



## **DECISION**

Complaint No. : POS/382/KHE/55/19

Name and Address of the Complainant : Mst. Jamila Saeed, R/o Plot No. C-7, Iqra Apartment, Flat No. 3, Street No. 11, Bader Commercial, D.H.A Phase-V, Karachi.

Name of the Agency Complained against : 1. Health Department  
2. Benevolent Fund Board (SGA&CD)

Name & Designation of Investigation Officer : Syed Farrukh Habib  
Director, Regional Office, Karachi (East)

Subject :- **NON-GRANT OF AID OUT OF BENEVOLENT FUND (B.F) TO THE COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO PASSED AWAY WHILE IN SERVICE IN 2007.**

### **THE COMPLAINT**

Mst. Jamila Saeed in her complaint dated 01.02.20219 stated that her husband namely Dr. Agha Saeed Ahmed was serving as Deputy District Officer (Budget) at the office of District Health Officer Shikarpur. He passed away in 2007 in a road accident. She stated that she has already received G.P fund and also getting pension in respect of her late husband but Benevolent Fund has yet not been paid to her, despite approaching the concerned department continuously. She therefore, solicited intervention of this office for redressal of her grievance.

### **PROCEEDINGS**

2. After admission of complaint by condoning delay under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991, (amended up to date), as well as receiving mandatory Affidavit on Form "A" and other relevant documents, report was called from the Agency. In response the Section Officer-IV, Government of Sindh, Health Department shared copy of his letter dated 07.03.2019 seeking report from the Director General, Health, Services, Hyderabad, as well as copy of another letter dated 18.04.2019 by Director General, Health asking similar report from the District Health Officer, Shikarpur.

3. Later, the District Health Officer Shikarpur vide letter dated 24.05.2024 reported that the Benevolent Fund case in favor of above named officer have been sent to office of the Deputy Commissioner, Shikarpur vide letter No. DHO/SHP/-8941/42, dated 13.12.2016, who forwarded the same to the Secretary to Government of Sindh, Health Department, Karachi vide letter No: DC/SHP/-46, dated 04.01.2017, regarding payment of Benevolent fund.

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4. Thereafter, the matter was continuously pursued with the Health Department. After protracted correspondence, the Section Officer IV- Government of Sindh, Health Department vide letter dated 15.06.2021, reported that case of Benevolent Fund in respect of widow complainant had been forwarded to the Administrative Officer, Benevolent Fund, Services, General Administration & Coordination department, Government of Sindh Karachi.

5. The Administrative Officer, Provincial Board of Management Sindh Government Servants Benevolent Fund, SGA&CD, when enquired, informed vide letter dated 25.10.2021 that beneficiary has been paid a sum of Rs. 48,871/- for the period from 15.12.2019 to 31.07.2021 through bank advice No. 8 (Bank Al Habib) on 05.10.2021.

6. The complainant vide letter dated 04.10.2022 confirmed that on the intervention of this office she received an amount of Rs. 48,000/- but for remaining dues, she again approached to the Administrative Officer, Benevolent Fund, Karachi after passage of six months but no response was received. Again matter was taken up with the Administrative Officer, Benevolent Fund, Karachi, who in response vide letter dated 04.11.2022 reported that the requisite details have been received from the beneficiary and she has been enlisted for payment.

7. Subsequently, the said Administrative Officer, Provincial Board of Management Sindh Government Servants Benevolent Fund, SGA&CD vide letter dated 23.12.2022 reported that Mst. Jamila Agha wd/o Late Dr. Agha Saeed Ahmed has been paid a sum of Rs. 30,000/- for the period from 1<sup>st</sup> August, 2021 to 31<sup>st</sup> of July, 2022 through (Bank Al Habib) on 08.12.2022.

8. Copy of the Agency's report was forwarded to the complainant for confirmation but she failed to respond despite issuance of reminder. However, when Investigating Officer contacted the complainant on telephone on 07.03.2024, she confirmed receipt of dues mentioned in Agency's letter.

#### **FINDING**

9. As a result of intervention and constant pursuance by this Institution, complainant's grievance has been resolved.

#### **CONCLUSION**

10. In view of the above, 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 09-12-2024