



DECISION

Complaint No. : POS/5957/ROK-186/(Khp)/2023

Name and address of the complainant : Mst. Afsana, Wd/o Ali Murad,
R/o Village Channa Goth, District Khairpur.

Name of the Agency Complained against : Local Government (Town Committee Choondiko)

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Muhammad Misbah Tunio, Advisor-J**

Subject : **ALLEGED DELAY IN PAYMENT OF FINANCIAL ASSISTANCE AND LPR ENCASHMENT TO COMPLAINANT IN RESPECT OF HER DECEASED HUSBAND WHO DIED ON 20.04.2021.**

COMPLAINT

Mst. Afsana Wd/o Ali Murad, R/o Village Wada Siming, Taluka Khairpur, filed a complaint on 19.07.2023 stating therein that her deceased husband had been serving as Cleaner (BPS-1) in Town Committee Choondiko, Taluka Nara, District Khairpur who died during service on 20-04-2021. However, the Town Committee authorities had not yet paid her late husband's service dues, including Financial Assistance amounting to Rs. 600,000/-, Commutation/Gratuity amounting to Rs.140,880/-, and LPR encashment amounting to Rs.138,658/-, totaling Rs.879,538/-. She, therefore, sought the intervention of this institution.

PROCEEDINGS

02. The complaint was admitted u/s 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date), by condoning the delay in its filing and subject to the submission of an Affidavit on Form "A".

03. After completing the required formalities, the matter was taken up with the Town Officer, Town Committee Choondiko, on 04-09-2023 for comments. However, the agency failed to respond. On 26-12-2024, the Investigating Officer contacted the complainant at her provided phone number (0307-2715371). The complainant's brother-in-law, Ali Mardan, attended the call and informed that the Town Committee Choondiko authorities had paid the LPR encashment amounting to Rs.138,658/- to them. He also confirmed that an installment of Rs.50,000/- per month was being paid to the complainant on account of Financial Assistance and Gratuity.

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FINDINGS

04. The complainant's grievance has been redressed by the Agency following the intervention of this institution.

DECISION

05. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to record.

“Given under my hand and seal of office”

Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 4th February, 2025

