



Negligent employees should pay for their negligence

Fatwa no. 20426:

Q: A company hires a great number of employees who work in receiving, counting, and delivering money, in addition to carrying out other banking transactions. Because of this important work, the company chooses competent and honest employees to carry it out. It offers them training on banking work for a sufficient period of time and gives them written and definite instructions to help in carrying out their work

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perfectly. However, some employees may be heedless and neglect the company's instructions, causing it to lose a sum of money. For example, there are certain steps which a cashier should take before paying the amount specified in a check, such as confirming the identity of the bearer of the check, checking that the payer has enough money in their account, etc. Sometimes, the employee would not demand to see the payee's identity card, gives them the money specified, and then finds out that it is a forged check. As a result, the company loses the sum of money paid for the check. Is it permissible to forgive such employees and not blame them for their negligence, which resulted in a loss incurred by the company's shareholders? Please advise, may Allah reward you, grant you a long life, and bless you, for He is the best One asked for help.

A: It is not permissible to forgive the employees who neglect their work and do not carry out given instructions. Rather, they should be held to account and pay the losses which the company incurred because of their negligence. May Allah grant us success! May peace and blessings be upon our Prophet Muhammad, his family, and Companion!

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