



## **DECISION**

Complaint No. : POS/1178/2023/HYD/92

Name and address of the complainant : Mst. Nazia Rajput wd/o Ishtiaque Hussain  
Memon, Flat No.C-9, 2<sup>nd</sup> Floor, Anarkali Center,  
Unit No.07, Latifabad, Hyderabad.

Name of the Agency Complained against : i). Secretary, School Education & Literacy Department  
ii). District Accounts Office, Hyderabad

Name & Designation of Investigating Officer : Syed Muhammad Sajjad Hyder, Regional Director,  
Regional Office, Hyderabad.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : COMPLAINT REGARDING INORDINATE DELAY IN  
PAYMENT OF SERVICE DUES TO THE COMPLAINANT

### **Complaint**

Mst. Nazia Rajput filed a complaint dated 13.02.2023 wherein she stated that her late husband, Ishtiaque Hussain was working as Primary School Teacher (BPS-16) who died during service on 06.11.2018. The agency has processed the case for payment of service dues for BPS-11 instead of BPS-16 in respect of her late husband. She also alleged inordinate delay in processing the case for payment of service dues. Being aggrieved, she solicited intervention of this institution.

### **Proceedings**

2. The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) after receiving mandatory documents by condoning delay.
3. This office issued a notice dated 07.03.2023 to the Secretary, School Education and Literacy Department, Karachi and concerned District Education Officer for report. The Section Officer (F&A), School Education Department informed vide letter dated 13.12.2023 that the case for payment of Financial Assistance is under process and the same will be finalized during 3<sup>rd</sup> quarter of financial year 2023-2024.
4. The Taluka Education Officer, Hyderabad submitted report vide letter dated 15.02.2024 that late Mr. Ishtiaque Hussain was working in BPS-11 (Not BPS-16). Subsequently, he informed vide letter dated 06.03.2024 that family pension has been allowed in favour of Mst. Nazia and Mst. Musrat, both widows of late Ishtiaque Hussain. Payment of G.P Fund, Leave Encashment and aid out of Benevolent Fund has also been made to both widows as per their legal share. The case for payment of Group Insurance has been forwarded to the Secretary School Education Department vide letter dated 01.11.2023.

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5. The School Education Department issued a sanction order for payment of financial assistance, amounting to Rs.1,200,000/- vide order dated 16.02.2024 in favour of both widows of late Ishtiaque Hussain and a cheque dated 06.06.2024 was issued to the complainant for her share. The State Life Insurance Corporation issued a cheque dated 18.08.2025, amounting to Rs.600,000/- of Group Insurance for payment to the widows of late Ishtiaque Hussain.

6. The complainant appeared before the Investigating Officer, Hyderabad on 19.08.2025 and filed a written statement wherein she confirmed the redressal of her grievance. She extended thanks to this Institution.

### **Findings**

7. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

### **Decision**

8. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended up to date), the complaint stands disposed of as redressed.

9. This also disposes of other complaint bearing No.POS/651/Hyd/2025 filed by the same complainant on same subject matter against the same agency.

*Given under my hand and seal of the office*



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
**Sitara-e-Imtiaz, PAS**  
**Ombudsman Sindh**

**Karachi dated 20<sup>th</sup> October, 2025**