

**PRESIDENT'S SECRETARIAT (PUBLIC)
AIWAN-E-SADR, ISLAMABAD**

Rep. No.576/WM/2022
Date of Decision: 26.01.2023

Mst. Farah Naseem Vs Pakistan Railways

**REPRESENTATION FILED BY MST. FARAH NASEEM AGAINST THE ORDER OF THE
WAFaqi MOHTASIB IN COMPLAINT NO.WMS-SGD/000469/2022**

Kindly refer to your representation addressed to the President in the background mentioned below:-

2. This representation has been filed by Mst. Farah Naseem (the complainant) assailing the order dated 02.12.2022 of the Wafaqi Mohtasib whereby it has been held as under:-

"... The Agency's representative pleaded the case as per the Agency's report and confirmed that 50% pension amounting to Rs.17,188/- per month has been sanctioned in favour of the complainant w.e.f. 01.11.2022 and the remaining 50% pension will be sanctioned in the name of Mr. Arshad Ali Shah, disabled son of Amjad Ali Shah. The representative of the Agency confirmed that pension will be paid to the complainant on 01.12.2022. The complainant expressed her satisfaction with the redressal of her grievance and requested for closure of her case. Maladministration on the part of the Agency was established in terms of Article 2(2) of P. O. No.1 of 1983, which was rectified by it after a complaint was lodged at this Office. Further proceedings into the complaint are, therefore, liable to be closed.

In view of the position enunciated above, further investigation into the complaint is closed in terms of Regulation 23(1)(e) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, as the complainant was entitled to relief and the Agency has accorded the same after the complaint was lodged."

3. The complainant had alleged her father was a pensioner of Pakistan Railways (the Agency) and after his death the pension was transferred to her mother but later on, she also died. According to her, after death of her mother, she being widowed daughter of the deceased pensioner, applied to the Agency for transfer of family pension to her name but to no avail. Feeling aggrieved, she approached the learned Wafaqi Mohtasib who passed the impugned order, hence the instant representation.

4. The complainant vide application dated 05.01.2022 informed that after filing of representation before the Hon'ble President, her grievance has been redressed by the Agency and she has requested for withdrawal of her representation. Thus, the representation is liable to be disposed of as fructified.

5. In view of the above, the Hon'able President of Pakistan has been pleased to dispose of the instant representation as fructified.

-Sd-
(Asghar Ali)
Director (Legal)

Mst. Farah Naseem Wd/o Muhammad Hanif,
R/o House No.159, Street No.3, Rafi Park,
Qanchi Morh, **Sargodha**.

The Senior General Manager/ CEO,
Pakistan Railway Headquarters, **Lahore**.

Copy to:

- i. The Secretary, Wafaqi Mohtasib (Ombudsman)'s Secretariat, Constitution Avenue, Islamabad.
- ii. The Division Superintendent, Pakistan Railways, Rawalpindi.