



DECISION

Complaint No. : POS/1728/2022/Hyd/138

Name and address of the complainant : Mst. Umaira Wd/o Lakha Dino Kunbhar,
R/o Village Mulakatiar, Taluka Bulri Shah Karim,
District Tando Muhammad Khan

Name of the Agency Complained against : School Education /District Accounts Office,
Tando Muhammad Khan

Name & Designation of Investigating Officer : Abdul Wahab Memon,
Regional Director, Badin

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject :

COMPLAINT AGAINST THE SCHOOL EDUCATION DEPARTMENT AND THE DISTRICT ACCOUNTS OFFICE, T.M. KHAN REGARDING DELAY IN SETTLEMENT OF SERVICE DUES IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT

THE COMPLAINT

Mst. Umaira wd/o Lakha Dino Kunbhar filed a complaint dated 17.03.2022 regarding delay in settlement of service dues in respect of her deceased husband who was serving as Naib Qasid and died during the service on 20.06.2021. She added that she was being asked to get corrected his date of birth in the service book. In this connection, she was running from pillar to post but to no avail. 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) by condoning the delay subject to submission of a copy of CNIC, Affidavit on Form 'A' and other relevant documents.
3. After fulfillment of the codal requirements, letters dated 27.04.2022 and 28.06.2022 were written to the District Accounts Officer, T.M. Khan as well as to the District Education Officer, T.M. Khan for report and to attend the hearing on 04.07.2022. The Taluka Education Officer, Bulri Shah Karim attended the hearing but requested for grant of some time to submit their report. The DAO, T.M. Khan vide his letter dated 05.07.2022, reported that the encashment of LPR amounting to Rs.144,360/- had been paid to the complainant on 10.05.2022. After constant correspondence and issuance of number of reminders and hearing notices, to the concerned officers, the date of birth of the deceased Lakha Dino was got corrected from 01.08.1977 to 01.01.1971 as informed by the DEO (Primary), T.M.Khan vide his letter dated 09.12.2024.

4. Subsequently, payment of other service dues, including G.P. Fund and Group Insurance claim of the deceased employee were also disbursed to the complainant being his widow but the issue of grant of family pension to her could not be finalized.

5. To ascertain the factual position, the matter was placed in the Khuli Katchery held on 18.06.2025 in the office of the District Accounts Office, T.M. Khan duly attended by the representative of the Education Department and the complainant. The District Accounts Officer, T.M. Khan clarified that the complainant Mst. Umaira was not eligible for pension due to a deficiency in qualifying service of her deceased husband, which is less than ten years.

6. The complainant understood the legal position as explained above and agreed that if pension could not be granted under the prevailing government policy, her complaint may be closed. She also thanked this Institution for grant of all remaining service dues to her.

DECISION

7. In view of the above, the complaint stands redressed and is disposed of accordingly.

Given under my hand and seal of Office.



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

Karachi, dated

18th August, 2025