



DECISION

Complaint No. : POS/3405/ROK-98/(Khp)/2023

Name and address of the complainant : Mst. Gulabi Khatoon Wd/o Sher Khan Shar,
R/o Village Mengho Faqir Shar,
Taluka Thari Mirwah, District Khairpur.

Name of the Agency Complained against : B.F (Revenue) / School Education

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge,
Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **DELAY IN GRANT OF AID OUT OF BENEVOLENT FUND TO THE COMPLAINANT IN RESPECT OF HER HUSBAND WHO DIED DURING SERVICE IN MAY 2018.**

COMPLAINT

Mst. Gulabi Khatoon wd/o Sher Khan Shar filed a complaint on 09-05-2023 stating that her husband, a Junior Clerk in Education Department, died on 05-05-2018 during service. She alleged that she had approached D.C Khairpur in February 2021 for Benevolent Fund grant but in vain. She, therefore, solicited intervention of this Institution.

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, subject to submission of Affidavit on Form "A".

03. After completing the codal formalities, the matter was taken up with respective agencies viz.D.C, Khairpur & D.E.O (ES&HS), Khairpur, on 07-06-2023 for comments / report. In response, the D.C Khairpur, reported on 07-07-2023 that complainant's case was received from D.E.O (ES&HS), Khairpur, on 21-02-2022.. It was approved in the meeting held on 23-12-2022 for payment, but payment could not be made for want of funds. It was also reported that his office had already moved concerned quarter for release of Rs.20.456 million. So payment to complainant would be made as soon as funds were received.

04. Said report was shared with complainant on 18-07-2023 for rejoinder, if any. No response / rejoinder was received from complainant till 22-05-2024 when her son appeared before the Investigating Officer and submitted application signed by his mother that she has received Rs.26000/- as benevolent fund grant. Therefore, while expressing her gratitude to this Institution for providing prompt relief, she requested to close the case.

Continued at P/2

FINDINGS

05. The complainant's grievance stands redressed on the intervention of this Institution.

DECISION

06. The complaint is hereby disposed of as redressed and consigned to record accordingly.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 24th April, 2025

