



DECISION

Complaint No. : POS/739/22/ NFZ-67

Name and address of the complainant : Mst. Ameeran Amber W/o Ikhtiar Ahmed Ujjan,
Ansari Mohalla Kandiaro,
District N'Feroze

Name of the Agency Complained against : Agriculture Department

Name & Designation of Investigating Officer : Khalid Shaikh,
Regional Director, N' Feroze

Vetted by : Fasihuddin Khan,
Advisor 'Z'

Subject : ALLEGED DELAY IN THE PAYMENT OF FINANCIAL ASSISTANCE IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT

THE COMPLAINT

Mst. Ameeran Amber filed a complaint on 08.02.2022 against the Agriculture Department stating that her husband was an employee of Agriculture Department and died during service. After his death, she approached the Agency for financial assistance but the same was delayed. She, therefore, solicited intervention in the matter.

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 Affidavit on Form 'A'. After receiving mandatory Affidavit on Form 'A' and other relevant documents, the matter was taken up with the Additional Directors, Agriculture Department, N'Feroze and Khairpur vide letter dated 01.03.2022 and dated 09.03.2022 respectively as the complainant did not mention place of posting of her deceased husband. On 07.03.2022, the Additional Director, Agriculture Extension, N'Feroze reported that no such person has remained employee in the Agriculture Department of District N'Feroze. Similar report was received from the Additional Director, Agriculture Extension, Khairpur.

3. Both reports were shared with the complainant for rejoinder on 21.04.2022 but she did not respond till 30.06.2022. Thereafter, she was contacted on mobile phone, her son received the call and informed that their grievance has been redressed by the Agriculture Department's authorities at Taluka Kot Dijji, District Khairpur.

4. As such a letter was written to the Additional Director, Agriculture Extension, Khairpur for report as to how grievance of the complainant was resolved when record of the deceased employee was not found and the matter did not pertain to his office; and that how much amount was paid to the complainant towards financial assistance ? In response, the Additional Director, Agriculture Extension, Khairpur reported vide letter dated 21.05.2024 that the complainant's husband Ikhtiar Ahmed Ujjan (late), Ex-Buddar did not serve at their office but he was an employee of Agriculture Research, Sindh headed by the DG Agriculture Research, Sindh, Tando Jam and served at Banana Research Institute, Kot Diji under the Agriculture Research. It was further clarified that financial assistance amounting to Rs.300,000/- was paid to the family of the deceased vide Secretary, Agriculture & Supply Prices Department, Government of Sindh order No.SO(G)7(24)05/517/B dated 27th May, 2022. The complainant also submitted an application on 21.05.2024 confirming the Agency's report and while thanking for redressal of her grievance, she requested to close her complaint.

DECISION

5. In view of the above, the complaint is disposed of as redressed.

Given under my hand and seal of Office.



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
 Sitara-e-Imtiaz - PAS
 Ombudsman, Sindh
 Karachi, dated 31st July, 2025