



DECISION

Complaint No.: POS/7827/2023/SGR-88

Name and address of the complainant : Mst. Saleh Khatoon, wd/o. Ghulam Qadir Bughio, R/o. village Haji Rajo Bughio, Taluka Shahdapur, District Sanghar

Name of the Agency Complained against : Police Department.

Name & Designation of Investigating Officer : Fazal Muhammad Shaikh, Regional Director, Sanghar

Subject :- Syed Hashim Raza Zaidi Advisor-S

INORDINATE DELAY IN PAYMENT OF SERVICE DUES IN RESPECT OF HUSBAND OF THE COMPLAINTANT WHO EXPIRED DURING SERVICE ON 03.06.2017 AND A DELAY IN APPOINTMENT OF HER SON AGAINST DECEASED QUOTA.

THE COMPLAINT:

Mst. Saleh Khatoon Wd/o. Ghulam Qadir Bughio filed a complaint dated 27-09-2023 against Police, regarding inordinate delay in payment of service dues in respect of husband of the complainant who expired during service on 03.06.2017 and a delay in appointment of her son against deceased quota. The complainant had frequently approached the concerned agency, for redressal of her grievances, but to no avail. Aggrieved by that, she solicited intervention of this Institution.

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)*.
3. This office issued notice to the Senior Superintendent of Police, Sanghar vide this office letter dated 24.10.2023 with a copy to the complainant for submission of affidavit on form 'A' alongwith other relevant documents. In response, the Senior Superintendent of Police, Sanghar has filed his report vide letter dated 23-04-2024, wherein, he has submitted that the sanction order regarding the Financials Assistance in favour of Mst. Saleh Khatoon wd/o. late C/235 Ghulam Qadir has been issued by the Inspector General of Police Sindh, Karachi, vide letter No.B-VI/FSO/F-Assistance/5696, dated 22-02-2024. In this regard, a cross cheque amounting to Rs.300,000/- will be issued by the IGP, Sindh, Karachi in the name of the widow as soon as possible. It is further added that following admissible service benefits of the complainant has already been paid as per details given below:-

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Sr. NO.	HEAD	AMOUNT	REMARKS
1	Gratuity Lumpsum	Rs.90,009.00	Availed on 20.02.2018
2.	Immediately Relief	Rs.40,000.00	Paid online
3.	L.P.R (365) days	Rs.143,400.00	Paid through Cheque No.32955734 dated 18.09.2017
4.	Group Insurance	Rs.350,000.00	Paid to legal heirs
5.	Benevolent Fund	Rs.4000.00	Is being paid monthly.
6.	Pension	00	Not eligible.

4. He has further submitted vide letter dated 06.11.2023, that the son of deceased namely Nawab Shareef S/o. Ghulam Qadir was recommended for appointed as constable against deceased quota through this office letter No.SSC/5290 dated 10.05.2022, but he has been declared fail by Recruitment Committee vide IGP Sindh, Karachi letter No.8268-81/EB-III/T-7/S&S/2023 dated 12.04.2023 (copy of letter / list enclosed).

5. The report of agency alongwith enclosures were sent to the complainant vide letter dated 24.04.2024 for filing of her rejoinder / comments. but she neither attended this office nor she filed her rejoinder despite issuance of multiple reminders through letters and telephonic messages on her given cell No.0300-7045064. This shows that complainant, after redressal of her grievances, has lost her interest in the matter.

FINDINGS:

6. On the intervention of this Institution, the grievances of complainant have been redressed by the agency.

DECISION:

7. 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 for Sindh Act 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office.

- Sd \-

(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 07-Nov, 2024

