



DECISION

Complaint No. : POS/2618/2023/RM-88

Name and address of the complainant : Mr. Hafeez-ur-Rehman,
R/o. House No.1170, Street No.2, Near Rabbani Masjid,
Mirpurkhas.

Name of the Agency Complained against : i. Principal, Police Training College Shahdadpur
ii. District Accounts Officer, Sanghar.

Name & Designation of Investigating Officer : Mr. Zulfiqar Ali Junejo, T.I
Consultant/Regional Director, Mirpurkhas.

Vetted by : **Muhammad Naseer Jamali, Advisor-N**

Subject : **COMPLAINT AGAINST INORDINATE DELAY IN PAYMENT OF SERVICE DUES TO THE LEGAL HEIRS OF DECEASED SISTER OF THE COMPLAINANT**

Complaint

Mr. Hafeez-ur-Rehman filed a complaint dated 21.03.2023 wherein he stated that his late sister, namely Fozia Sultana was a Police Constable and working at Police Training College Shahdadpur who expired on 23.03.2021 during service. The legal heirs of the deceased employee are entitled for payment of service dues viz; Gratuity, 365 leave encashment, Funeral charges, Financial Assistance, G.P. Fund, Groups Insurance and Family Pension but the agency has failed to pay the service dues despite lapse of more than two years. Aggrieved by that, he solicited intervention of this Institution.

Proceedings

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to date) after receiving mandatory affidavit on Form-A, copy of CNIC and by condoning the delay.
3. This office issued a notice dated 19-04-2023 to the Principal, Police Training College, Shahdadpur for report, followed by reminders and the case was heard on various dates. The Senior Superintendent of Police/Principal, Police Training College, Shahdadpur informed vide reports on different dates that the service dues have been paid to the legal heirs of deceased, Fozia Sultana as under:

| S.No. | Nature of dues | Amount | Cheque |
|-------|-------------------------------------|-------------|--|
| 1. | Coffin/Burial charges | 50,000/- | Vide cheque dated 25.10.2023 |
| 2. | Group Insurance | 437,500/- | Vide cheque dated 15.11.2023 |
| 3. | G.P Fund | 656,005/- | Vide cheque dated 09.05.2024 |
| 4. | Commutation and encashment of leave | 1,031,854/- | Transferred in bank account dated 05.06.2024 |
| 5. | Financial Assistance | 900,000/- | Vide cheque dated 13.06.2024 |

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4. The Adl. District Accounts Officer, Sanghar informed that the deceased Fozia Sultana was not married as per Heir ship Certificate dated 30.05.2021 and Succession Certificate dated 13.01.2023, hence, the legal heirs (brothers/sisters) are not entitled for grant of family pension.

5. The complainant has informed through his cell No.0300-3075569 on 19.06.2025 that they have received the service dues of deceased, Mst. Fozia Sultana in favour of legal heirs i.e. brothers/sisters as per share determined in Succession Certificate.

Findings

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

Decision

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the Office of Ombudsman for the Province of Sindh, Act 1991 (amended up to date), the complaint is disposed of as redressed, in terms of Regulation 21(c) of Investigation and Disposal of complaints Regulation 2024 of the Ombudsman Act.

Given under my hand and seal of the office

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

Karachi, dated 4th July, 2025

