



DECISION

Complaint No. : POS/5311/2023/NWS-131.

Name and address of the complainant : Mst. Safooran wd/o Muhammad Usman Joyo, Village Kharr, P.O Daulatpur, Taluka Kazi Ahmed, District Shaheed Benazirabad.

Name of the Agency Complained against : Health Department.

Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **ALLEGED DELAY IN PAYMENT OF PENSION AND SERVICE DUES TO THE COMPLAINANT.**

THE COMPLAINT:

Mst. Safooran filed an online complaint dated 07.07.2023 wherein she stated that he had served as a Lady Health Worker (LHW) in Health Department and retired from service on attaining the age of 60 years. She had frequently approached the concerned Agency for payment of G.P Fund, Pension and Gratuity 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 up to date), subject to submission of copy of CNIC, Affidavit on Form "A" and by condoning the delay.
3. This office issued notice to the District Health Officer, Shaheed Benazirabad dated 17.01.2024 for report. In response, he informed vide letter dated 21.03.2024 that documents in respect of service dues of the complainant have been submitted to the District Account Officer, Shaheed Benazirabad.
4. The matter was perused with District Accounts Officer, Shaheed Benazirabad vide letter dated 02.04.2024 for further report. In response, he informed vide his letter dated 23.04.2024 that pension papers in respect of complainant were found incomplete and returned to the concerned department.
5. A copy of Agency's report dated 23.04.2024 was forwarded to the complainant for filing rejoinder vide letter dated 21.05.2024. In response, complainant's daughter

Mst. Seema appeared and informed that her mother named Mst. Safooran (complainant) has passed away. She had submitted required documents to the District Accounts Officer, Shaheed Benazirabad and to the District Health Officer, Shaheed Benazirabad.

6. In order to resolve the grievance of the complainant, the matter remained under correspondence with the District Health Officer, Shaheed Benazirabad and District Accounts Officer, Shaheed Benazirabad. Finally, they informed vide their reports dated 17.12.2024 and 18.12.2024 that guardian certificate for minor legal heirs of complainant Miss. Haseena (age 16 years), Daughter and Mr. Amir Ali (age 14 years), Son, as per Heir Ship Certificate is required for further processing.

7. The complainant's daughter name Mst. Seema also filed a written statement of the date 24.12.2024 that she was unaware about requirement of guardian certificate for the minors therefore she want to approach the Court of law for the declaration of guardian for the minors therefore requested to close the instant complaint.

DECISION:

8. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint, accordingly.

Given under my hand and seal of office



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

Karachi, dated 14th January, 2025