



DECISION

Complaint No. : POS/6249/2024/KC

Name and address of the complainant : Mst. Shohaila Naz,
R/o. Flat No. B-4, Bhayani Square, Block-G,
North Nazimabad, Karachi.

Name of the Agency Complained against : i. A.G, Sindh
ii. School Education Department

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Qidwai,
Director, Regional Office, Karachi (Central)

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **DELAY IN PAYMENT OF GROUP INSURANCE, FINANCIAL ASSISTANCE & BENEVOLENT FUND TO THE COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO EXPIRED ON 22.04.2018.**

COMPLAINT

Mst. Shohaila Naz, filed a complaint on 09.08.2023 and stated that her husband Mr. Muhammad Khaliquddin Siddiqui, who was posted as Junior School Teacher (JST, BPS-16) in Govt. Boys Secondary School, Clayton Road, Jamshed Town, Karachi passed away during service on 22.04.2018. But despite passage of more than five years, Group Insurance, Financial Assistance and Benevolent Fund has not yet been paid to her. She, therefore, solicited our intervention in the matter.

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), by condoning the delay and subject to the submission of Affidavit on Form-"A". After submission of the required document by the complainant, the matter was referred to the agency. In response, Accounts Officer, Education-V, Office of the Accountant General (A.G) Sindh, Karachi vide his letter dated: 05.11.2023 requested us to direct the Education Department to submit claim of the deceased employee for further processing of the case. In pursuance, the District Education Officer, Elementary, Secondary & Higher Secondary, District East, Karachi vide letter dated: 16.04.2024 informed that the claim for the grant of service dues to the complainant has been forwarded to A.G, Sindh.
3. After constant follow up, the complainant's problem was finally resolved as she confirmed vide letter dated: 16.10.2024 that she has received all service dues in respect of her deceased husband. She also extended gratitude to the institution of Provincial Ombudsman Sindh for its assistance and requested to close the case.

FINDINGS

4. After intervention of this Institution, the payment of all outstanding service dues have been made to the complainant, hence, no further action is required by this Institution.

DECISION

5. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office



(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 25th November, 2024

Sd/-

