



DECISION

POS/26/2020/KC

Complaint No. :

Name and address
of the complainant :

Mst. Darakhshan,
R/o. House No. 1-B, Near Sir Syed College, Nazimabad No.
01, Karachi.

Name of the Agency
complained against :

Works & Service Department

Name & Designation of
Investigating Officer :

Mr. Iqbal Nafees Khan
Regional Director, Karachi Central.

Subject :-

**INORDINATE DELAY IN THE PAYMENT OF
SERVICE DUES TO THE COMPLAINANT, WIDOW
OF THE DECEASED GOVERNMENT SERVANT**

COMPLAINT

Mst. Darakhshan filed a complaint on 23.01.2020 stating that her husband, Mr. Muhammad Arif, retired as Chief Engineer (BPS-20) from the Works & Services Department, Government of Sindh on 03.02.2018 and passed away in a road accident on 18.06.2018. She contended that despite submission of all requisite documents to the concerned department, the service-related dues of her late husband had not been paid. She, therefore, requested the intervention of this office for payment of the outstanding dues.

PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended in 2020), after condoning the delay. Upon submission of the affidavit on Form "A" by the complainant, the matter was referred to the Agency for necessary action.
3. The Section Officer-I, Works & Services Department, Government of Sindh, Karachi, vide letter dated 04.09.2020, informed that the family pension papers had been forwarded to the District Accounts Officer, Hyderabad, on 20.07.2020 for further necessary action.
4. The Deputy Manager (Claims, Group & Pension), State Life Insurance Corporation of Pakistan, Karachi Zone, vide letter dated 14.10.2022, communicated that attested copies of the Service Book, Last Pay Certificate, and Pension Book/Online Pension Roll Data Sheet were required to process the complainant's case. The complainant was accordingly advised to provide the necessary documents.
5. Subsequently, the Deputy Manager (Claims, Group & Pension), State Life, Karachi Zone, vide letter dated 08.10.2024, informed that an amount of Rs. 2,500,000/- (Rupees Twenty-Five Lacs only) on account of the Death Claim had been disbursed through Cheque No. 8891123, dated 15.02.2023. The complainant confirmed receipt of the said cheque vide letter dated 19.11.2024.
6. The Chief Engineer, Buildings Department, Government of Sindh, Hyderabad, vide letter dated 17.12.2024, stated that the District Accounts Officer-III, Hyderabad, had informed vide letter dated 20.11.2024 that all pension related payments due to the complainant (widow of the deceased employee) had been cleared. A copy of the said communication was also enclosed.

7. The Section Officer-I, Works & Services Department, Government of Sindh, Karachi, vide letter dated 29.10.2024, stated that a reference had been sent to SGA&CD to treat the intervening period of the deceased officer as duty period and to allow payment of salary for that time. In response, SGA&CD, vide Notification No. SOI(SGA&CD)-2/13/2015(W&S-12) dated 01.10.2019, approved the drawl of salary for the intervening periods, i.e., from 26.05.2017 to 03.03.2018 (as Senior Chief Development) and from 01.08.2017 to 03.02.2018 (as Chief Engineer, Works & Services Department).
8. The complainant, vide letter dated 17.04.2025, stated that payment for the period from 01.08.2017 to 03.02.2018, against the post of Chief Engineer (BPS-20), was still pending.

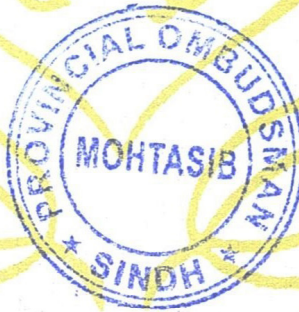
FINDINGS:

9. Since the Services, General Administration & Coordination Department (SGA&CD) has allowed the payment of salary for the intervening period in respect of the late Muhammad Arif, the complainant (his widow) is legally entitled to receive the same.

DECISION:

10. In exercise of powers conferred upon me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (as amended), I hereby direct the Secretary, Government of Sindh, Works & Services Department, to ensure payment of the outstanding salary for the intervening period, as notified by SGA&CD, to the complainant within forty-five (45) days of issuance of this order.
11. Compliance report should be submitted to this office accordingly.

Given under my hand and seal of this office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz (PAS)
OMBUDSMAN SINDH
 Karachi, dated; 30th July, 2025