



DECISION

Complaint No. :

POS/5804/2024/K-35

Name and address
of the complainant :

Mst. Robina Kausar wd/o. Abdul Qayoom,
R/o Chak 525, Burewala,
District Vehari.

Name of the Agency
complained against :

Accountant General Sindh, Karachi

Name & Designation of
Investigating Officer :

Mr. Ghulam Abid Shaikh,
Advisor-K

Subject :-

ALLEGED STOPPAGE OF FAMILY PENSION OF THE COMPLAINANT BY A.G, SINDH.

COMPLAINT

Mst. Robina Kausar wd/o. Late Abdul Qayoom, Ex-employee of Sindh Police Department, r/o. District Vehari, filed a complaint on 06.12.2024 and stated therein that after the death of her husband on 07.03.2011, the family pension was transferred in her favour and she received her monthly pension regularly but it was stopped after sometime on the pretext that according to Police Department's report, the wife of late Abdul Qayoom has passed away. Thereafter she approached Police Department as well as A.G, Sindh for releasing her monthly pension alongwith the arrears but to no avail. Being aggrieved, she solicited our intervention to resolve her problem.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act, 1991 (amended upto date), and the reports were called from A.G, Sindh and I.G, Police, Sindh vide this office letter dated: 19.12.2024 followed by reminder dated: 01.01.2025. In response, the Accounts Officer, Office of A.G, Sindh vide his letter dated: 09.01.2025 informed that the complainant's pension was stopped in pursuance of Bank's advice vide letter dated: 12.03.2020. She may therefore, be advised to appear before DAO, Vehari or concerned bank branch for biometric verification. This report of the A.G, Sindh was forwarded to complainant vide this office letter dated: 15.01.2025 for compliance followed by reminders dated: 17.02.2025, 18.04.2025 and 15.05.2025 but she did not respond.

FINDINGS

3. The complainant has failed to furnish required biometric verification certificate either by DAO, Vehari or the concerned bank branch as yet.

DECISION

4. In view of the above, the complaint is disposed of with the advice to the complainant to obtain her biometric verification certificate and furnish it to A.G, Sindh for redressal of her grievance.

Given under my hand and seal of office.



Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated; 7th August, 2025