the agency for restoration of family pension alongwith relevant documents 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 21.05.2025 to the Accountant General Sindh and Adl. District Accounts Officer, Sanghar for report, who in response informed vide letter dated 10.06.2025 that the complainant had been paid family pension upto June, 2024. She is required to appear before bank manager for bio-metric verification, life certificate and submit a No Marriage Certificate for restoration of her family pension.
4. The report of the agency was sent to the complainant for rejoinder vide letter dated 13.06.2025 and she submitted the required documents. The Additional District Accounts Officer, Sanghar informed vide letter dated 30.07.2025 that family pension of the complainant has been restored and arrears, amounting to Rs.171,636/- have also been transferred in her bank account. He attached a copy of pension slip of July 2025 as an evidence. The complainant submitted a written letter dated 05.08.2025 wherein she confirmed the redressal of her grievance.

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(c) 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 29th August, 2025