



DECISION

Complaint No. : POS/1055/2021/NWS-16/SGR-03

Name and address of the complainant : Mst. Jamna D/o. Kirshno, Sinjhor City, Ward No.02, Block No.01, P.O. and Taluka Sinjhor, District Sanghar.

Name of the Agency Complained against : M.C. Sinjhor / Local Government Department.

Name & Designation of Investigating Officer : Fazal Muhammad Shaikh, Regional Director, Sanghar.

Vetted by : Syed Hashim Raza Zaidi, Advisor-S.

Subject : **COMPLAINT ABOUT NON-PAYMENT OF PENSIONARY BENEFITS IN RESPECT OF DECEASED MOTHER OF THE COMPLAINANT WHO WAS SANITARY WORKER AND DIED IN FEB, 2018 ETC.**

THE COMPLAINT:

Mst. Jamna filed a complaint dated 23.02.2021 that her mother namely Mst. Sharmiti was a Sanitation Worker in Local Government, Sinjhor passed away while in service in February 2018. Later-on, she moved application of family pension and repeatedly approached the concerned department, but all in vain. Aggrieved by that, she solicited intervention of this institution.

PROCEEDINGS:

2. 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), after receiving mandatory affidavit on form "A" and other relevant document.
3. This office issued notice to the Chief Municipal Officer, Municipal Committee, Sinjhor for report vide letter dated 26.04.2021. C.M.O, in response, informed vide letter dated 22.07.2024 that mother of complainant expired on 15.02.2018 and her case was forwarded to the Director Local Fund Audit Karachi for fixation of family pension. The case was approved for payments of family pension in equal share to the two legal heirs of deceased Mst. Lachoo w/o. Kishno i.e. Rs.100,000/- in favour of Mr. Rajoo S/o. Kishno and Rs.100,000/- in favour of Mst. Jamna D/o. Kishno (un-married). He has further added that monthly pension in respect of deceased sanitary worker is being paid to the legal heirs of the deceased sanitary worker without any delay.
4. He further mentioned that at present Rs.10,97,698/- are still pending against the pension benefits of deceased employee but his office is unable to pay the said amount due to fiscal constraints for which a request has been made to higher authorities. He further said that he will try to ensure the payment to the complainant as soon as he get the required funds from the Govt. of Sindh.

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5. Complainant along with her brother namely Rajoo appeared before the Investigating Officer on 28.04.2022 and filed her written statement that she and her brother have received cheques of Rs.100,000/- each dated 27.04.2022, after intervention of this Institution and they are now being paid family pension regularly. As their grievance regarding grant of pension has been redressed, therefore she requested to close the case.

FINDINGS:

7. The grievance of the complainant has been resolved to the extent of payment of regular pension to her.

DECISION:

8. In view of the above, 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 with the directions to Chief Municipal Officer, Sinjhora to clear all the pending pension benefits to the legal heir of deceased employee as per applicable Govt. policy.

Given under my hand and seal of the office.



Sd/-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 19-11-2024

