



DECISION

Complaint No. : POS/779/ROK-05/(Khp)/2022

Name and address of the complainant : Mst. Humera Khatoon Wd/o Hafeezullah Memon
C/o Al-Hameed Badam Khajoor Shop, Near
Al-Shaikh Hotel Therhi, Taluka & District
Khairpur.

**Name of the Agency
Complained against** : College Education / DAO Khairpur

**Name & Designation of
Investigating Officer** : **AHMED BAKHSH GHUMRO,**
Regional Director, Regional Office Khairpur

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

Subject : **ALLEGED DELAY IN PAYMENT OF SERVICE DUES IN
RESPECT OF DECEASED HUSBAND OF THE
COMPLAINANT WHO DIED DURING SERVICE ON
30.05.2021.**

COMPLAINT:

Mst. Humera Khatoon, filed a complaint on 10-02-2022, stating therein that her husband was a Lecturer in Education Department and died on 30.05.2021 during service. She was entitled for the outstanding service benefits and grant of family pension of her deceased husband. Therefore she requested the concerned authority regarding the approval of her case and to forward the same to District Accounts Office Khairpur but no action was taken. She therefore approached this Institution for redressal of her grievances.

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 filing it and subject to submission of an Affidavit on Form "A".

03. The matter was taken up with the Regional Director (Colleges), Sukkur Region & District Accounts Officer Khairpur, for report / comments. The Principal, Government Degree College Therhi, vide his letter dated. 12-03-2022 reported that due to non-submission of succession certificate by the complainant, the case papers of her deceased husband were not forwarded to concerned quarter.

04. Copy of said report was communicated to the complainant vide letter dated. 14-03-2022 for her rejoinder. The District Accounts Officer Khairpur, vide letter dated. 15-03-2022 reported that the concerned department have not submitted the case papers in respect of complainant's deceased husband regarding family pension & outstanding service dues. As and when required case papers were received, the payment would be released.

05. In order to resolve the issue, the hearing was held on 17-05-2022, wherein Mr. Abdul Ghani, Principal, Government Degree College Therhi, Mr. Basheer Ahmed Baloch, Incharge Pension, District Accounts Office Khairpur & complainant were present. The Principal assured that he would sign the case papers of the deceased husband of the complainant and forward to competent authority for necessary action.

06. In pursuance to above, the Additional District Accounts Officer Khairpur, vide his letter dated. 16-05-2022 reported that the family pension amounting to Rs. 49030/- has been paid in the month of April, 2022 to complainant. Copy of Agency's report was communicated to the complainant for her rejoinder. The complainant in her rejoinder dated. 08-06-2022 confirmed that she had received monthly pension amounting to Rs.49030/- from the Agency and requested for payment of her remaining amount of outstanding service dues viz. gratuity, L.P.R & G.P Fund.

07. After continuing follow up of this Institution, the District Accounts Officer Khairpur, sent his letter dated. 19-12-2022 wherein reported that the monthly pension had already been started during the month of April, 2022 under vide PPO No. KHP/S/13321, to the complainant and following payment had been made to the complainant:-

i.	Arrears of Pension and gratuity paid in the month of July, 2022	Rs. 1909655/-
ii.	L.P.R	Rs. 403076/-
iii.	G.P Fund	Rs. 717685/-
	Total:	Rs. 3,030,416/-

08. The above mentioned report of District Accounts Office Khairpur was sent to the complainant vide this office letter dated. 06-01-2023 for her rejoinder. The complainant appeared before the Investigating Officer on 12-05-2023 and acknowledged that total amount of **Rs.3,030,416/-** on account of outstanding service dues in respect of her deceased husband had been received from the Agency. She expressed thanks to this Institution and requested for closure of the complaint.

FINDINGS:

09. On intervention the lady complainant has been able to get her family pension and outstanding service dues of her deceased husband from the Agency.

DECISION:

10. In view of above position, the complaint stands 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 5th March, 2025